HEALTHeLINK Fusion Authorized Contact (AC) Portal Training Guide

February 11, 2026

v2.9

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What is the Authorized Contact (AC) Portal?

The AC Portal is an application on the HEALTHeCOMMUNITY Portal; only ACs have access to the AC Portal. The AC Portal allows you to manage HEALTHeLINK and HEALTHeNET users by requesting new user accounts, deactivating users, and much more. Users at your practice(s) have access to personally identifying information (PII) and/or personal health information (PHI). Both data types are sensitive and must be protected. AC permission is generally given to a practice/office manager or IT Manager but is not limited to these roles.

What are the Responsibilities of an Authorized Contact

An "Authorized Contact" is the person(s) within your practice, facility or organization who will be responsible for the duties listed below. The AC may or may not also be the Privacy and/or Security Officer. If another individual serves in either of these roles, please identify them on the HEALTHeLINK Registration Application.

Responsibilities of the AC include:

Communication

- Provide HEALTHeLINK with a valid business email address to ensure delivery of important notices regarding enhancements, maintenance or outages, or other critical communications.

- Communicate all changes or additions in the practice address, email address, phone or fax numbers to your HEALTHeLINK account manager immediately or our help desk.

- Communicate changes _prior to_ major business transactions such as mergers, sales or incorporation of your practice. Notification could be _critical_ to preserve your current Participation Agreement (PA) and patients' consent status. Notifications after the fact may result in the termination of your current PA and loss of your current patients' consents.
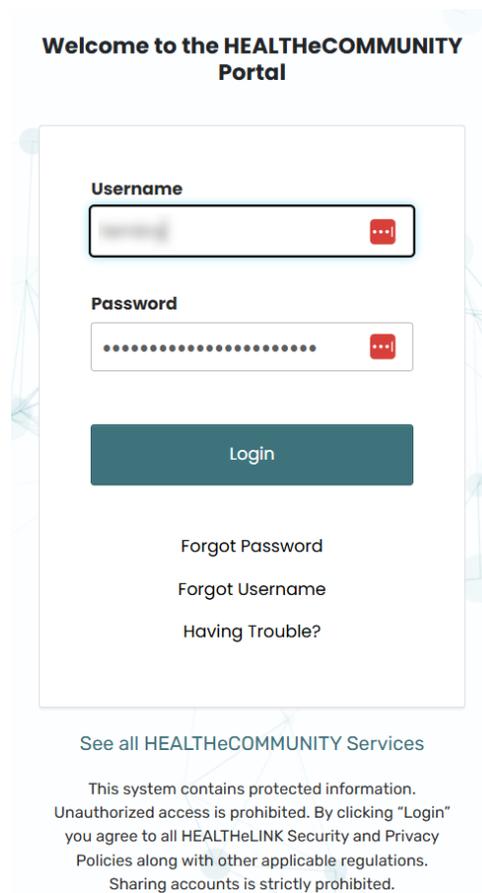
Administration

- Manage Authorized Users within the practice/organization by submitting requests through the AC Portal. **ALL USERS MUST HAVE HIS/HER OWN INDIVIDUAL ACCOUNT:**
    - Deactivations must be reported within 24 hours of termination or role change that no longer requires use of HEALTHeLINK's Applications
    - New User Requests
        - All Authorized Users are required to have his or her identity verified by the Participant. This can be accomplished by using the Participant's hiring practice or by the AC
        - Be sure to select options carefully based upon the user's role in the organization, i.e., need to view Clinical Results (Clinical) or Demographic Data/Consent Status only (non-clinical), as applicable
    - User Lists must be reviewed every 30 days. Failure to do so will block your ability to request any new users and may result in sanctions to access our systems

- Ensure each Authorized User of HEALTHeLINK is trained in HIPAA and HEALTHeLINK Privacy and Security Policies and Procedures prior to providing access, and annually thereafter

- Contact our help desk at 877-895-4724 with any User problems including difficulties accessing HEALTHeLINK

A practice may have more than one AC to handle off-hours password issues and manage multiple site practices. The AC will inform their HEALTHeLINK Account Manager or our help desk of additional or new ACs.

Logging into the HEALTHeCOMMUNITY Portal

Log in to the HEALTHeCOMMUNITY Portal (www.wnylink.com) with your login credentials.

Welcome to the HEALTHeCOMMUNITY Portal

Username

Password

Login

Forgot Password

Forgot Username

Having Trouble?

See all HEALTHeCOMMUNITY Services

This system contains protected information. Unauthorized access is prohibited. By clicking "Login" you agree to all HEALTHeLINK Security and Privacy Policies along with other applicable regulations. Sharing accounts is strictly prohibited.

Help desk Information: This can be found under 'Having Trouble?'

Providing Help and Support

For help or questions regarding the use of HEALTHeLINK or to make changes to user accounts, contact our Help Desk at 1-877-895-4724 (716-842-6343) or email **support@wnyhealthelink.com**.

The Help Desk is staffed on non-federal holidays Monday through Friday from 7:00 a.m. to 5:30 p.m. (EST), which are defined as business hours.

During non-business hours, support is provided by on-call personnel. All callers to the Help Desk also have the option to leave a voicemail with a call back number.

Messages

Authorized Contact Messages will display on the right. It will alert you if you have a Critical Message, Warning Message or Informational Message. Please make sure you view your messages and pass along information to your team as needed.
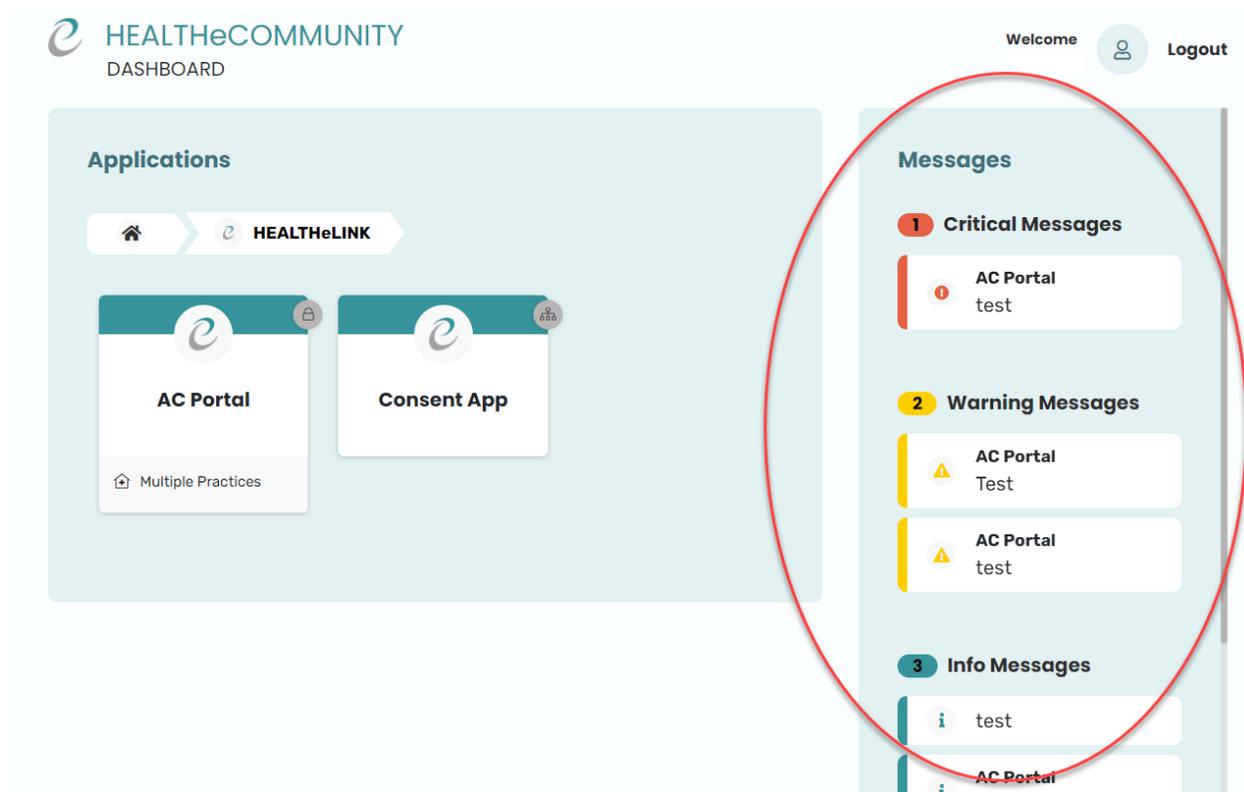
Accessing the AC Portal

Click on AC Portal badge to manage your users *(this may be 'hidden' under your HEALTHeLINK badge).*

If you see this symbol as shown below, it means that once you click on that badge, other badges will then appear as options:

DUO Authentication

HEALTHeLINK leverages DUO for multifactor authentication on AC Portal. If you need to set up DUO on your device, please refer to the DUO Security (TFA) Implementation Guide: http://wnyhealthelink.com/wp-content/uploads/DUO-Security-TFA-Implementation-Guide.pdf.

