

OneHealthPort

Registration Guide

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Introduction

Welcome to the OneHealthPort Single Sign-On (SSO)! The OneHealthPort SSO offers healthcare professionals a secure way to access information from all participating health plans and organizations by signing in once using a single Digital ID consisting of a User ID (or Subscriber ID) and password. There are three key operating principles for the OneHealthPort SSO:

- **Self-administration:** organizations manage their own OneHealthPort accounts.
- **Delegated responsibility:** organizations accept responsibility for issuing and terminating digital credentials for their workforce.
- **Simplified access for authorized individuals:** Administrators ensure that authorized Subscribers receive the correct digital credentials, use the system properly, and can quickly access only their own organization's data. This helps protect patient privacy, manage risk, and simplify workflows.

Prepare for Registration

Follow these steps to ensure a smooth registration process.

Designate an Authorized Administrator

Each organization must designate a OneHealthPort Administrator. This is the person who will complete the registration process and must be authorized to agree to the terms and conditions of enrolling with OneHealthPort.

The Administrator will go through an identity verification process when registering by answering 3-5 personal questions through a third-party database. For example, based on public property records the Subscriber might be asked multiple choice questions about places they have lived. OneHealthPort does not see, collect, or store any of the information the Subscriber enters or any of the information in the third-party database. This information is only accessible to the independent third-party. Once the Subscriber identity is successfully verified the Subscriber will continue with the online registration process.

Note: *There must be one Administrator for each organization during registration; the initial Administrator can add an additional Administrator once the organization registration is confirmed.*

The Administrator manages the OneHealthPort account for their organization. The Administrator has responsibilities that relate to protecting patient privacy, minimizing risk for provider organizations, and simplifying access to participating sites for individual OneHealthPort Subscribers.

The responsibilities of a OneHealthPort Administrator are to:

- **Create Unique Subscriber Accounts**
 - Nominate staff to be Subscribers
 - Establish each Subscriber's role and access
- **Manage Subscriber Accounts**
 - Reset passwords and re-send activation codes
 - Update profile information and roles
 - Affiliate an existing Subscriber

- Add or remove Subscribers to your organization
- Manage roles and access levels for Subscribers in your organization
- **Manage Organization Administration**
 - Add or remove Administrators
 - Establish a backup or co-Administrator
 - Maintain your organization's contact information
 - Maintain all information including affiliations (Tax IDs and other data) and sub-organizations in an accurate and timely fashion
 - Verify the identity of all Subscribers of your organization for OneHealthPort digital credentials
 - Review change notification emails for your organization

Once your registration is accepted, you can access the Administrator Guide by logging in to your Administrator Account and downloading the Administrator Guide at the bottom of the page. identity.onehealthport.com/OHPIdentity/Admin/OrgAdmin.aspx . The guide has screen shots and step-by-step instructions on how to manage your organization's OneHealthPort account.

Receive Emails from OneHealthPort

Ensure your systems can accept emails from OneHealthPort by adding `noreply@onehealthport.com` to your safe email address list. This is how we'll communicate with you.

Provide a Unique Email Address

You must have a unique email address for the person registering. Not only does the Administrator register the organization, but they also register themselves as a Subscriber (user). We require that all Subscribers have a unique email address that contains their name or initials in the email address. Our security policy does not allow sharing accounts or generic emails like `frontdesk@onehealthport.com` or `billing@onehealthport.com` for Subscribers.

Provide Organization Information

Be prepared to provide the following information about the organization.

- ✓ Legal Business Name
- ✓ Business Type (select the closest description of your organization or services from the dropdown)
- ✓ Business address and telephone number
- ✓ If you have an NPI you can provide that information, but it is not required to register
- ✓ TIN

Note: *TIN information is shared with each website you access through the Single Sign-On for the site to determine what the user can see and do. The TIN is also shared in reports and other business processes and is treated as business data for the organization not Personally Identifiable Information (PII). While your Social Security Number (SSN) is considered PII when reported as an SSN, it may not be treated as PII when reported as your TIN. The OneHealthPort Security Service strongly recommends the use of a registered Tax ID to reduce the risk of identity theft for individual identities.*

Important Note for Billing Agencies:

Our security policy requires a staff person from the provider organization to register their organization with OneHealthPort. Requests from billers to register the provider organization will be denied.

A billing organization must also register their organization and Tax ID to OneHealthPort with their organization name and TIN representing the billing company itself.

Once both organizations are approved and active, the Organization Administrator from the provider organization can affiliate the biller to their organization account.

This policy ensures the provider organization has complete control of their OneHealthPort account and manages users accessing their account and Tax ID. For example, if at any point the provider organization chooses not to use the billing service, they can remove the billing Subscriber affiliations from their account, disabling the billing company access.

Organization Registration Instructions

The authorized Administrator will start by visiting onehealthport.com/sso/register-your-organization and clicking on “Register”.

