GROUPWARE TECHNOLOGIES, INC.

Provide® Enterprise Care Management Software

Virginia Department of Health User Management User Guide

Provide® Enterprise

User Management

Updated July 7, 2021

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User Management Overview

The User Management system is built into Provide® Enterprise to manage all functions relating to user accounts, including: Adding Users, Removing Users, Adding User Profiles, User Role Changes, etc.

Two Factor Authentication

Two-factor authentication (2FA) is a security system that requires two separate, distinct forms of identification in order to access the software/website, etc. All User Management functions require the 2FA in order to complete the submission of the needed item.

In these cases, the first factor authentication method is your Provide Enterprise password and the second commonly includes an eight-character random code sent to your email.

This 2FA code is sent immediately to your email. You have 15 minutes to submit the code you receive in your email to the Provide® Enterprise authentication box.

Throughout the user manual you will see where the 2FA is utilized.

Authentication Code   ✕

Please enter authentication code from email.   OK

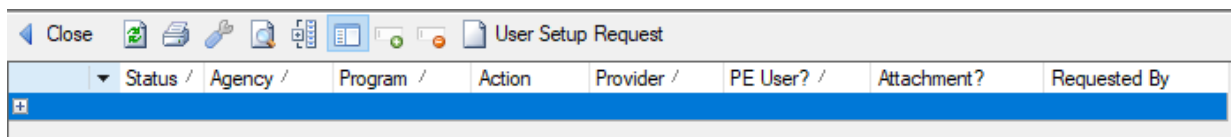   Cancel
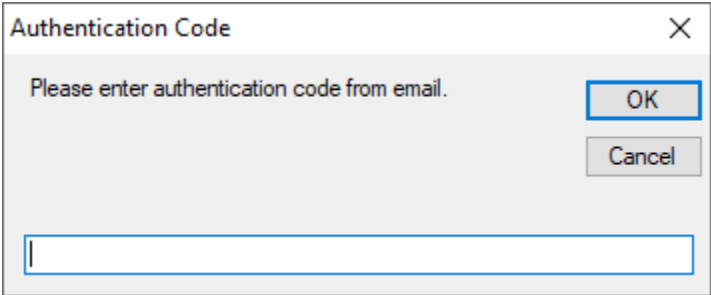
User Setup Request

In order for a Provide user to be granted access to log into the Provide system, they must have a valid user account. The User Setup Request is used to request the setup of a new user to the Provide system, to request the replacement of an existing user with a new one (staffing change) or to request the deletion of an existing user.

Adding a New User

New User Setup Requests are created in *View\User Management\Setup Requests\User Add and Delete Requests*.

	Status /	Agency /	Program /	Action	Provider /	PE User? /	Attachment?	Requested By

Click on the **User Setup Request** button. The User Setup Request appears as follows:

User Setup	
Status	* Pending
Requested By	* Jason Griffin/GTI/ADMIN
Requested By Email Address	jason.griffin@grouptech.com
Request Type	* Add User
Agency Name	*
Agency Short Name	*
Program Name	*
License Maintenance Bill To	* Virginia Department of Health
Provider Name - First	*
Provider Name - MI	
Provider Name - Last	*
Provider Name	*
Provide Enterprise User Name	*
Provider Role	
Register/Import Clients?	* Yes
Create Informed Consents?	* Yes
Enable Eligibility Verification?	* No

Fill in the fields as appropriate:

User Setup Tab

The main details regarding the user being requested will be included on the User Setup Tab.

- **Status**: This will auto-populate as "Pending" until it has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Request Type**: To create a new user from scratch, select "Add User".
- **Agency Name**: Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Agency Short Name**: This will auto-populate when the Agency Name is selected.
- **Program Name**: This will auto-populate when the Agency Name is selected.
- **License Maintenance Bill To:** Select Organization to cover Provide® Enterprise licensing.
- **Provider Name- First:** Enter the User's Legal First Name.
- **Provider Name – MI:** Enter the User's Legal Middle Initial if they want it listed in the Provide database. Note: If you enter a Middle Initial, it will be part of their Provide User Name and will show in all documents that the individual enters in Provide.
- **Provider Name – Last**: Enter the User's Legal Last Name.
- **Provider Name**: This will auto-populate based on the above three fields.
- **Provide Enterprise User Name**: This will auto-populate based on the above fields.
- **Provider Role:** Select or enter this provider's overall role or job title.
- **Register/Import Clients?** Select "Yes" or "No" if the user should be allowed to Register new Clients in the database.
- **Create Informed Consents?:** Select "Yes" or "No" if the user should be allowed to Create Informed Consents in the database.
- **Enable Eligibility Verification?** Select whether or not the user should be able to perform Medicaid eligibility verification checks in Provide. The default is set to "Yes".