Attestation Agreement

In order to gain access to AC Portal, you must first read and accept the attestation.

Terms and Conditions   ✕

Authorized Contact Attestation

I have the authority to act as an agent of the Participant with regards to requesting user access rights to one or more of the applications or services (Applications) controlled by HEALTHeLINK*.

I have received training in HEALTHeLINK Policies and Procedures and agree to comply with the terms defined therein.

I acknowledge the importance of controlling access to patient data contained in the Applications and the role I, as an Authorized Contact, play in granting or revoking an Authorized User's access rights.

As an Authorized Contact of Participant, I acknowledge and accept the following responsibilities:

1. I will authorize access to the Applications for Participant Authorized Users in accordance with HEALTHeLINK Policies and Procedures.
2. I will only authorize access for Authorized Users of Participant who, in their job function at Participant, have a legitimate need to access patient data via the Applications and will request access rights based on their role at Participant.
3. I will ensure all of my Authorized Users are identity verified by my Participant's hiring practices or myself at the time of request.
4. I will assure each Authorized User I authorize receives HIPAA and HEALTHeLINK Policy and Procedure training prior to accessing the Applications and will receive refresher training at least annually
5. I am responsible for monitoring use of the Applications by Authorized Users I authorize and that access is compliant with HEALTHeLINK Policies and Procedures and is consistent with the Authorized User's role.
6. I will notify HEALTHeLINK, in the manner defined in the HEALTHeLINK Policies and Procedures, of any change in the role or employment status of Authorized Users I have authorized when the change affects their access rights.
7. I will actively support HEALTHeLINK audit and breach investigation efforts and apply sanctions as required by internal Participant policy and/or HEALTHeLINK policy.
8. I will act as a key point of contact for communications with HEALTHeLINK regarding HEALTHeLINK services and procedures and for changes in Participants legal business status, demographic information, and contact information.
9. I will assure each Authorized User I authorize is physically located in the United States (i.e., not accessing through a VPN) and will not access the HEALTHeCOMMUNITY Portal or its associated applications while outside of the United States.
10. I will assure each account that is created is assigned to only one individual and will not be shared upon multiple users or utilized by automated mechanisms.

* - For this document, the term HEALTHeLINK shall refer to all services and applications provided by HEALTHeLINK and HEALTHeNET.
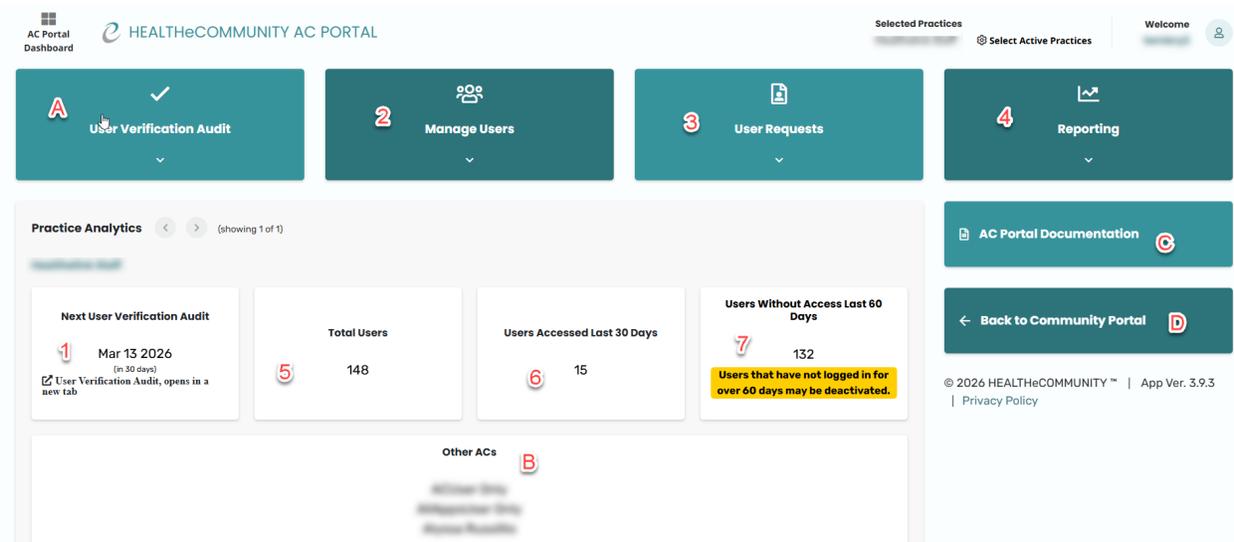
ACCEPT   **DECLINE**   **PRINT**

AC Dashboard

Upon logging into the AC Portal, the AC Dashboard will be displayed.

1. User Verification Audit
2. Manager Users
3. User Requests
4. Reporting
5. Total Users
6. Users Accessed Last 30 Days
7. Users without access last 60

Practice Analytics

A. Next user verification Audit: This will show when your next user list is due to be verified.
B. Other AC's: This will display the names of other ACs for the practice.
C. AC Portal Documentation: This document can be found in PDF form here.
D. Back to Community Portal

Multiple Practice Authorized Contacts

If you are an AC that manages multiple practices, the *Selected Practices* feature provides you with options for managing a single practice or multiple practices at once. Click on the cog (⚙) to modify the practice(s) that will be displayed. All practices with the "+" symbol next to it will be included in your user view. If you do not want to include a specific practice in your view, you will need to click on the button to have a "- "symbol displayed instead.
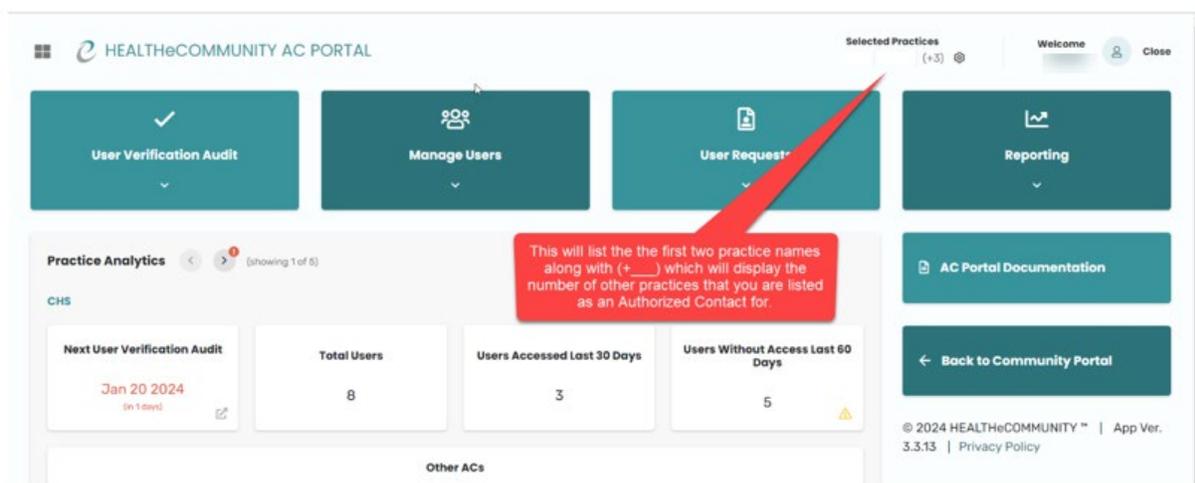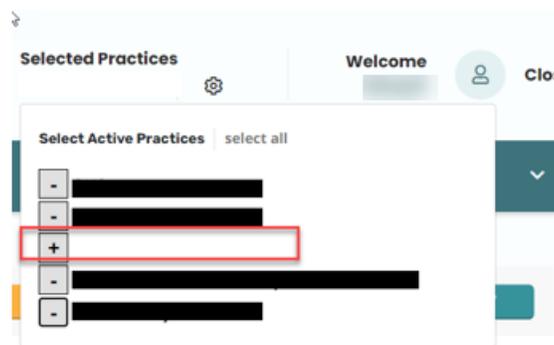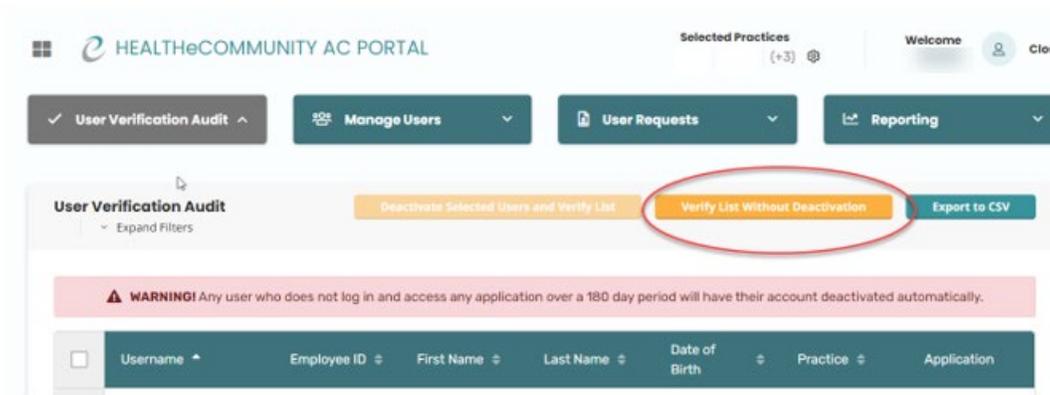
User Verification Audit

As an Authorized Contact, it is imperative that you verify your list of users every 30 days.