Step 1 - Choose an Administrator

Each Organization must designate a OneHealthPort Administrator. This person will complete the registration process and will manage the Organization's account. He or she must be someone who is authorized to agree to the terms and conditions of enrolling in OneHealthPort. The Administrator will be responsible for basic management of users including password resets, adding and removing users, and managing Tax IDs for the Organization.

[SSO Administrator Responsibilities](#)

Step 2 - Register Online

The OneHealthPort Administrator will register online at OneHealthPort Registration. Please note: to ensure security, the OneHealthPort Administrator will be asked to verify his or her identity either online (by answering a number of questions) or offline (by using a notary public to verify his or her ID).

Step 3 - Receive Notification

Once these steps have been completed, the Administrator will receive notification within 72 hours that the Organization and individual credential have been activated.

[Register](#)

Please review the following legal notices for additional information on registrations, and also review our privacy policy.

[Full Registration Instructions](#)

[Organization Agreement](#)

Next, read the registration information on the page and click “Continue” to acknowledge you are authorized to proceed.

Organization Registration OneHealthPort

Please read the registration information below

Organization Registration Process

Welcome to OneHealthPort.

On this page you will begin the process of getting a OneHealthPort secure Digital ID for you and your Organization. With this Digital ID you and your colleagues can more easily access the local online healthcare sites you visit most often.

To successfully complete this process, you must be the person your Organization has designated to be the OneHealthPort Administrator. As the OneHealthPort Administrator you will manage your Organization's account. The responsibilities and privileges of the OneHealthPort Administrator are described here. You should be prepared on behalf of your Organization to agree to the terms and conditions of enrolling in OneHealthPort. You will then complete your own registration as a OneHealthPort Subscriber (all Administrators are also registered as Subscribers).

If you are not designated as the Administrator of your Organization, please close this page now and ask the appropriate person in your Organization to complete the registration.

This site will walk you through a simple step-by-step process to register your Organization with OneHealthPort and provide you with a OneHealthPort Digital ID. Following are the four steps you must complete.

1. **Create Profiles** - you will be asked to provide basic information about yourself and your Organization. How we protect the privacy of the information you share can be reviewed [here](#).
2. **Sign Agreements** - you will view terms and conditions for you and your Organization to become enrolled with OneHealthPort and you will be asked to agree to these terms online.
3. **Verify Identity** - you will provide the necessary information to complete the identity verification process to have your identity verified by OneHealthPort.
4. **Confirm Registration** - you will receive confirmation that you have been registered, and you will create your OneHealthPort password. Once you've completed these four steps you will receive notification from OneHealthPort within 72 hours that your Organization and individual Digital ID have been activated and you can begin to use the Digital ID to simplify your work at local on-line healthcare web sites.

[Continue](#)

Accept the Terms of Use. It is important to download each agreement, read carefully and then click "Agree & Continue".

Organization Agreement

Please click Agree & Continue to confirm this acknowledgment



Terms Of Use

Enrolling your Organization with OneHealthPort carries certain responsibilities to protect the privacy and confidentiality of personal health information and minimize risk for participating healthcare organizations like yours. All OneHealthPort Organizations, Subscribers and Relying Party Sites are united in a trusted community for the benefit of all members. The Participating Organization Agreement makes your Organization a part of this trusted community. Please read the Participating Organization Agreement below. If you wish, you can also read all the terms and conditions below. Once you are satisfied that you understand the terms of the agreement, you can click on "Approve" if you agree to all of the terms and conditions of the Participating Organization Agreement. To continue with the registration process, you must agree to the Participating Organization Agreement. If you do not agree, click "Reject" and your registration process will be terminated.

Participating Organization Agreement

The "Participating Organization" orders the following "Services" from OneHealthPort:

SERVICES - Include use of the OneHealthPort System ("System") to facilitate the secure exchange of healthcare and other information electronically through use of identity management and authentication. Services include "Delegated Registration Privileges" which give Participating Organization control of, and responsibility for, confirming the identity of your employees and agents. This Agreement is effective as of the date it is submitted and accepted, and the Participating Organization acknowledges that it is subject to OneHealthPort's Participating Organization Terms in effect from time-to-time, compliance with applicable U.S. and state laws and regulations, including without limitation the Health Insurance Portability and Accountability Act of 1996, as it is amended, and to such additional privacy and security policies and rules of use as OneHealthPort may adopt from time to time. Please click "Agree & Continue" to confirm this Agreement.

Reference Documents:
[Organization Agreement \(PDF\)](#)
[Participating Organization Terms \(PDF\)](#)
[Subscriber Agreement \(PDF\)](#)
[OHP Privacy Policy](#)
[Role and Responsibilities of the Administrator \(PDF\)](#)

During the registration process, please do not click your browser "Back", "Forward", "Refresh" or "Reload" buttons as this may cause issues with your registration and you will have to start again.

Select your organization's business type from the drop-down menu.