- **Available Documents to Import:** If user has import access, select the documents the user can import.
- **Custom Import**: Please contact the Provide Help desk in regards to custom imports.
- **Allow new clients to be imported**: Please contact the Provide Help desk in regards client imports. At this time, no one needs this authority
- **Import keys for client lookup**: Enter the client identification key that will be used to perform matching of existing client files in Provide to that of any import file.
- **Import keys for record lookup:** Please contact the Provide Help desk in regards to record look-up.
- **Street Address 1:** Enter User's office Street Address.
- **Street Address 2**: Enter user's office Suite/Lot/P.O. Box.
- **State:** Select the user's office State.
- **County:** Select the user's office County
- **Zip:** Enter the user's office Zip Code.
- **Phone**: Enter the user's office Phone number.
- **Phone Number Extension**: Enter the user's Office Phone number extension.
- **Fax:** Enter the user's office fax number.
- **Email Address**: Enter the user' work Email Address.
- **Okay to send Text Messages**: Select whether or not it is ok to send this user text messages regarding alerts in Provide.
- **Select Cell Phone Carrier:** If you enter "Yes" in the "Okay to send Text Messages" field, select the Cell Phone Carrier associated with this user's Cell Phone account.
- **Enter Cell Phone with Area Code:** If you enter "Yes" in the "Okay to send Text Messages" field, enter the Cell Phone number for this user.
- **Comments**: Enter any necessary comments about the user's set-up.

Security Rights Tab

On this tab you will define the Security rights that will control what information this user will be able to see and/or enter in Provide.

Additional User Profiles

When the user account is created, the user will be provided a User Profile for the Agency/Program selected on the User Setup tab. If the user will need additional User Profiles, click the "**Add Profile Setup**" button and fill out the fields as appropriate.

- **Status**: This will auto-populate as "Pending" until it has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Request Type**: This will auto-populate.
- **Agency Name**: This will auto-populate.
- **Program Name**: This will auto-populate. If the address information is loaded in Provide in the Contract Agency document, these details will also pre-populate.
- **Provide Enterprise User Name**: Select the User from the list of users from the associated agency.

- **Register/Import Clients?**: Select "Yes" or "No" if the user should be allowed to Register new Clients in the database.
- **Create Informed Consents?:** Select "Yes" or "No" if the user should be allowed to Create Informed Consents in the database.
- **Enable Eligibility Verification:** Select whether or not the user should be able to perform Medicaid Eligibility verification checks through Provide Enterprise.
- **Available Documents to Import:** If user has import access, select the documents the user can import.
- **Custom Import**: Please contact the Provide Help desk in regards to custom imports.
- **Allow new clients to be imported**: Please contact the Provide Help desk in regards client imports.
- **Import keys for client lookup**: Enter the client identification key that will be used to perform matching of existing client files in Provide to that of any import file.
- **Import keys for record lookup**: Please contact the Provide Help desk in regards to record look-up.

Once done filling out the applicable fields, click the "Close" button to save this user profile setup request and return to your user setup request form.

Provide Security Profile

Provider Security profiles drive what roles are provisioned for a user, thus limiting the information the user is able to see and/or enter in Provide Enterprise. In order to submit the user setup request, you need to select the appropriate Provider Security Profile for this user account.

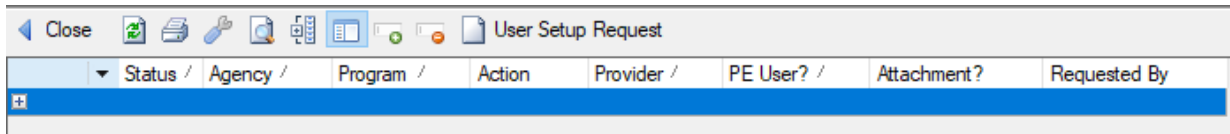Once you have selected the Provider Security Profile, the Roles will automatically populate.

