

Enterprise Incident Management Office of Long Term Living Identity Manager Manual

Overview

This job aid is intended to review the role mapping process and guide a Business Partner Administrator (BP Admin) user through the process of logging in and using the Identity Manager tool to add and modify EIM user roles. BP Admins will access Identity Manager through the EIM Landing Page to access its functionality.

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EIM Role Mapping Process

Role mapping is the process of identifying which activities a user needs to perform in the EIM system and, based on those activities, assigning the appropriate EIM roles to each user's HCSIS ID.

Users who have access to HCSIS will not need new user ID's because EIM uses Unified Security (USEC), which means users will sign into EIM using their HCSIS user ID's and passwords.

The EIM system is located outside of HCSIS, so each user will need to be assigned new EIM roles to be able to access the system.

EIM is integrated with HCSIS which means that it communicates with HCSIS to gather consumer and provider demographic information. In order for users to view demographic information stored in HCSIS, they will need at least one HCSIS role assigned to their user IDs. You may assign the **PW-HCSIS-PROVRACCESSREADONLY** role to new users which would provide the user with read-only access to HCSIS.

NOTE: Users without a current HCSIS ID will need to have a new ID created before HCSIS and EIM roles can be assigned.

Overview of EIM Roles

A role in EIM determines what a user can do in the system – which screens they can access and whether or not they can make changes to the information on those screens

The table below describes the roles available to OLTL providers in EIM.

Role Name	Role Descriptions
Incident Reporter	<ul style="list-style-type: none"> Enter the first and final sections of the incident report Submit the incident report final section View the incident investigation and the management review in read-only mode Request a report extension Link/unlink incidents Access, view and use EIM canned reports Mark an incident confidential at the provider level so only the selected Incident Point Person user in the provider organization has access
Incident Point Person	<ul style="list-style-type: none"> Enter the first and final sections of the incident report View the incident investigation and the management review in read-only mode Request a report extension Link/unlink incidents Access, view and use EIM canned reports View and update incidents that have been marked confidential by the Incident Reporter
Incident Read-Only	<ul style="list-style-type: none"> View the incident first and final sections, incident investigation documents and incident management reviews in read-only mode

Important note: If a button for a function, such as [INITIATE] or [SUBMIT] does not appear in the EIM system screens, you do not have the roles to perform that task. If you require that function, contact your BP Admin.

Business Partner Administrator (BP Admin)

The BP Admin is the person who maintains user profiles in Identity Manager, creates user accounts, modifies users' scopes/roles/profile information, resets passwords, deactivates/reactivates user accounts and finds user IDs. In addition, the HCSIS BP Admin may manage user profiles in the Learning Management System (LMS).

When the provider organization has identified the individual who will have the BP Admin role, the HCSIS Help Desk will assign a new role (PW-EIM-BPAdmin) to the BP Admin's HCSIS user ID in order to grant access to EIM Identity Manager.

Responsibilities of the BP Admin

The BP Admin will be responsible for setting up users in HCSIS if they do not already have HCSIS IDs. If any staff members in your organization need EIM roles but do not have a HCSIS user ID, you must create a HCSIS ID for each user first. Each new HCSIS user ID will need at least one HCSIS role along with the appropriate EIM roles.