AC Portal will not allow you to set up a new user or submit any user requests, if you have an outstanding review that is needed in ANY practice that you are listed as an AC for.

If you have not verified your user list every 30 days, you will receive an email reminder to complete this task. If you do not verify your user list in the expected timeframe, your users will be subject to deactivation for HEALTHeLINK, HEALTHeNET, and HEALTHeOUTCOMES access.

The *User Verification Audit* page will allow you to quickly deactivate users, if appropriate, and validate the remaining users who do have access.

By verifying your user list, you are attesting to all users belonging to and active with your practice.


Deactivating Users:
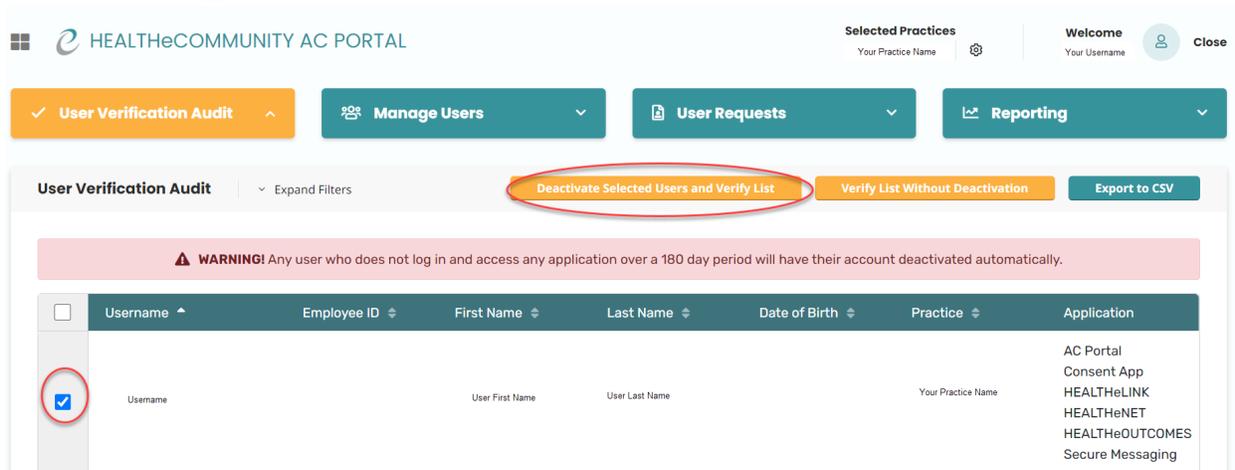
- Click on a user's name to view and edit their account. See the *Manage Users* section for additional details regarding user profiles.
- Using the *Deactivate Selected Users and Verify List* button, select users to be deactivated and verify the list of users for your organization.
  - This will remove the user from your practice and remove all applications they have assigned to them.
  - ***Note: You are required to deactivate users within 24 hours of termination.***
- If no users need to be deactivated, verify your user list by clicking *Verify List Without Deactivation*

User Login Activity

Please note that if a user does not log in to each application once every 180 days, they will lose access to that application. A search option is now available under the "User Verification Audit" tab that will allow you to review the users who have not logged in recently.

To view this list, please click on "Expand Filters"
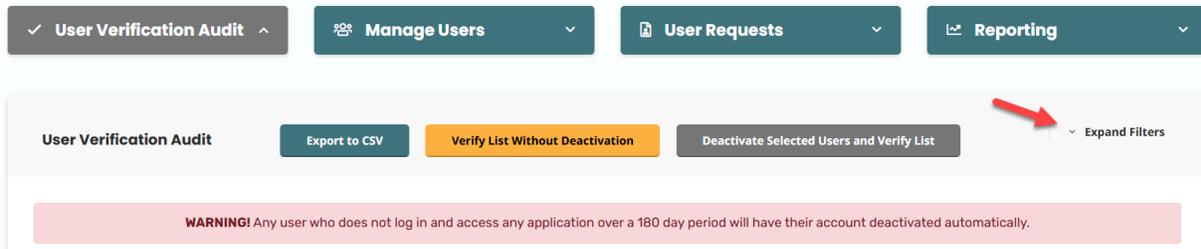
You will then have the option to view users who have not logged into the applications within the last 30 or 60 days.
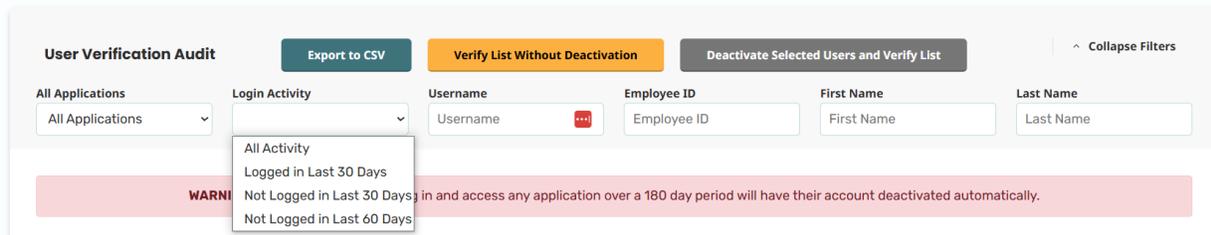
Submitting User Request Policies

All Participants are responsible for verifying the identity of their employees prior to submitting a "New User Request" for anyone needing access to our HEALTHeCOMMUNITY Portal. Verifying the identity of users may already fall under the participant's existing hiring procedures. To determine if your hiring procedures match the identity verification requirements, please see the requirements below.

Identity Verification for all HEALTHeLINK Applications

All Users must show documents that are designated as STRONG and/or FAIR. HEALTHeLINK requires its users to produce **TWO (2) STRONG** documents OR **ONE (1) STRONG** document **AND TWO (2) FAIR** documents.

Strong Document Examples:
- Driver License or Identification (non-driver) Card (standard, REAL ID, Enhanced)
- Employment Authorization Document with Photograph (Form I-766)
- Foreign Passport with I-551 stamp
- Global Entry
- License to Carry a Firearm

- NEXUS
- US Passport / Passport Card

    Fair Document Examples:
- Board of Elections Card
- Certified Birth Certificate
- Certification of Report of Birth (Form DS-1350)
- Common Access Card
- Employee ID (must have photograph and a unique identifying number)
- Federal, State, or Local Government Issued ID (must have photograph and a unique identifying number)
- Financial Account (Bank Statement or Credit Card)
- Health Insurance Card
- Identification Card for US Citizen in the US (Form 1-179)
- Military Dependent's ID Card (must have photograph and a unique identifying number)
- Native American Tribal ID Card
- Pay Stub
- Permanent Resident Card of Alien Registration Receipt Card (Green Card)
- Personal Identification Verification (PIV) Card
- School ID Card (must have photograph and a unique identifying number)
- Social Security Card
- US Citizen ID Card
- Utility Bill (must be no older than three months

    Identity Verification by Authorized Contact

If your hiring procedures are not sufficient, and do not meet the requirements listed above, it is the responsibility of the Authorized Contact (AC) to verify the identity of all HEALTHeLINK users before completing the HEALTHeLINK User Request Form.