The supervisor submitting the new user request must also certify that the user has read and signed the DDP Security and Confidentiality Procedures required by VDH, as well as enter a business justification for the request.

When finished, click on the **Submit** button. If the user setup request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Setup requests, you will see the **Approve** button upon submission. Simply click this button to approve the setup request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update request. Once approved, the system will auto-process the setup request and add or remove the account as needed.

Please note: All Virginia user roles will be discussed in the Appendix to this user guide.

Copying an Existing User Account

New User Setup Requests are created in *View\User Management\Setup Requests\User Add and Delete Requests.* Copying an existing user account is the easiest way to setup a new user account, as it will copy all existing user profiles (if selected) and all security roles.

Click on the **User Setup Request** button. The User Setup Request appears as follows:

Fill in the fields as appropriate.

User Setup Tab

The main details regarding the user being requested will be included on the User Setup Tab.

- **Status**: This will auto-populate as "Pending" until it has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Request Type**: To copy an existing user account, select "Copy User".

- **Agency Name**: Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Agency Short Name**: This will auto-populate when the Agency Name is selected.
- **Program Name**: This will auto-populate when the Agency Name is selected. If the address information is loaded in Provide in the Contract Agency document, these details will also pre-populate.
- **User to be Copied:** Select the User that you want to copy. After you do this, as many of the fields that can be copied from the existing user will be populated in your new user setup request. This includes user profile setups and user security roles. This will be referred to as the Source user later in this document.
- **License Maintenance Bill To:** Select Organization to cover Provide® Enterprise licensing.
- **Provider Name- First:** Enter the User's Legal First Name.
- **Provider Name – MI:** Enter the User's Legal Middle Initial if they want it listed in the Provide database. Note: If you enter a Middle Initial, it will be part of their Provide User Name and will show in all documents that the individual enters in Provide.
- **Provider Name – Last**: Enter the User's Legal Last Name.
- **Provider Name**: This will auto-populate based on the above three fields.
- **Provide Enterprise User Name**: This will auto-populate based on the above fields.
- **Provider Role:** Select or enter this provider's overall role or job title.
- **Register/Import Clients?** Select "Yes" or "No" if the user should be allowed to Register new Clients in the database.
- **Create Informed Consents?:** Select "Yes" or "No" if the user should be allowed to Create Informed Consents in the database.
- **Enable Eligibility Verification?** Select whether or not the user should be able to perform Medicaid eligibility verification checks in Provide. The default is set to "Yes".
- **Available Documents to Import:** If user has import access, select the documents the user can import.
- **Custom Import**: Please contact the Provide Help desk in regards to custom imports.
- **Allow new clients to be imported**: Please contact the Provide Help desk in regards client imports. At this time, no one needs this authority
- **Import keys for client lookup**: Enter the client identification key that will be used to perform matching of existing client files in Provide to that of any import file.
- **Import keys for record lookup:** Please contact the Provide Help desk in regards to record look-up.
- **Street Address 1:** Enter User's office Street Address.
- **Street Address 2**: Enter user's office Suite/Lot/P.O. Box.
- **State:** Select the user's office State.
- **County:** Select the user's office County
- **Zip:** Enter the user's office Zip Code.
- **Phone**: Enter the user's office Phone number.
- **Phone Number Extension**: Enter the user's Office Phone number extension.
- **Fax:** Enter the user's office fax number.
- **Email Address**: Enter the user's work Email Address.
- **Okay to send Text Messages**: Select whether or not it is ok to send this user text messages regarding alerts in Provide.

- **Select Cell Phone Carrier:** If you enter "Yes" in the "Okay to send Text Messages" field, select the Cell Phone Carrier associated with this user's Cell Phone account.
- **Enter Cell Phone with Area Code:** If you enter "Yes" in the "Okay to send Text Messages" field, enter the Cell Phone number for this user.
- **Comments**: Enter any necessary comments about the user's set-up.

Security Rights Tab

On this tab you will define the Security rights that will control what information this user will be able to see and/or enter in Provide.

Additional User Profiles

When the user account is created, the user will be provided a User Profile for the Agency/Program selected on the User Setup tab. If you need to copy the "source" user's profiles to the new user account, simply click the will need additional User Profiles, click the "**Copy User Profiles**" button. This will make a copy of all user profiles that exist in the Source User account.