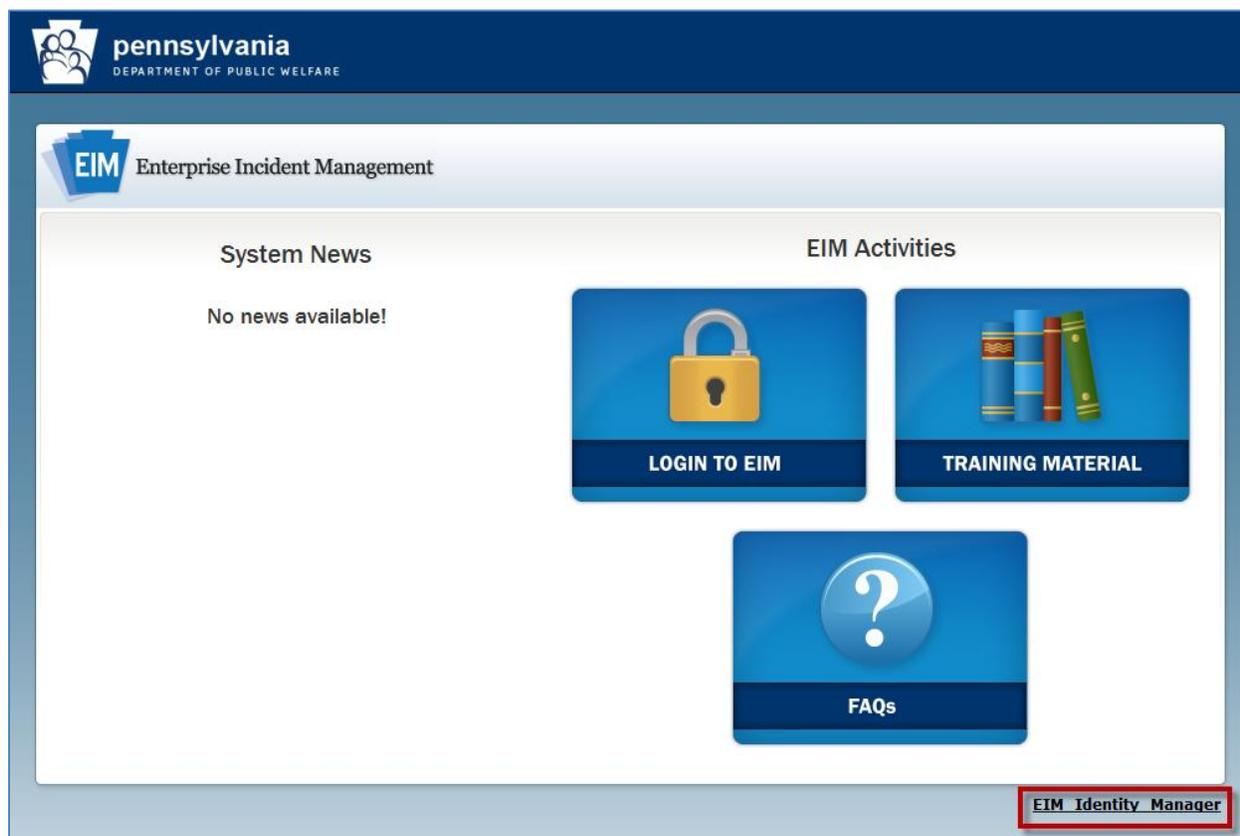
You may assign the **PW-HCSIS-PROVRACCESSREADONLY** role to new provider users which would provide the user with read-only access to HCSIS.

Please review the course on the LMS for more information about how to set up users in HCSIS (BP Admin Identity Manager Training Captivate 11/12/2010).

Important note: Only users with the BP Admin role will have access to the EIM Identity Manager.

Log In To Identity Manager From The Internet

1. To log in to EIM Identity Manager, navigate to the *EIM Landing Page* at:
<https://www.hhsapps.state.pa.us/eim/default.aspx>



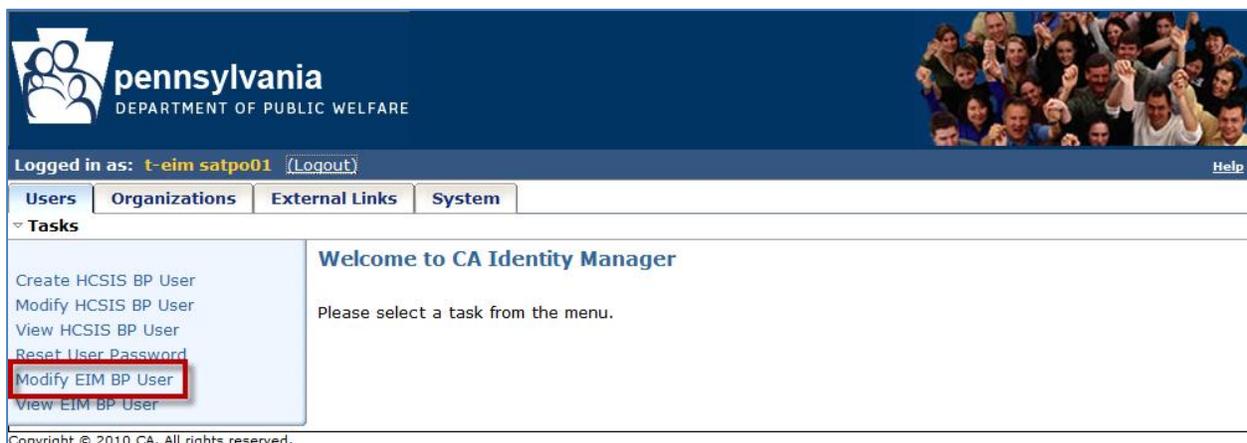
2. Click the [EIM Identity Manager](#) link at the bottom right corner of the page.