Organization Information

Please enter the information below that describes the Organization you are registering



Organization Information

<p>Legal Business Name: <input type="text" value="Legal Business Name"/></p> <p>Business Type: <input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Business type of Organization"/> <ul style="list-style-type: none"> Naturopath/Acupuncture Nurse Practitioner City Nursing Home Pharmacy Radiology/Diagnostics Residential Treatment Center Social Services </p> <p>Address Line 1: <input type="text"/></p> <p>City: <input type="text"/></p> <p>Zip: <input type="text"/></p> <p>Contact Phone: <input type="text"/></p> <p>Web Site URL: <input type="text"/></p> <p><small>Please include http:// or https:// in the URL</small></p>	<p>Doing Business As: <input type="text" value="DBA Name"/></p> <p>National Provider Identifier (NPI): <input type="text" value="NPI"/></p> <p>Address Line 2: <input type="text" value="Suite, unit, building, floor, etc..."/></p> <p>State: <input type="text" value="State Abbreviation"/></p> <p>Contact E-Mail: <input type="text"/></p> <p><small>Only used by OneHealthPort if needed for support.</small></p> <p>Fax Number: <input type="text" value="() - -"/></p> <p><small>Only used by OneHealthPort if needed for support.</small></p>
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Next, enter your TIN(s) for your organization.

TINs Values for Organization

Manage Assigned Tax IDs for this Organization.



Tax Identification Entry

Your Organization's Tax ID is an important identifier. It is important to list all the Tax IDs that belong to your Organization.

The following is a list of Tax IDs associated with this Organization. To add a new one, click "Add New Tax ID", to delete an existing one, click the icon next to the Tax ID.

Add New Tax ID

When at least one Tax Identification Number has been entered for this Organization, the "Continue" button will become enabled to allow you to continue to the Subscriber Registration section.

Cancel
Continue

Subscriber Registration Instructions

Once you've completed the organization registration information, you'll automatically be taken to the Subscriber registration portion. Here you'll provide information about yourself to complete your OneHealthPort account.

To start the Subscriber registration, enter your demographic information and click "Continue". Please provide your work address in the address field.

Note: You must provide a unique email address for this portion of the registration. Fields with an asterisk are required.

OneHealthPort Subscriber Information

Please enter your Subscriber information below.



Demographic Information

In order to register your Organization for OneHealthPort, you must also register as a Subscriber and get your own Digital ID.

As the first Subscriber for your Organization, you will be the OneHealthPort Administrator.

The responsibilities and privileges of the OneHealthPort Administrator are described [here](#) and the privacy policy related to the information you enter can be reviewed [here](#).

<p>Salutation: <input type="text" value="Dr., Miss, Mr., Ms., etc..."/></p> <p>Middle Name: <input type="text" value="Enter your middle name or initial"/></p> <p>Suffix: <input type="text" value="Select a suffix or leave empty"/></p> <p>Primary E-Mail:* <input type="text" value="Enter your primary E-Mail address"/></p> <p>Job Title: <input type="text" value="Enter your job title"/></p> <p>Address Line 1:* <input type="text" value="Enter your street address of physical location"/></p> <p>City:* <input type="text" value="Enter your City"/></p> <p>Zip:* <input type="text" value="Enter your Zip Code"/></p> <p>Mobile Number: <input type="text" value="() - -"/></p>	<p>First Name:* <input type="text" value="Enter your first name"/></p> <p>Last Name:* <input type="text" value="Enter your last name"/></p> <p>Year of Birth:* <input type="text" value=""/> Enter your birth year in YYYY format.</p> <p>Alternate E-Mail: <input type="text" value="Enter your secondary E-Mail address"/></p> <p>Gender:* <input type="text" value="Select your gender"/></p> <p>Address Line 2: <input type="text" value="Suite, unit, building, floor, etc..."/></p> <p>State:* <input type="text" value="Enter your State abbreviation"/></p> <p>Phone Number:* <input type="text" value="() - -"/></p> <p>Accept SMS for Mobile Number: <input type="checkbox"/></p>
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Cancel
Continue

Next, you'll select your secret questions. Answers are case sensitive.

After you've saved the security questions, you will need to verify your email. We'll send an activation code via email. Enter the activation code on the email confirmation screen and click "Continue".

Once you've completed your email verification, you will be taken to identity verification.

Note: If you fail the identity verification process, you will need to complete the Notary form available on the registration page at onehealthport.com/sso/register-your-organization

Confirmation

Once you have completed the identity verification, you are all set. We will review your registration request and respond to you within 72 hours. When your registration is approved, we'll send an email with a link and a one-time use Activation Code for you to setup your OneHealthPort account password.

Note: *The Administrator will not be able to use OneHealthPort until the password process is completed.*

Once your registration is accepted, you can access the Administrator Guide by logging in to your Administrator Account and downloading the Administrator Guide at the bottom of the page. identity.onehealthport.com/OHPIdentity/Admin/OrgAdmin.aspx . The guide has screen shots and step-by-step instructions on how to manage your organization's OneHealthPort account.

Contact and Support Information

If you have questions, please contact the OneHealthPort Help Desk by phone or email at:

Phone: 1-800-973-4797 (toll free)
Email: escalation@onehealthport.com