Provide Security Profile

When copying from another user, the Provider Security Profile and accompanying roles will automatically populate from the copied user. If you need to change the Security Profile, select from the choice list.

Once you have selected the Provider Security Profile, the Roles will automatically populate.

Provider Security Profile	*	ADAP Staff
Roles		Provide.Users Provide.CM.Access Provide.Secure.Editors Provide.Users.ADAP Provide.Users.EA.Submit Provide.Users.IBM
By submitting this user request form, I certify that the user has read and signed the DDP Security and Confidentiality Procedures required by VDH.	*	Yes
Business Justification for User Access Request and Role, Change in User Role, or Termination of User	*	New hire to ADAP staff

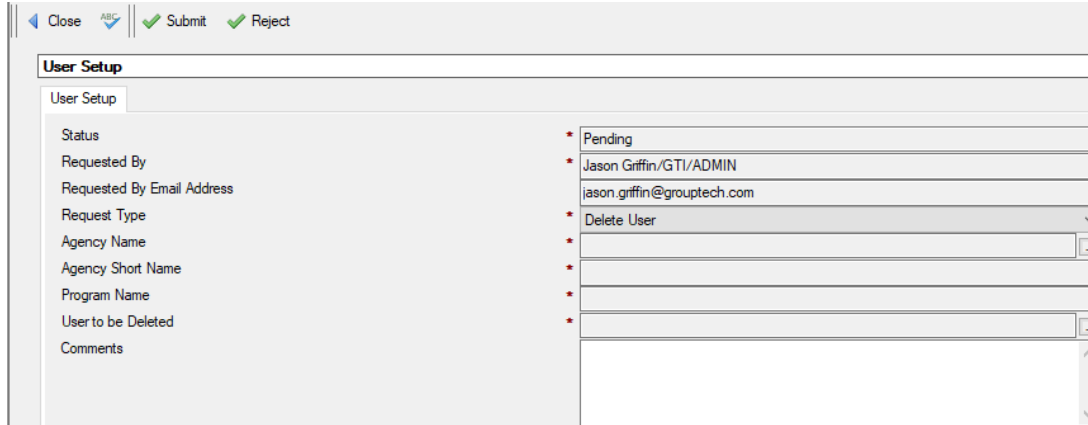Please note: All Virginia user roles will be discussed in the Appendix to this user guide.

When finished, click on the **Submit** button. If the user setup request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Setup requests, you will see the **Approve** button upon submission. Simply click this button to approve the setup request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update request. Once approved, the system will auto-process the setup request and add or remove the account as needed.

Deleting a User Account

User Delete Requests are created in *View\User Management\Setup Requests\User Add and Delete Requests*. NOTE: This will permanently delete the user's Provide Enterprise account.

Click on the **User Setup Request** button. The User Setup Request appears.:

Fill in the fields as appropriate.

The main details regarding the user being requested will be included on the User Setup Tab.
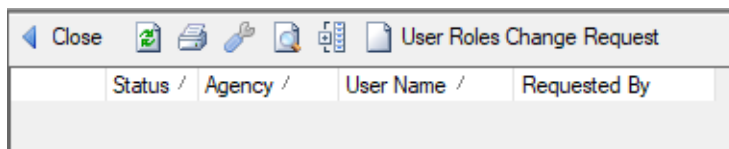
- **Status**: This will auto-populate as "Pending" until it has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Request Type**: Select "Delete User".
- **Agency Name**: Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Agency Short Name**: This will auto-populate when the Agency Name is selected.
- **Program Name**: This will auto-populate when the Agency Name is selected.
- **User to be Deleted:** Select the User that you want to delete the account.
- **Comments**: Enter any necessary comments about the user's set-up.

When finished, click on the **Submit** button. If the user setup request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Setup requests, you will see the **Approve** button upon submission. Simply click this button to approve the setup request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update request. Once approved, the system will auto-process the setup request and add or remove the account as needed.

You can return to *View\User Management\Setup Requests\User Add and Delete Requests* at any time to check the status of your request.

User Roles Change Request

A User Role Change Request should be created when a user's security level within Provide needs to be updated. To create a User Roles Change Request, navigate to *View\User Management\Setup Requests\All User Roles Change Requests*.