Note: Only users with the BP Admin role will have access to the EIM Identity Manager.

3. Type your HCSIS **Username** and **Password**, and then click [LOGIN].

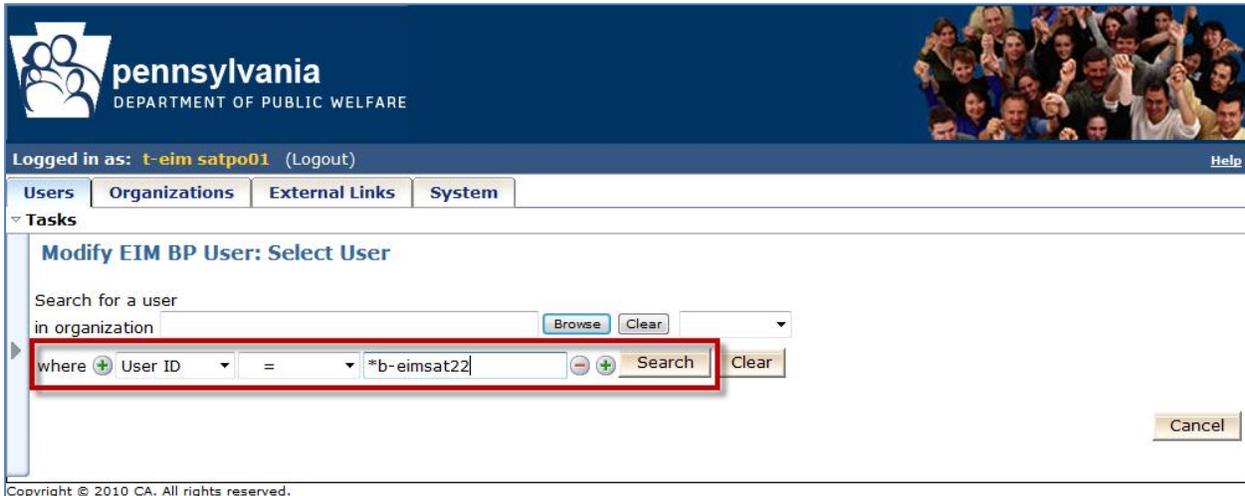


The *Identity Manager* home page appears.



