

Advocare Provider Portal Administrator Actions

Welcome to Advocare! On behalf of the State and all Hoosiers participating in the State of Indiana's Medicaid Waiver program, your efforts to increase communication and improve quality is greatly appreciated.

Using Advocare's Provider Portal is easy! This guide outlines the simple steps related to the following:

- Responding to the Advocare Registration email
- Completing your organization's registration
- Receiving administrative access to Advocare
- Signing the Business Associate Agreement (BAA)
- Assigning Advocare Access within your organization

❑ Responding to the Advocare Registration email

In April 2014, Advocare was opened up for provider organizations currently registered with the State of Indiana as an authorized service provider for Hoosiers participating in the State's Medicaid waiver program. Each provider has submitted a main contact to the State of Indiana, and it is this contact who receives an Advocare email with registration information.

All emails are distributed to the primary contact. If your organization is not registered, or you have not received the initial registration email, check spam or junk folders, or contact your organization's management to ensure you are the authorized person to whom the email is to be directed. If you are, contact Nora Loechel at n.loechel@uadvocare.com for assistance.

This email (sent to the email associated with the provided contact person) includes a link for the contact person to complete the registration process for their organization (*see sample above*). Click on the **link** to access the registration form.

Please note: As each location has a separate State ID number associated with it, they are currently treated as separate entities. Therefore, more than one registration email may be received if the same person is listed as the contact person for multiple locations. The process must be completed for each location.

❑ Completing your organization's Advocare Registration

Clicking the link within the Advocare Registration email will allow the individual to whom the information was emailed to access the Advocare Registration information and complete the process for the specific location of their organization noted on the registration email.

Please note: As a security feature, the registration email is only accessible via the email to which it was sent. If forwarded, the link will not be valid or accessible.

Advocare Registration



You are currently in our records as the contact for Any Provider, Inc., located at 3456 Maple Lane, Yourtown, Anystate 10023. Please take a moment to confirm your company's details [here](#) and complete the Advocare registration process.

To ensure you receive correspondence from uAdvocare.com, please add uadvocare@uadvocare.com as a safe or approved sender.

Advocare Registration

Please verify your organization's information, as shown below.

The following information was provided by the State of Indiana; please review the information, provide the required items (indicated by an "*"), then click 'Submit'. For corrections to the non-editable information, please enter changes within the Corrections text field.

Company Name:	Any Provider, Inc.
Company Contact:	Percy Provider
Company Location:	3456 Maple Lane, Yourtown, Anystate 10023
Tax ID:	<input style="width: 80%;" type="text"/> *
Provider ID:	<input style="width: 80%;" type="text"/> *
Admin Name:	<input style="width: 80%;" type="text"/> *
Admin Email:	<input style="width: 80%;" type="text"/> *
Corrections:	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

The Advocare Registration screen requests a review of the information provided by the State. Additionally, in order to ensure security and HIPAA law is supported, the contact must provide the organization's Tax ID and Provider ID

Additionally, the primary contact completing the registration process must submit the name of an administrative contact and their associated corporate email. This individual will receive the first access point to Advocare for their organization, have permission to add other professionals from their organization and associate those professionals to individual waiver participants they support on behalf of your organization.

Please note: If the desired administrative contact is the same as the contact person completing the registration, they must enter their name and email on this form in order to receive administrative access.

Should the information for the the specific location included in the Advocare Registration form be incorrect, please include the correct information within the Corrections field. Upon review and approval by the State of Indiana, these changes will be made within Advocare (*but not reflected in other State systems*).

Before clicking 'Submit', please ensure all information shown is correct, the desired admin's name and email are correct, and any corrections are clear and correct.

After reviewing the information, entering the required information, and entering any corrections in the available text box, click **Submit**. This sends the information to the State for review and approval. Upon State review and approval, Advocare will provide administrative access to the admin contact listed on this screen.

