1. What internet browser must I use for the Qualis Health Provider Portal (QHPP)?

Answer: It is recommended to use Internet Explorer or Mozilla Firefox to access this program effectively.

NOTE: Use of other browsers may result in loss of some functionality.
Use of Internet Explorer 9, 10 or 11 may require adding zeomega.com to the Compatibility View Settings in the Tools drop-down of Internet Explorer.

To add zeomega to your settings:
1. Go to Tools
2. Compatibility View Settings
3. Add "zeomega.com" in the "add this website" field – then click add.

2. Who can reset my password?

Answer: The QHPP enables the user to reset his or her own password by answering a predefined password reset question. This password reset question is created in **Edit My Profile.**

NOTE: If you have not created a password reset question and answer in your Profile page, you will not be able to generate a new password. In this case, you will need to ask your Provider Portal Administrator to reset your password for you.

If you are the Provider Portal Administrator and you need your password reset, you will need to contact Qualis Health at 1-866-962-2180 to reset it.

3. Who can unlock my account?

Answer: If you have several unsuccessful login attempts, your account may be locked out. To unlock your account please contact Qualis Health at 1-866-962-2180.

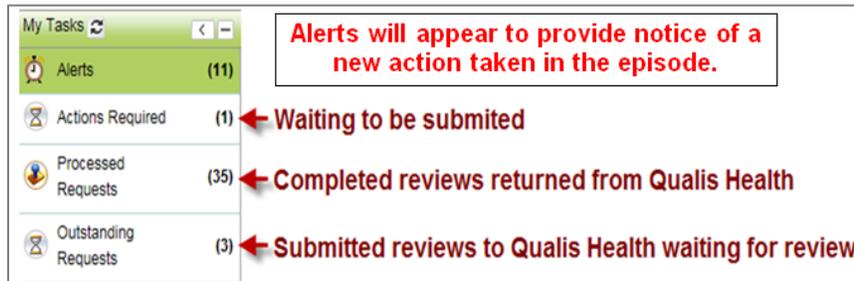**4. What is the difference between Administrator vs User access?**

Answer: The functionality is the same for both the user and administrator; however the administrator has additional system access and system tasks to perform.

The Provider Portal Administrator is responsible for:

o   Adding all new User accounts

o   Managing all User accounts

o   Keeping the User account registration information

o   Resetting the passwords for User accounts

o   Deactivating User accounts

5. What does each of the alerts mean and where do I find them?

Answer: There are four areas in **My Tasks**, each of which is described below:

NOTE: With the exception of Alerts, you will only see the requests that you entered on your Dashboard.

6. How Much Time Must Pass Before I am Automatically Logged Out?

Answer: If the program does not detect any activity (such as switching screens or clicking on buttons) for 60 minutes, you will be automatically logged out of the program.

7. Why am I not able to see my episode that I created in the QHPP?

Answer: The most important step when creating an episode in the Provider Portal is to make sure that the agency is identified and linked as the requesting, admitting and treating in all cases. Failure to add all three can cause inability to access the episode.

See instructions on the Qualis Health Provider Resources page:
http://www.qualishealth.org/healthcare-professionals/new-mexico-medicaid/provider-resources