Click on the **User Roles Change Request** button.

Fill in the fields as appropriate:
- **Status:** Defaults to "Pending" until the request has been submitted.
- **Agency Name:** Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Program Name**: This will auto-populate when the Agency Name is selected.
- **Provide Enterprise User Name:** Select the user whose roles you want to change.

- **Provide Security Profile - Current:** This field will auto-populate with the selected user's current security profile.
- **Provider Security Profile - New:** Select the new Provider Security Profile to grant to the user.
- **Current Roles –** This field will auto-populate with the selected user's current roles.
- **New Roles –** This field will auto-populate with the selected user's new roles, as defined by the new Provider Security Profile.
- **Business Justification:** Type the reason for the role change request.

When finished, click on the **Submit** button. If the user role change request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Role Change requests, you will see the **Approve** button upon submission. Simply click this button to approve the role change request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update request. Once approved, the system will auto-process the role change request and add or remove the roles as needed.

You can return to *View\User Management\Setup Requests\User Roles Change Requests* at any time to check the status of your request.

User Profile Setup

The User Profile setup is used to define access to specific "programs" in Provide Enterprise. Depending on the agency the user will be associated with, they may need additional profile. If a user works with the Medical Case Management program, they must have a User Profile for Medical Case Management. If the user works as part of the Outreach team, they need an Outreach User Profile for their agency. Finally, if the user is a mental health, substance abuse outpatient or substance abuse residential team member, they will need a Behavioral Health user profile.

Adding a User Profile

To provide a new user profile for the user, navigate to "View\User Management\Setup Requests\User Profile Add and Delete Requests". Click the "User Profile Setup Request" button to open the user profile setup request form.

Fill out the fields as appropriate:
- **Status**: This will auto-populate as "Pending" until it has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Request Type**: To create a new user profile, select "Add User Profile".
- **Agency Name**: Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Program Name**: This will auto-populate when the Agency Name is selected.

- **Provide Enterprise User Name**: Select the User from the list of users from the associated agency.
- **Register/Import Clients?**: Select "Yes" or "No" if the user should be allowed to Register new Clients in the database.
- **Create Informed Consents?**: Select "Yes" or "No" if the user should be allowed to Create Informed Consents in the database.
- **Enable Eligibility Verification?:** Select whether or not the user should have the ability to perform Medicaid Eligibility Verification checks through Provide Enterprise.
- **Available Documents to Import:** If user has import access, select the documents the user can import.
- **Custom Import**: Please contact the Provide Help desk in regards to custom imports.
- **Allow new clients to be imported**: Please contact the Provide Help desk in regards client imports. At this time, no one needs this authority
- **Import keys for client lookup**: Please contact the Provide Help desk in regards to client look-up.
- **Import keys for record lookup**: Please contact the Provide Help desk in regards to record look-up.

When finished, click on the **Submit** button. If the user profile change request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Profile Change requests, you will see the **Approve** button upon submission. Simply click this button to approve the user profile change request. Once approved, the system will auto-process the user profile change request and add or remove the profiles as needed.

Deleting a User Profile

If a user changes their position and needs to have a user profile deleted, navigate to "View\User Management\Setup Requests\User Profile Add and Delete Requests". Click the "User Profile Setup Request" button to open the user profile setup request form.
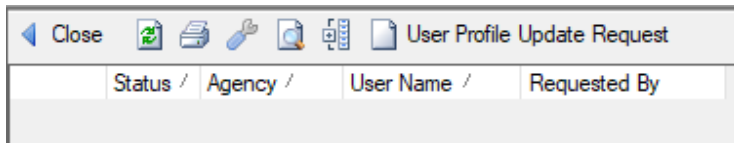
Fill out the fields as appropriate:
- **Status**: This will auto-populate as "Pending" until it has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Request Type**: To create a new user profile, select "Delete User Profile".
- **Agency Name**: Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Program Name**: This will auto-populate when the Agency Name is selected.
- **Provide Enterprise User Name**: Select the User from the list of users from the associated agency.

When finished, click on the **Submit** button. If the user profile change request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Profile Change requests, you will see the **Approve** button upon submission. Simply click this button to approve the user profile change request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update request. Once approved, the system will auto-process the user profile change request and add or remove the profiles as needed.