HEALTHeLINK Privacy and Security Policies & Procedures
The full HEALTHeLINK Privacy and Security Policies and Procedures document can be found here:
https://wnyhealthelink.com/app/uploads/2024/11/2024-HEALTHeLINK-Privacy-and-Security-Policies-and-Procedures.pdf

    Identity Verification

From the HEALTHeLINK Privacy and Security Policies and Procedures section **P03 Authorized User Access § 3.2 Requirements for Participant's Authorized Users:**

> *At the time that a Participant identifies an Authorized User to HEALTHeLINK, the Participant must confirm to HEALTHeLINK, if requested, that the Authorized User:*
>
> *C. Has his or her identity verified by the Participant.*
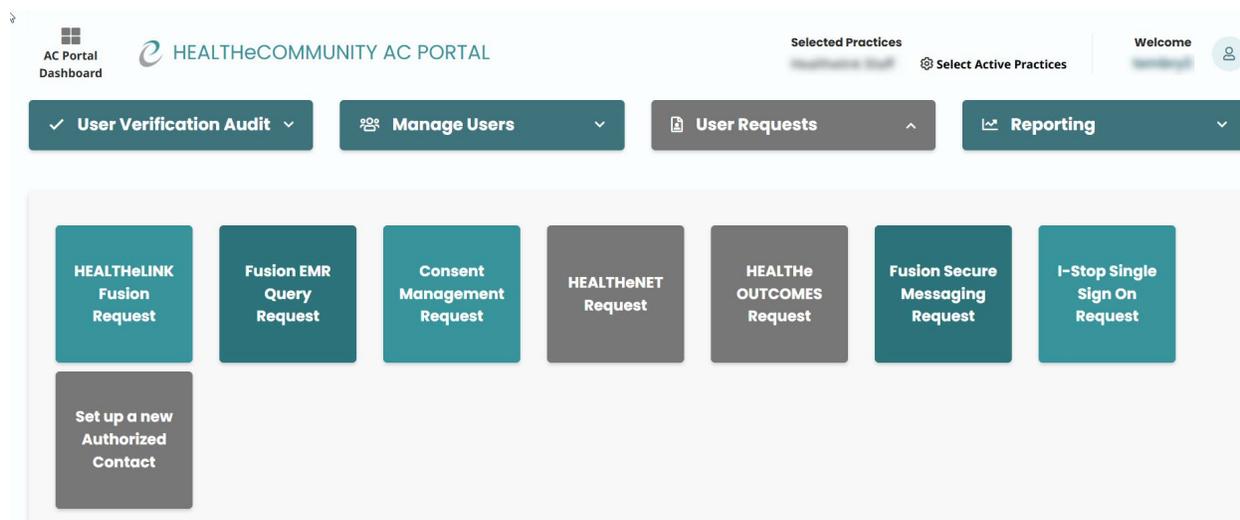
Identity Verification Audits

To ensure the participant is verifying all HEALTHeLINK users' identities HEALTHeLINK has the right to audit the participant. Identity Verification Audits will confirm that either at the time of hiring or requesting HEALTHeLINK access, verification of the HEALTHeLINK user's identity has taken place.

The Audits will be sent to the participant's Privacy Officer and Authorized Contact. It is the responsibility of the participant to respond to the Audit. Failure to respond to the Identity Verification Audit may result in a sanction of the HEALTHeLINK user.

Submitting a User Request Guide

Any time a new staff member is hired, you will need to request HEALTHeLINK Fusion/ HEALTHeNET access for the user for your practice via the AC Portal. Even if the user already has an existing HEALTHeLINK Fusion/HEALTHeNET account through a previous practice, a new badge needs to be requested. All access is site specific and therefore should only be using the CURRENT practice's badge.

Please note that we require you to submit a new user request for all providers regardless of whether the provider needs an actual username / password to our system. This is the only way that our HEALTHeLINK team will know that a new provider has been added to your facility and can ensure that the provider is set up for Results Delivery (if applicable).

If **ALL** badges are disabled (greyed out) this can be due to an outstanding verification audit for the selected practice (or one of your other practices if you are listed as an AC for multiple practices). Once you complete the verification process, you can return to this page to continue the user request.
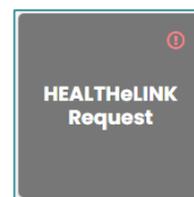
Why are some of the boxes grey and others not: The applications you can request are determined by your permissions with the practice that is selected. If you hover on the 🔵 icon, the system will tell you whether or not you have this permission. To request additional permissions, please contact your HEALTHeLINK Account Manager.

1. Log in to your AC Portal
2. Click on "User Requests"
3. Select the application that you need for the user
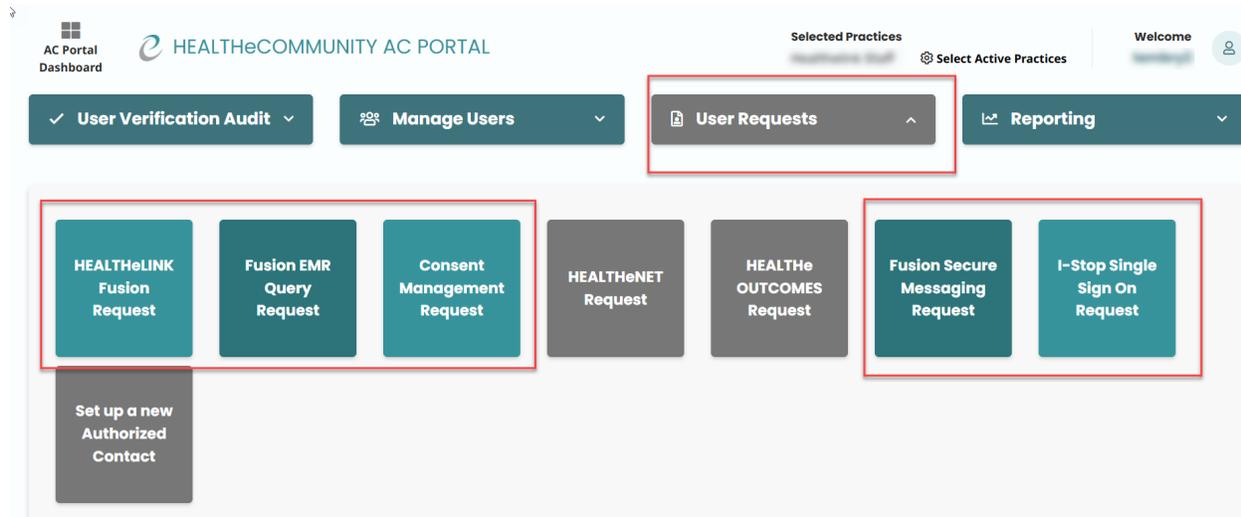
Multiple Applications:

