

Prism Security Administrator (pSA) FAQs

General FAQs

Q: What's a prism Security Administrator (pSA)?

A: A pSA is a prism user who is assigned through their organization to review and approve prism users who request access to their group or facility. Previously, users could automatically get access in prism by adding the NPI and TIN.

Q: Why does my provider group need a pSA?

A: To improve the security of your practice and patient data, we've implemented additional security within prism and created the prism Security Administrators role. This allows your group to review and approve all affiliation requests, which gives access your data, like claims, instead of Priority Health.

Q: Do all provider groups need a pSA?

A: During our initial implementation, only provider groups with more than five prism users affiliated with their TIN and NPI need a Security Administrator. In the future, all provider groups will be required to have one.

Q: How do affiliation requests work if a group doesn't have a pSA?

A: If a group doesn't meet the pSA requirement, their affiliation requests will be approved automatically.

FAQs for prism Security Admins

Q: How do I become a pSA?

A: You should be a prism user who's already affiliated to your group, and who's in an administrator role at your organization or facility. To gain access, submit a request through prism under General Requests, then **prism Security Admin (pSA) Assignment**.

Q: How will I know if I'm a pSA?

A: When you're designated as a pSA in prism, you'll receive an email about your assignment and will receive emails for affiliation requests for access to your group or facility. When you log in to prism, you'll see Security Admin on your dashboard.

Q: Can a group have multiple pSAs?

A: Yes, and they can all view requests and see a list of other pSAs at the group, along with who's approved each request.

Q: Can I make other prism users pSAs for my group?

A: Yes, you'll need to submit a General Request in prism to add additional pSAs to your group. Select **prism Security Admin (pSA) Assignment**.

Q: Can ACNs, PHOs and other larger organizations with many groups and facilities have a pSA at the administrator level?

A: No, pSAs need to be assigned for each individual provider group and facility under the ACN.

Q: How do I know if I have access requests?

A: You'll receive a daily email with a summary of all requests and can see all affiliation requests on your prism Security Admin page.

Q: Can I remove someone's access after it's approved?

A: Yes. pSAs can remove users from your list of approved affiliations anytime by clicking the trash can icon next to the user.

Q: Can I remove myself as a pSA?

A: No, only Priority Health Tech Support can change the pSA designation for a user. To remove yourself as your group's pSA, you'll submit a General Request under **prism Security Admin Access**. Note: if you're the only pSA for your group, another user must request pSA access prior to your access being removed.

FAQS for prism users

Q: As a prism user, can I see who my pSA is?

A: Yes, you can find the contact information for your pSA on your user profile page.

Q: If I'm already affiliated to my groups in prism before the security feature is implemented, do I need to get re-approved?

A: No, however, affiliations will be reviewed annually by the group's Security Admin and you may need to resubmit an affiliation request or be contacted by the pSA.

Q: When I register for prism, what access will I have?

A: Once your account is approved, you won't have access to any provider groups/affiliations until your requests are approved by the group's pSA.

Q: How long will I have to wait to get access to a group or facility in my prism account?

A: The group's pSA will be responsible for reviewing and approving all requests for access to their data. We ask pSAs to approve requests within two business days, and users will have the option to send a follow-up reminder to the group's pSA through their prism account.

Q: How will I know when my request for access has been approved?

A: You'll receive an email that your request for access has been approved. You can also see the status of your request in your profile page in prism.

Q: What should I do if my request is rejected?

A: You can reach out to the pSA listed on your profile page.

Q: What if a pSA isn't approving or responding to my request for access?

A: Follow up with the group's pSA by going to your pending requests in your profile, and selecting "Follow up", which will send an automatic reminder to all the pSAs of that group that there's a pending request. Users can follow up with the pSA as much as they'd like through this feature. You can also reach out to them directly through your organization's communication channels.