User Profile Update Request

A User Profile Update Request should be created when a user's profile within Provide needs to be updated.

To create a User Profile Update Request, navigate to *View\User Management\Setup Requests\All User Profile Update Requests*.

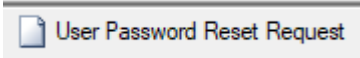Click on the **User Profile Update Request** button.

Fill in the fields as appropriate:

- **Status:** Defaults to "Pending" until the request has been submitted.
- **Requested By**: This will auto-populate with your name.
- **Requested By Email Address:** This will default to your email address.
- **Agency Name**: Click the UI button to the right of the input field and select the Agency and Program Name that you are setting the user up under.
- **Program Name**: This will auto-populate when the Agency Name is selected.
- **Provide Enterprise User Name**: Select the User from the list of users from the associated agency.
- **Register/Import Clients?**: Select "Yes" or "No" if the user should be allowed to Register new Clients in the database.
- **Create Informed Consents?**: Select "Yes" or "No" if the user should be allowed to Create Informed Consents in the database.
- **Enable Eligibility Verification?:** Select whether or not the user should have the ability to perform Medicaid Eligibility Verification checks through Provide Enterprise.
- **Available Documents to Import:** If user has import access, select the documents the user can import.
- **Custom Import**: Please contact the Provide Help desk in regards to custom imports.
- **Allow new clients to be imported**: Please contact the Provide Help desk in regards client imports. At this time, no one needs this authority
- **Import keys for client lookup**: Please contact the Provide Help desk in regards to client look-up.
- **Import keys for record lookup**: Please contact the Provide Help desk in regards to record look-up.
- **Explain reason for Profile change request**: Type the reason for the profile change request.

When finished, click on the **Submit** button. If the user profile update request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Profile Update requests, you will see the **Approve** button upon submission. Simply click this button to approve the user profile update request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update request. Once approved, the system will auto-process the user profile update request and add or remove the profiles as needed.

User Password Resets

User Password resets will reset the user's password and email that user a temporary password, good for one use. To submit a password reset, follow the steps below:

- Navigate to the Password Reset view (View\User Management\User Password Resets.
- Click the [User Password Reset Request] button to open the Password reset form.
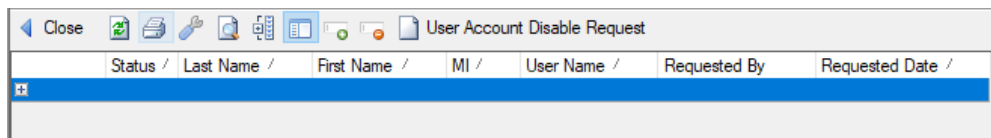
Fill out the fields as appropriate:
- **Status:** Defaults to "Pending" until the request has been submitted.
- **Requested By:** This will auto-populate with your name.
- **Requested by Email Address:** This will default to your email address.
- **Agency Name:** Select the Agency Name that the user is associated with (if they are associated with multiple, you can select any of these).
- **Program Name:** This will auto-populate when the Agency Name is selected.
- **Provide Enterprise User Name:** Click the button to the right of the field to select the user that needs to have a password reset email sent to them.
- **Provider Email Address:** This will auto-populate with the user's email address.

When finished, click on the **Submit** button. If the user password reset request passes all edit checks it will self-approve and will auto-process shortly, when the user management job runs on the server. The user should receive an email with a one-time temporary password within 15-20 minutes.

Disable User Request

A Disable User Request should be created when a user account needs to be disabled, but not deleted. For example, if a user is on medical leave or sabbatical, you might want to disable their account until they return. To reset a user's password, navigate to *View\User Management\User Account Disable Requests*.