1. You can submit a request for a single application, or multiple applications at once by clicking *one of the highlighted badges below*. Each application can only apply for a single practice.
2. Selecting multiple applications:
   a. If you need more than one application, select one of the badges highlighted below.
      i. Under "Select Applications for Request" you can then add multiple applications, complete the electronic form, and then click "Save".
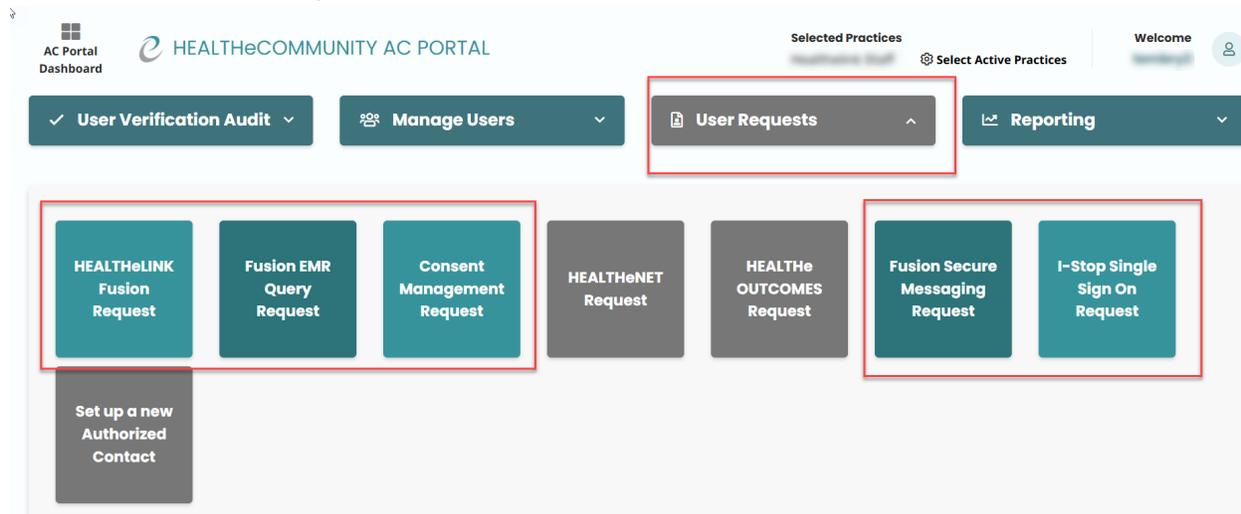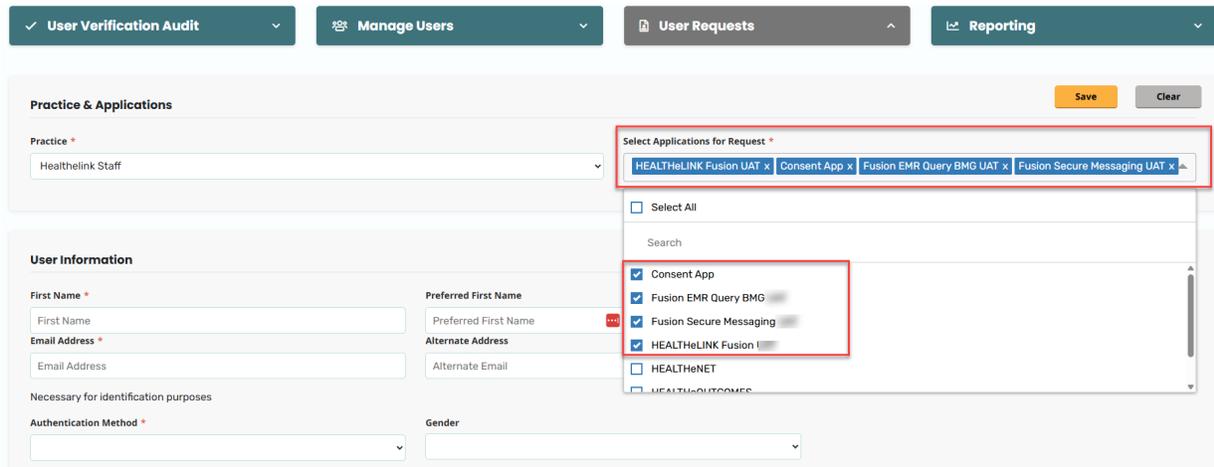
3. Only items with a **red** * are required to be completed in the application.
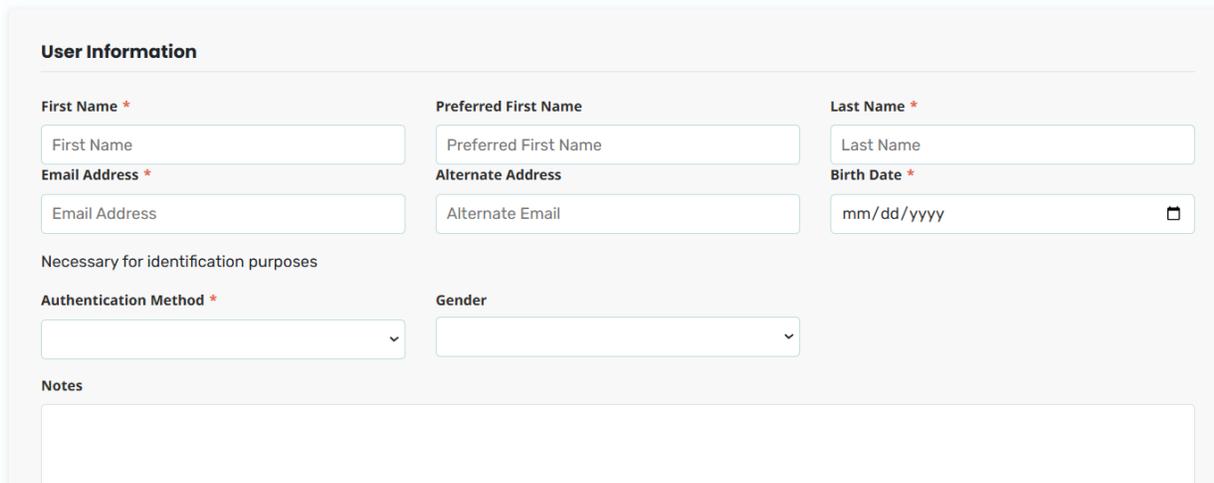
Each user must have their own email address. **NEVER** use an email that is shared. You may use the account holders professional or personal email, but it must be an email that is only accessible by that user. The email that is entered is where the account activation email will be sent, as well as any future notifications or self-service emails.

Note: *If the user already has an existing account but you are adding a service or requesting a new badge for a new practice, please put in this field "This user has an EXISTING account under the username: (list the user's HEALTHeLINK username)".*

When submitting the request, Job Category (HEALTHeLINK™ Fusion Only) will determine whether results can be viewed.

- **Clinical Staff:** users will have access to results in HEALTHeLINK Fusion.
- **Non-Clinical:** users will NOT have access to patients' clinical records. Only demographic information will be available.

User Job Information

HEALTHeLINK Job Category *

- MD/DO/Fellow
- PA/NP
- **Clinical Staff**
- Other Clinical Specialist (e.g., dentist, podiatrist, pharmacist, PT/OT, etc.)
- Organ Transplant User
- Researcher
- Resident
- Non Clinical (no access to results)

Requesting New User Applications Separately

Authorized Contacts are now able to request the following applications separately. The applications you can request are determined by your AC portal permissions that you were originally granted.

- HEALTHeLINK Fusion
- Fusion EMR Query/Single Sign-On
- Consent Management Application
- Fusion Secure Messaging (MaxMD)
- I-Stop Single Sign on Request
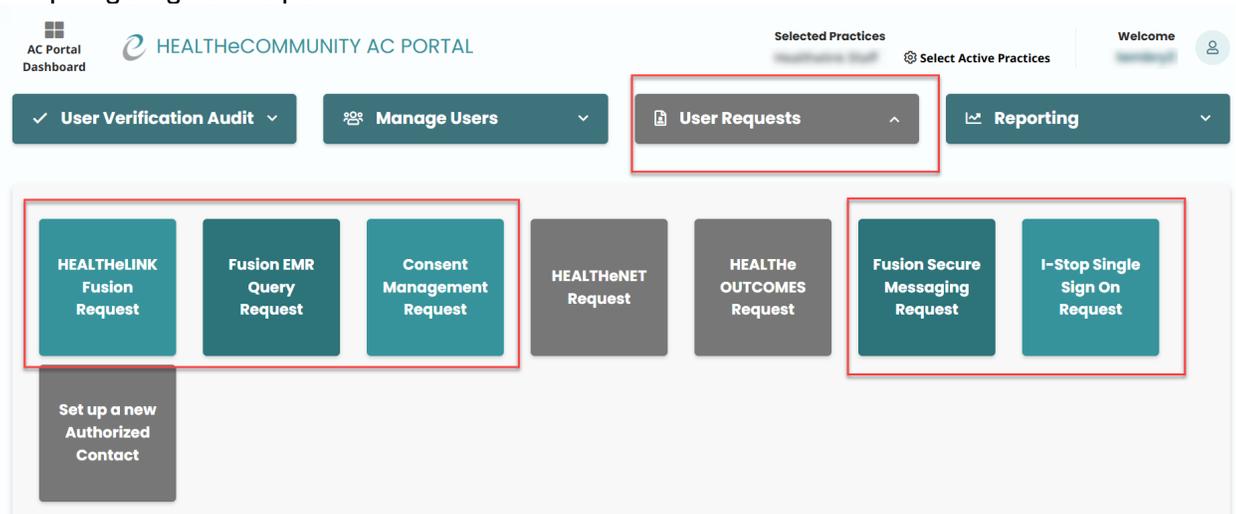
Requesting HEALTHeLINK Fusion for a User