❑ **Receiving Administrative Access to Advocare**

Following State review and approval, an email will be sent to the admin's email submitted via the Advocare Registration screen. This email is similar to the Advocare Registration email, and includes a link for the admin's initial login to Advocare and a temporary password. Clicking the link opens an Internet page, shown at left. (Internet access is required.) Here, the admin simply enter his or her email (to which the login information was sent), the temporary password provided in the email, check the Terms and Conditions acceptance box, and click **Go**. The admin will then be prompted to enter and set a permanent password before viewing the Advocare home page. *Please record this permanent password for future reference.*

After the initial login, Advocare users can go directly to the site via in.uadvocare.com to log in.

Unless a user needs to reset their permanent password, no further emails from Advocare will be sent or necessary for login. Should a user need to reset his or her password, simply clicking the 'Reset Password' link (*located at the bottom of the login screen*) will initiate a similar sequence as used for the initial login, including a link for accessing Advocare and resetting their password.

Please note: Resetting a password will not modify any permissions or other information previously set within a user's Advocare account.

❑ **Signing the Business Associate Agreement**

Upon logging in, the first order of business for the organization's admin is to ensure a Business Associate Agreement (BAA) is signed. The BAA is a requirement for each provider organization/location participating in Advocare prior to accessing information, and is signed directly within Advocare.

Please note: The BAA should not be signed by the admin if he or she is not a person of authority within the organization. Rather, he or she should ensure a person of authority within the organization signed the BAA. It is inconsequential who is logged in when the BAA is signed, but rather who signs the agreement. It is the preference of the State of Indiana that the signee have full authority to represent the provider organization, and is aware that the admin contact and the signee may not be the same individual.

Available within the **Admin Tools** area of Advocare, access the BAA by clicking the Admin Tools orange button (*at left*) on the top-right corner of the screen



The information displayed may vary for other uses who are not provided administrative-level permission access by the organization's admin.) Depending on the user's permission/role, and may include one or both of the following sections. However, the admin will have both sections.

Account Management:

The *Account Management* area provides basic account management functions for each user, including changing their password or email address, and viewing their profile.

Profile Tools:

Again, the information displayed within the 'Provider Tools' area varies, depending upon the user's permission/role. For individuals with minimal permission, nothing is shown in this area. Individuals with administrative permissions can manage employees who currently have permission to access Advocare, add additional employees to their Advocare account, manage their organization's provider address and business agreement, and search for individual waiver participants.

To access the BAA, click **Manage Provider Business Agreement**. A link at the top provides the opportunity to view the BAA. To sign, simply use your system's mouse to sign in the box, and complete the fields requested. (It is the preference of the State of Indiana that the signee have full authority to represent the provider organization, and is aware that the initial contact and the signee may not be the same individual.) Within 24 hours of submitting the signed BAA, your organization's account will have the ability to 'attach' employees (who have previously been provided access to Advocare by your organization) to waiver participants's profiles.

To view a [printable version](#) of your signed BAA, click the view link and print.

❑ **Assigning Advocare access within your organization**

Upon signing of the BAA, Advocare receives, reviews, and accepts the BAA on behalf of the related location of your organization, if multiple locations exist. This process typically occurs within 24-48 hours.

At that time, Advocare makes accessible (to those with administrative permission only) information for only those individual waiver participants for whom your organization supports. This is based upon provider organizations noted within the current CCB. If a change in service providers occurs and a new NOA is submitted after the CCB is modified, and your organization no longer supports a specific individual, the information for that waiver participant will no longer be accessible to the provider organization.

For information on administrative activities, including providing access to other within your organization, assigning permissions, and attaching individuals within your organization within your organization to waiver participants supported by your organization, review the document, "Advocare Training, Processes, and Procedures Update — Provider Portal Administrative Actions" PDF.

Admin Tools

Account Management for Percy Provider

- [Change Password](#)
- [Change User Login](#)
- [View Profile](#)

Provider Tools - Any Provider, Inc.

Company/Employee Management Tools

- [Manage Employees](#)
- [Add New Employee](#)

- [Manage Provider Address](#)
- [Manage Provider Business Agreement](#)



Waiver Participants

- [Search for and Manage Individual Waiver Participant](#)