Click on the **User Account Disable Request** button.
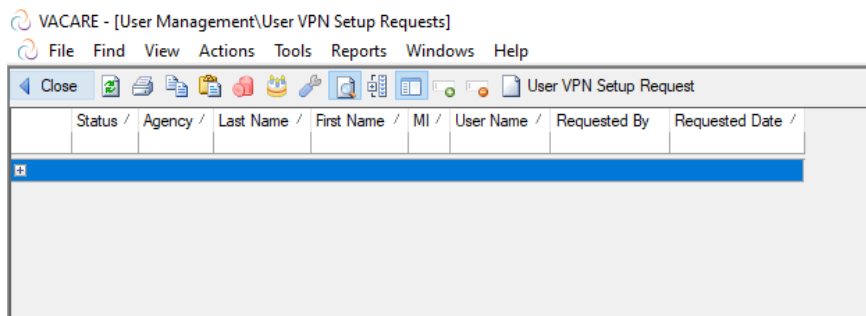

Fill out the fields as appropriate:

- **Status:** Defaults to "Pending" until the request has been submitted.
- **Requested By:** This will auto-populate with your name.
- **Requested by Email Address:** This will default to your email address.
- **Agency Name:** Select the Agency Name that the user is associated with (if they are associated with multiple, you can select any of these).
- **Program Name:** This will auto-populate when the Agency Name is selected.
- **Provide Enterprise User Name:** Click the button to the right of the field to select the user that you want to disable their account.
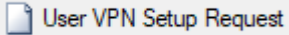
When finished, click on the **Submit** button. If the user disable request passes all edit checks, it is placed in a queue to be reviewed and Approved.   NOTE: If you have access to also approve User Disable Requests, you will see the **Approve** button upon submission. Simply click this button to approve the request. When you click the **Approve** button, there will be a one-time two factor authentication code that will be sent to your email address to confirm it was you that approved the user profile update

request. Once approved, the system will auto-process the user disable request and disable the account as needed.

User VPN Setup Request

A User VPN Setup Request should be created when an individual needs a GT provided VPN account to provide them with a secure connection over the internet to the Provide Enterprise Server. The VPN account is an additional cost and GT will work with you to define the payer for these requests. To request a VPN account for a user, navigate to *View\User Management\User VPN Setup Requests*.
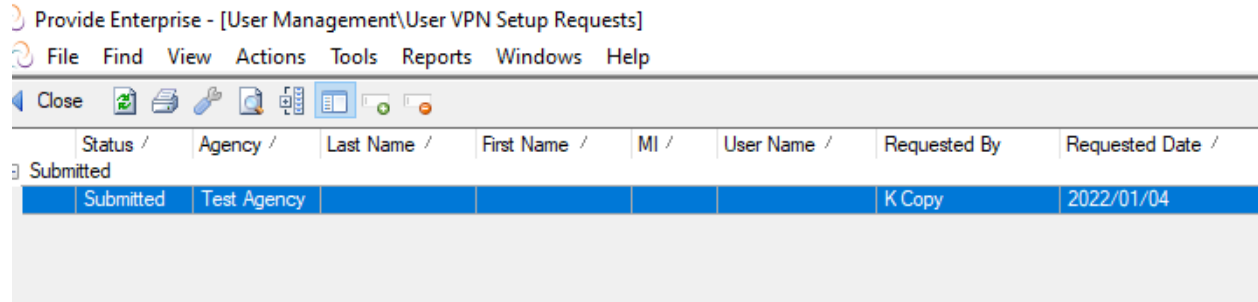
Click on the [User VPN Setup Request] button. The following form will open.

Fill out the fields as appropriate.   Once complete, click the **Submit** button to submit the request.

Approving the VPN Setup Request

Upon receiving notification of a VPN Setup request, navigate to *View\User Management\User VPN Setup Requests*.

Double click on the submitted request that needs to be approved and click the **Approve** button. The request will be routed to GT for creation of the VPN Account.

User Role Definitions

The user roles that are utilized in the Virginia Department of Health database are listed below, with a brief definition of each.

Role	Definition
Provide.ADAPFormulary.Editors	Allows user to add/update ADAP Formulary.
Provide.CodeSets.Editors	Allows user to add/update Code Sets – CPT-4, CPT Modifier, ADA CDT and ICD10.
Provide.ContractManagement.Editors	Allows user to request user setup, deletes, role changes and profile adds/deletes.
Provide.ContractManagement.Editors.Admin	Allows user to approve user setup, deletes, role changes and profile adds/deletes.
Provide.Imports	Allows user to import data files. Used by State to import data files from third parties that are not automated. (*i.e. EMR or CareWare extracts*)
Provide.DrugLibrary.Editors	Allows user to update Drug Library. (*Note: Quarterly updates done by GTI but may need "emergency add" capabilities when new med comes to market and is being dispensed and covered by ADAP.*)
Provide.Manager.Alerts	Allows user to create database Alert Messages.
Provide.PharmacyDirectory.Editors	Allows user to edit Retail Pharmacy directory. (*Note: Typically provided by Ramsell and loaded by GTI.*)
Provide.ProvideDocument.Editors	Allows user to update integrated Documentation Library. (*Note: Database User Guides, Forms such as Consolidated Client Consent or sample "No Income Declaration" document.*)