1. On the AC Portal dashboard, select User Requests.
2. Select HEALTHeLINK Fusion Request
3. Select the dropdown option that says HEALTHeLINK Fusion
4. Complete the electronic form as normal
5. Save the application
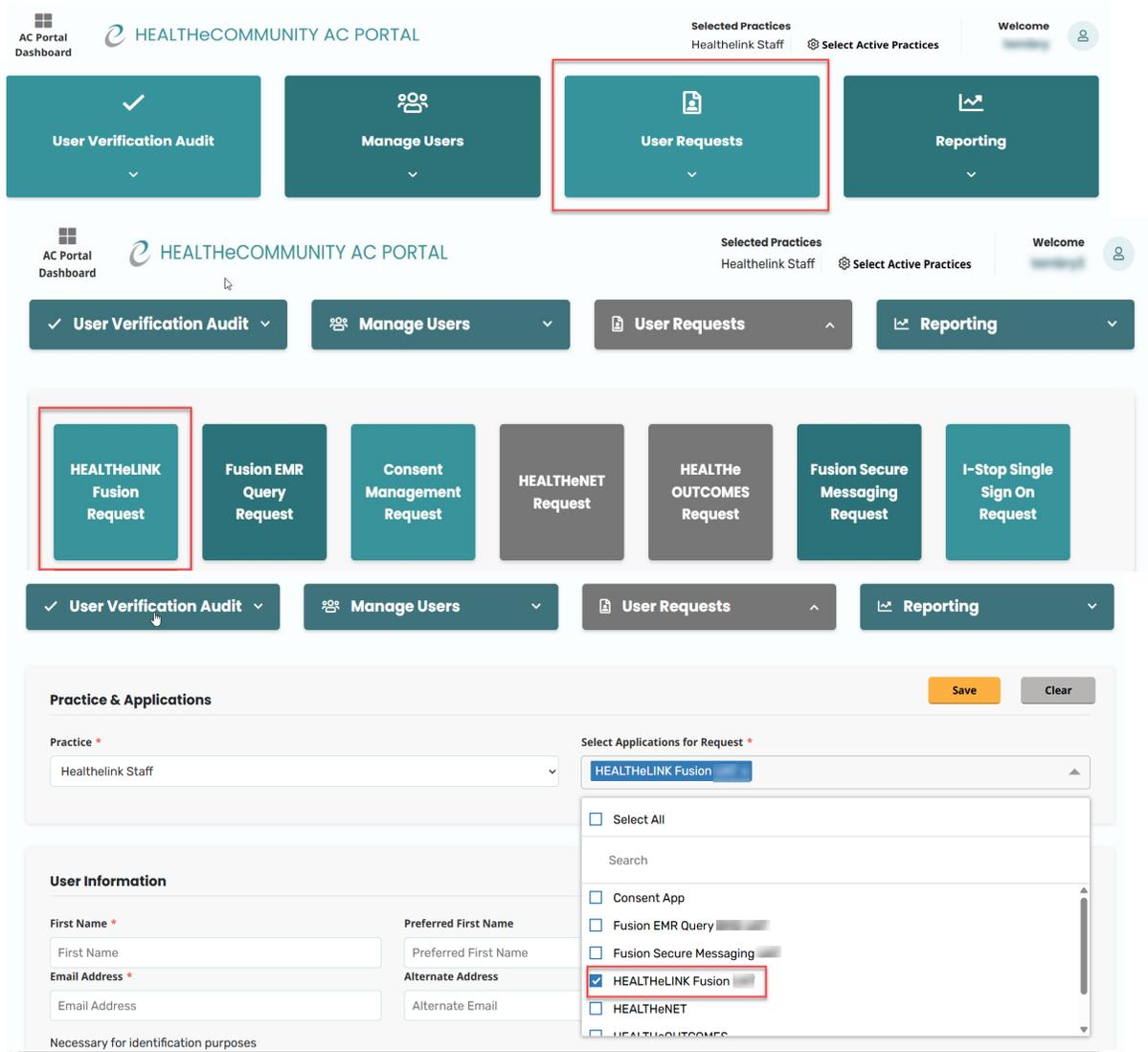
Requesting Fusion EMR Query/Single Sign-On for a user

1. On the AC Portal dashboard, select User Requests.
1. Select Fusion EMR Query Request
2. Select the dropdown option that says Fusion EMR Query
3. Complete the electronic form as normal
4. At the bottom, there will be a space for the AC to enter the user's EMR username
5. Save the application
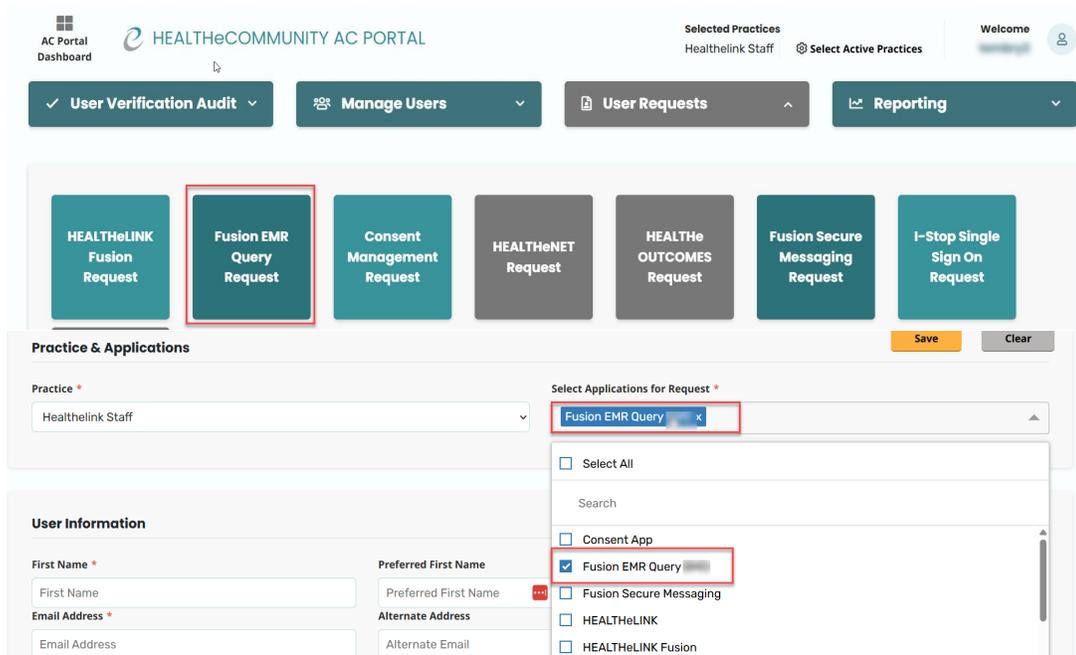
Requesting the Consent Management Application for a user

1. On the AC Portal dashboard, select User Requests.
2. Select Consent Management Request
3. Select the dropdown option that says Consent App
4. Complete the electronic form as normal
5. At the bottom, choose if the user will be managing consent in HEALTHeLINK or HEALTHeNET
6. Save the application

Requesting Fusion Secure Messaging (MaxMD) for a User

1. On the AC Portal dashboard, select User Requests.
2. Select Fusion Secure Messaging Request
3. Select the dropdown option that says Fusion Secure Messaging
4. Complete the electronic form as normal
5. Save the application
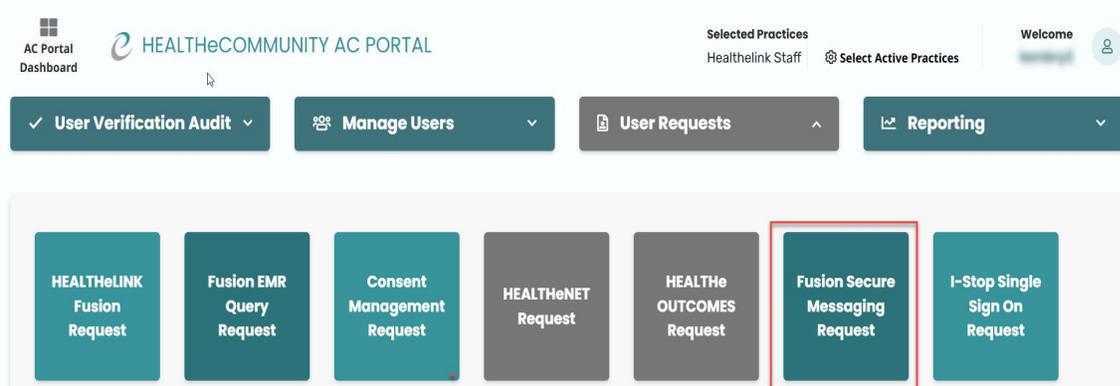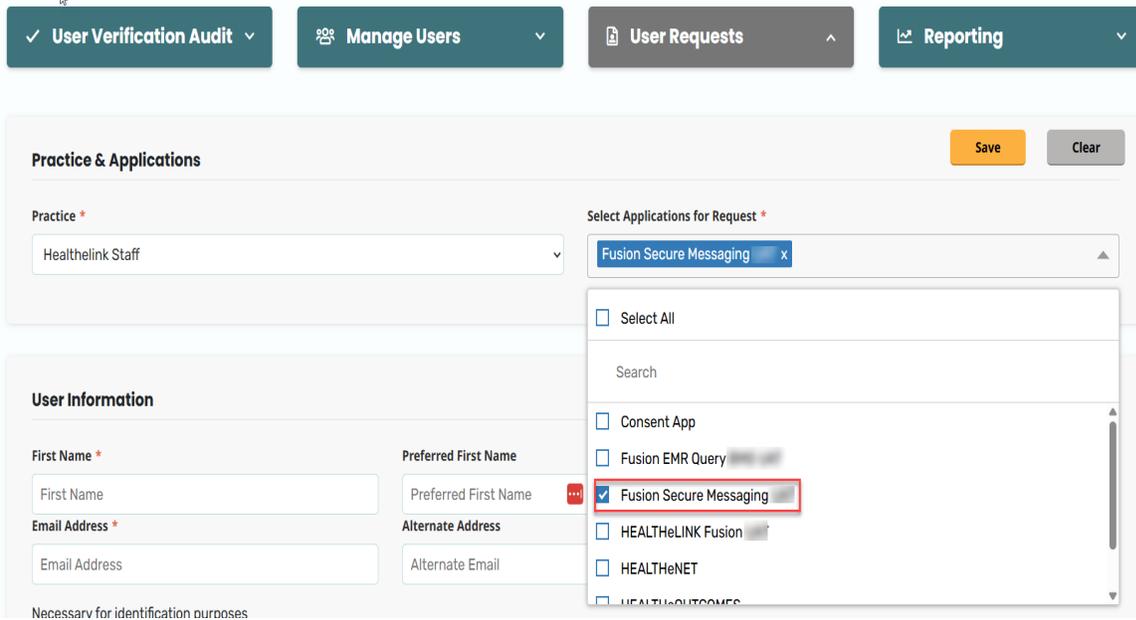
Requesting I-STOP Single Sign On for a user

I-Stop: Provides single sign on ability to the NYS Prescription Monitoring Program site.

1. On the AC Portal dashboard, select User Requests.
2. Select I-Stop Single Sign on Request
3. Select the dropdown option that says I-Stop
4. Complete the electronic form as normal
5. Save the application

PLEASE NOTE

As a courtesy, HEALTHeLINK™ provides the badge to access I-Stop once you have created your account through New York State:
https://www.health.ny.gov/professionals/narcotic/prescription_monitoring/

Adding a Provider

When submitting a request for a provider, you will notice that a few additional options appear based on what type of access the provider needs.

If your practice is set up with our Results Delivery service, each of your providers must be set up in your provider group to ensure that the users at your practice are able to manually push results directly from HEALTHeLINK into your EMR.

1. This option will set up the provider in the provider group for Results Delivery ONLY. This will NOT give the provider a username and password to access the HEALTHeLINK portal.

2. To ensure that the provider's results are being sent to the correct destination, this MUST be selected if the provider practices out of more than one location.

3. This option will set up the provider in the provider group for Results Delivery AND give them a username and password for portal access to look up patient records.

4. This should be selected if your practice is already receiving ADT (Admission/ Discharge/Transfer) Alerts based on your monthly patient list upload. This adds the new provider you are registering to your current monthly subscription.

1. Once you have saved the request – a banner will appear stating that the request was submitted successfully. The request will then automatically be sent to our Servicing Department for the account to be built.
    a. If the user request is for a brand new user who does not have a currently active HEALTHeLINK™ Fusion/HEALTHeNET™ portal account, the user will receive an email typically within 24-48 hours to the email address listed in the request from noreply@wnyhealthelink.com. The email will include the user's new username, along with directions to activate their account.
    b. If the request is for a user who has an active HEALTHeLINK™ Fusion/HEALTHeNET™ portal account already, but you are just requesting a new permission or access via an additional access site, ALL of the user's information will remain the same, but they will just have an additional badge added to their portal account once the service has been added.

Setting up a New Authorized Contact

1. To set up a new Authorized Contact you will need to have the following required fields:
    a. PIN # (This can be any 4-digit pin the user would like and is only used for identification purposes).
    b. Applications (The AC will be able to request permissions ONLY for the applications that you select. If there should not be any limitations, you may select all applications listed).
    c. If you are approving for the new Authorized Contact that you are currently setting up the ability to also setup other Authorized Contacts, please move the toggle for "Allow Authorized User Requests".

2. Click "Save" in the bottom right-hand corner.
3. Once you have Saved the request – a banner will appear stating that the request was submitted successfully. The request will then automatically be sent to our Servicing Department for the account to be built.

   If the new Authorized Contact is for a brand new user who does not currently have an active HEALTHeLINK™ Fusion/HEALTHeNET™ portal account, the user will receive an email typically within 24-48 hours to the email address listed in the request from noreply@wnyhealthelink.com. The email will include the user's new username, along with directions to activate their account.

   If the new Authorized Contact has an active HEALTHeLINK™ Fusion/HEALTHeNET™ portal account already, but you are just adding the Authorized Contact permission, ALL of the user's information will remain the same, but they will just have an additional badge added to their portal account once the service has been added.

4. Please reach out to your Account Manager following the submission of your new AC Request to set up an AC Portal training session with the new Authorized Contact.

Manage Users
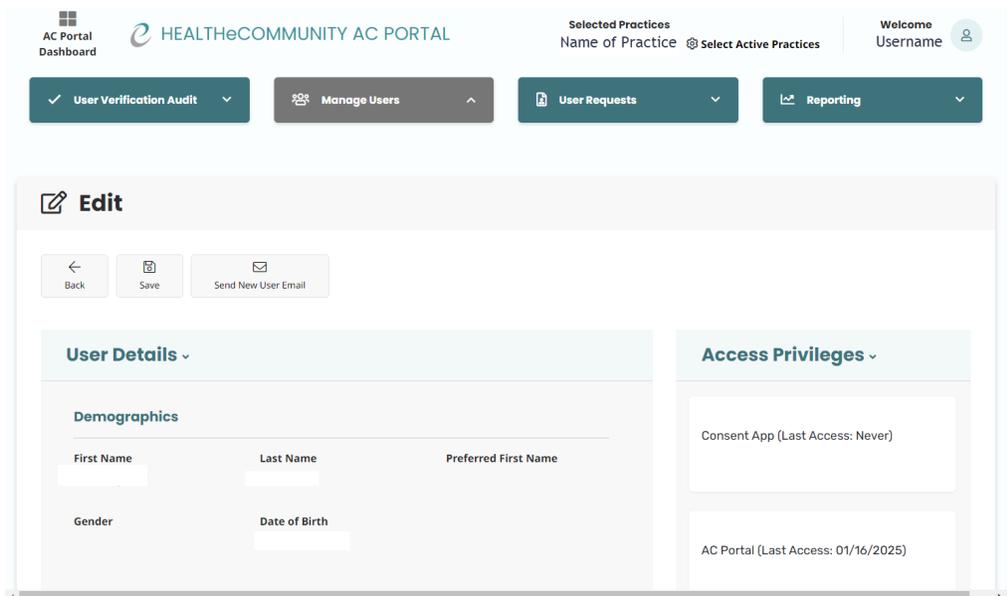
The *Manage Users* screen provides an alternate display of the users in your selected practice(s).

<u>Users will be automatically deactivated if they have NOT accessed in 180 days.</u>

When this occurs, an AC will need to submit a new user request.

This is applicable to the following permissions:

- HEALTHeLINK™ Fusion
- HEALTHeNET™
- Consent Management Application
- Fusion Secure Messaging (MaxMD)
- Fusion EMR Query/Single Sign-On
- HEALTHeOUTCOMES
- I-STOP

Verifying An Email Address

In order for a user to be able to utilize the "Forgot Username" and "Forgot Password" self-service functions, their email address must first be verified by the user.

1. Log-in to HEALTHeLINK and go to your AC Portal.
2. Click on "Manage Users"
3. Scroll down until you find the specific user and click on the "Edit" button next to the username.
4. In the user's account, scroll down to the "Contact Information" and look at the symbol next to their email address.
   a. If there is a green check mark, the user has already verified their email address, and no further action is required.
   b. If there is a red circle with an "X" shown next to the "Work Email" address, click on the X symbol, and it will automatically send an email to the user with a link to verify their email address.

5. The verification email to the user will come from: noreply@wnyhealthelink.com with the subject listed as "HEALTHeCOMMUNITY Portal: Email Confirmation".
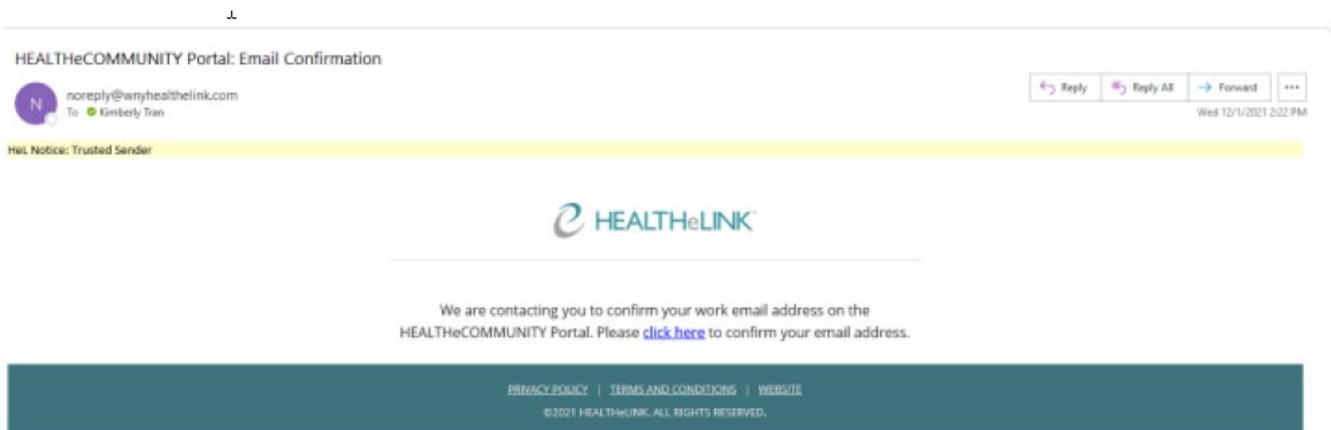
6. Once the user has pressed on the "click here" button and verified their email address, a green check mark will then be displayed next to their email address when in the AC Portal and viewing their HEALTHeLINK user account under "Manage Users".
7. The user will now have the ability to utilize the "Forgot Username" and "Forgot Password" functions at the log-in screen if needed.