Provide.Providers.Editors	Allows user to add/update Provider records such as the following:
	• Provider
	• Provider Update Request
	  o Create
	  o Approve
	  o Reject
	• Enrollment Program
	• PAP
	• Support Group

Provide.ProviderUpdateRequest.Editors	Allows user to create Provider Update Request records. (*Note: Must grant to Provide.Provider.Editors as well.*)
Provide.Reference.Editors	Allows user to add/update Reference records such as the following: • Action Plan Goal Templates • Benefit Programs • FPL Guidelines • Health Plan Directory • Medicaid Category Table • Sample Letters • Sample Progress Logs
Provide.Reporting.Editors	Allows user to add/update/run Report Templates. • ADR • RSR • HAB Performance
Provide.Reporting.Editors.PDIExtract	Allows user to generate PDI extract data from Provide® Enterprise to feed a CareWare database.
Provide.Reports.Editors	Allows user to add/update Crystal Report Objects in the database and define access rights.
Provide.ServicePrograms.Editors	Allows user to add/update Service Organization reference records.
Provide.TestReference.Editors	Allows user to add/update Test Reference directory.
Provide.UserManagement.Editors	Allows user to request user setup, deletes, name changes, role changes and profile add/deletes.
Provide.UserManagement.Editors.Admin	Allows user to approve user setup, deletes, name changes, role changes and profile add/deletes.
Provide.UserManagement.Editors.SFTP	Allows user to request SFTP Account setup requests. (*Note: Typically, GTI ONLY has this right.*)
Provide.Users.ADAP	ADAP Staff
Provide.Users.ADAP.Admin	ADAP Admin Staff • "Soft Delete" Client sub records • Check out EA's when checked out by other staff
Provide.Users.ClientMerge	Allows user to Merge Client charts when duplicates are created.
Provide.Users.EA.Complete	Allows user to mark an Eligibility Assessment Complete. • Care Provider user

Provide.Users.EA.Process	Allows user to process an Eligibility Assessment. Auto Enroll/Terminate from ADAP Medication or Premium Assistance. • Limited to ADAP staff • Does auto enrollment/termination in ADAP Med and Premium Assistance
Provide.Users.EA.Submit	Allows user to create/submit an Eligibility Assessment. GTI distinguishes between Submit and Complete process. • Data entry user
Provide.Users.IBM	Allows user to complete enrollment in Premium Assistance and enter Premium as well as other payments.
Provide.Users.IBM.Admin	Allows user to perform tasks specific to IBM program that you want reserved for State staff.
Provide.Users.MCM	Allows user to perform MCM functions. • Care Services Agencies ONLY
Provide.Users.Prevention	Allows user to perform Prevention functions. • Prevention Agencies ONLY
Provide.Users.Prevention.Admin	Allows user to perform Prevention Admin functions. • Limits some functions for staff to specific staff that administer the Prevention program(s)
Provide.Users.Care	Allows user to perform Care (Part B) functions.
Provide.Users.Care.Admin	Allows user to perform Care (Part B) Admin functions.
Provide.Users.CHARLI	Allowed to enroll/discharge clients in CHARLI
Provide.Users.PBM	Allowed to view PBM data exchanges
Provide.Users.PBM.Admin	Limit functions specific to state staff that administer the program
Provide.Users.Pharmacy	Allowed to view Pharmacy data exchanges
Provide.Users.Pharmacy.Admin	Limit functions specific to state staff that administer the program
Provide.Users.PositiveLinks	Allowed to enroll/discharge clients in PositiveLinks
Provide.Users.Seamless	Allowed to enroll/discharge clients from Seamless Program
Provide.Users.SetURNSuffix	Allows user to set URN suffix. • Care Services to meet RSR reporting requirements when two or more clients have the same URN.
Provide.Vendors.Editors	Allows user to create/edit Vendor records. • Care Services or IBM staff to define directory of who they make payments to