New User Email Function

This button should be utilized when a new user has been created, however they did not receive their initial activation email.

When the "Send New User Email" button is clicked on for an existing user, the system will override any saved data and force the user to create a new password and new security questions.
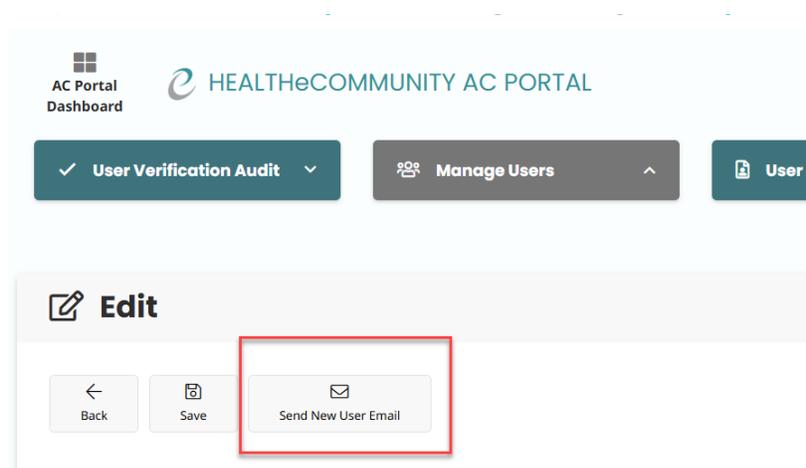
New User Activation Email Has Expired

When a new user request is submitted via your AC Portal, our Servicing Team will receive the request and build the user with the permissions that you have requested. Once the user's account has been built, the user will receive a new user activation email that will be valid for 7 days like the one shown below:

HEALTHeCOMMUNITY Portal: New User Confirmation

N   noreply@wnyhealthelink.com
     To ●
HeL Notice: Trusted Sender

HEALTHeCOMMUNITY Portal: New User Confirmation

This message has been sent to you because of a recent request for access to the
HEALTHeCOMMUNITY™ Portal
Please click the link below to register and verify your identity to use the system.
CLICK HERE TO ACTIVATE YOUR ACCOUNT
This link can only be used once and will expire after 7 days.
If it was a HEALTHeLINK account that was requested, you will be required to go
through a 15 minute Computer Based Training module before being granted
access to HEALTHeLINK.

PRIVACY POLICY | TERMS AND CONDITIONS | WEBSITE
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If the user clicks on the link located in their email after 7 days have passed, they will be brought to a screen which will inform them that their activation link has expired, but will give them an option to click on the "Send New Activation Email" button for a new link.
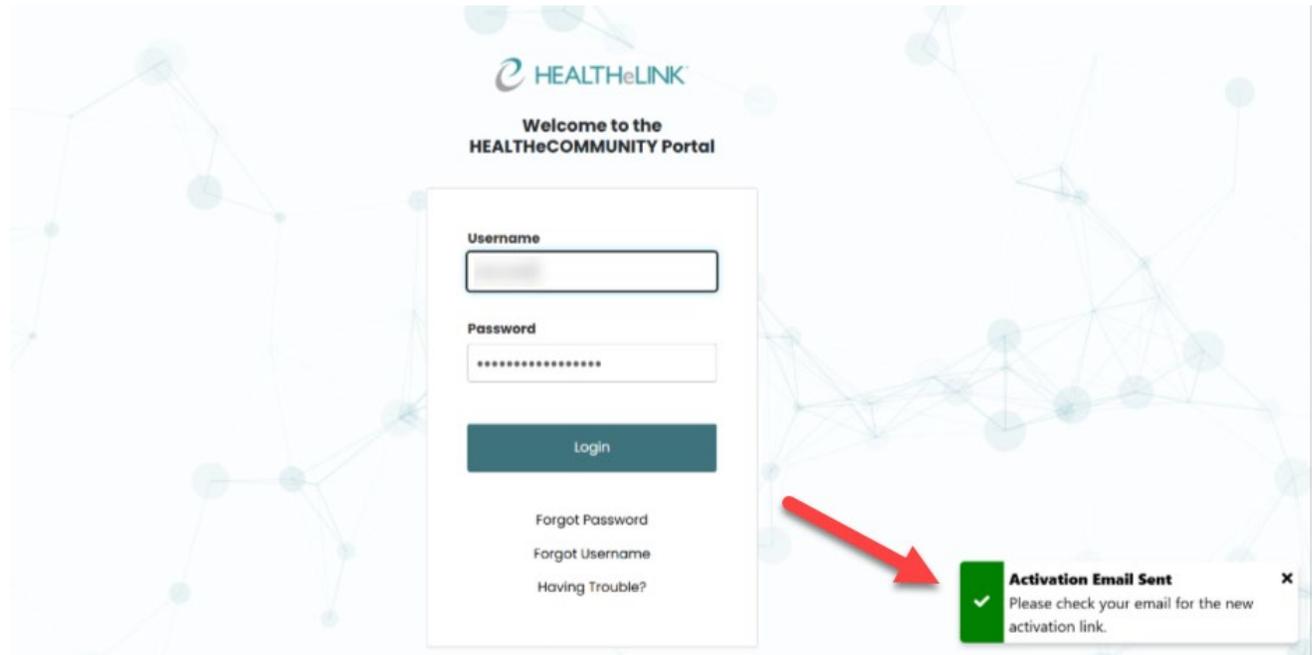

Once the "Send New Activation Email" has been clicked on, a pop up will appear in the bottom right corner of the screen stating "Activation Email Sent" if successful.
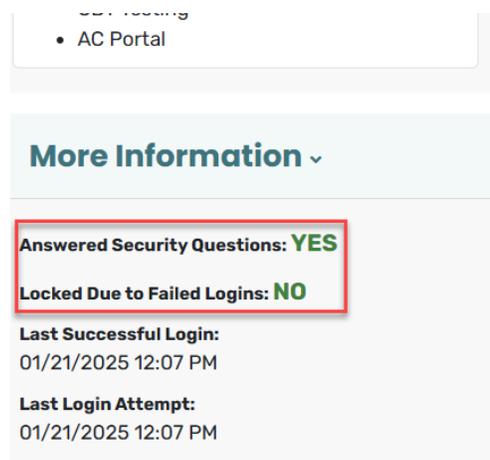
*Please note that the link will only be valid for 7 days*

User is "Locked Out"

If a user's account has no issues; Answered Security Questions should be YES, and Locked Due to Failed in Logins should be NO

If a "YES" appears next to *Locked Due to Failed Logins,* <u>this is only temporary, and their account will automatically unlock after 5 minutes.</u>

When a user is locked out of their account, they will be met with the following error, and will be able to retry their password or click on the "Forgot Password" / "Forgot Username" to self service their account.
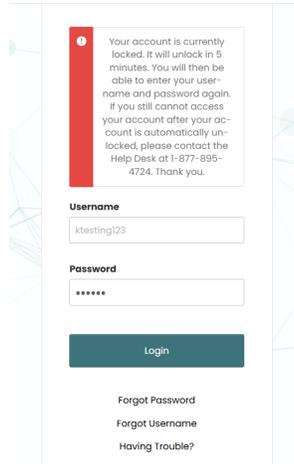
Reporting

Reporting allows you to see what you and other ACs in your practice have set up or deactivated. Enter the AC's username, click on "Run Report" and any activity by this AC will be displayed. This can also be exported to an Excel CSV file.
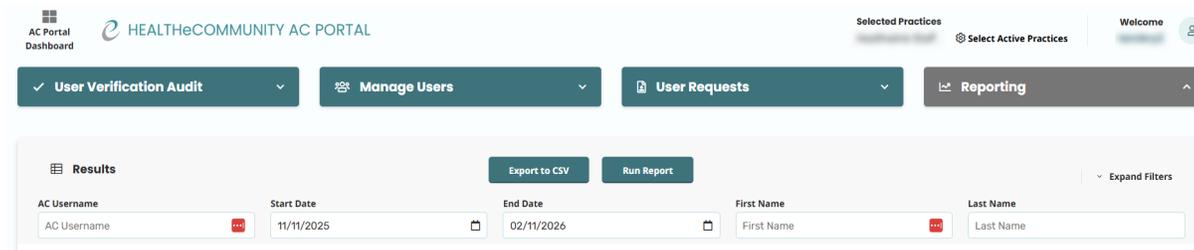
Help and Support

For more information or training on the AC Portal, please call HEALTHeLINK/HEALTHeNET Support at 877-895-4724 or 716-842-6343 or email support@wnyhealthelink.com.

Additional training materials are available on our website: https://wnyhealthelink.com/training-materials/

Link to monthly AC Portal Webinars: https://wnyhealthelink.com/for-providers/training-materials/webinars/