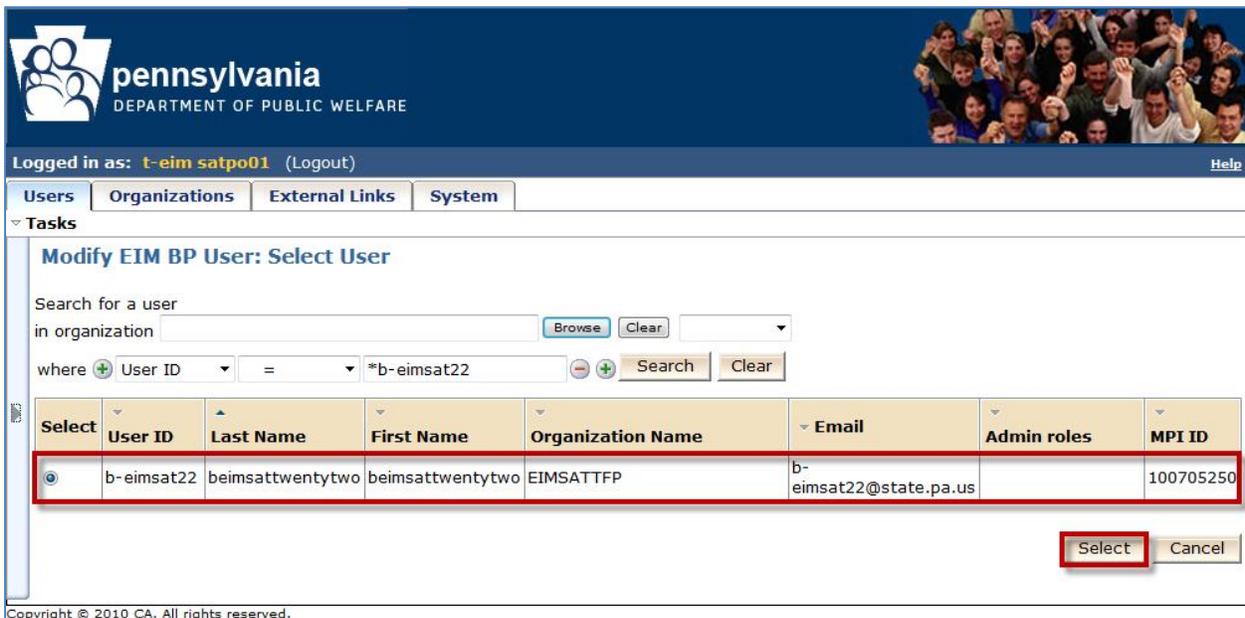
4. Click the Modify EIM BP User link on the left side of the screen.

- To search for a specific staff member user, make sure the **User ID** option is selected from the drop-down list. Enter the User ID that is to be modified (asterisks may be used as a wildcard).
- Click [SEARCH].



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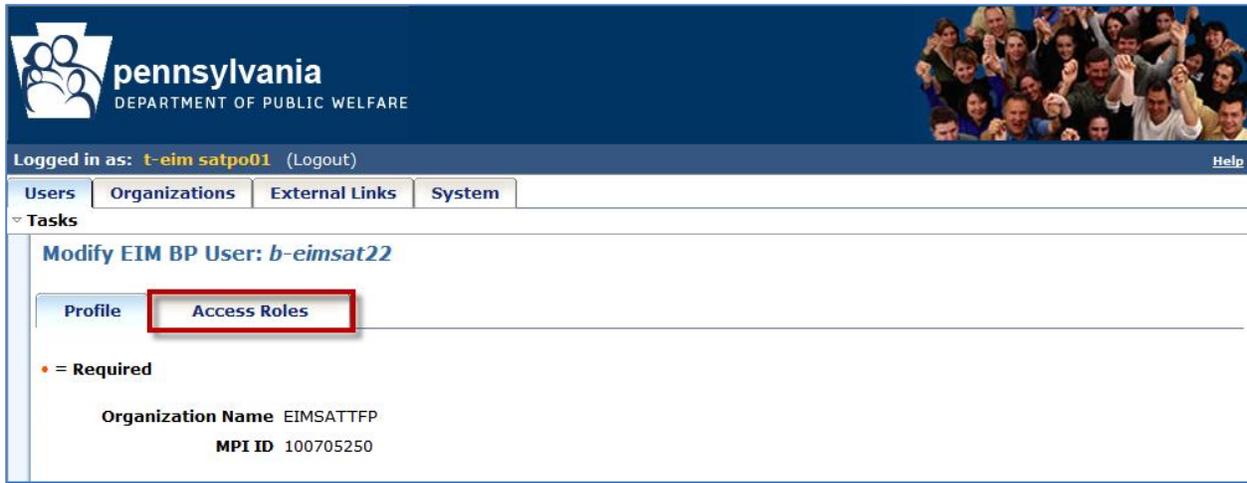
- When the results appear, confirm that the information is correct and then click [SELECT]. If multiple ID's appear, select the desired ID by clicking the radio button next to the name and then click [SELECT].



Select	User ID	Last Name	First Name	Organization Name	Email	Admin roles	MPI ID
<input checked="" type="radio"/>	b-eimsat22	beimsattwentytwo	beimsattwentytwo	EIMSATTFP	b-eimsat22@state.pa.us		100705250

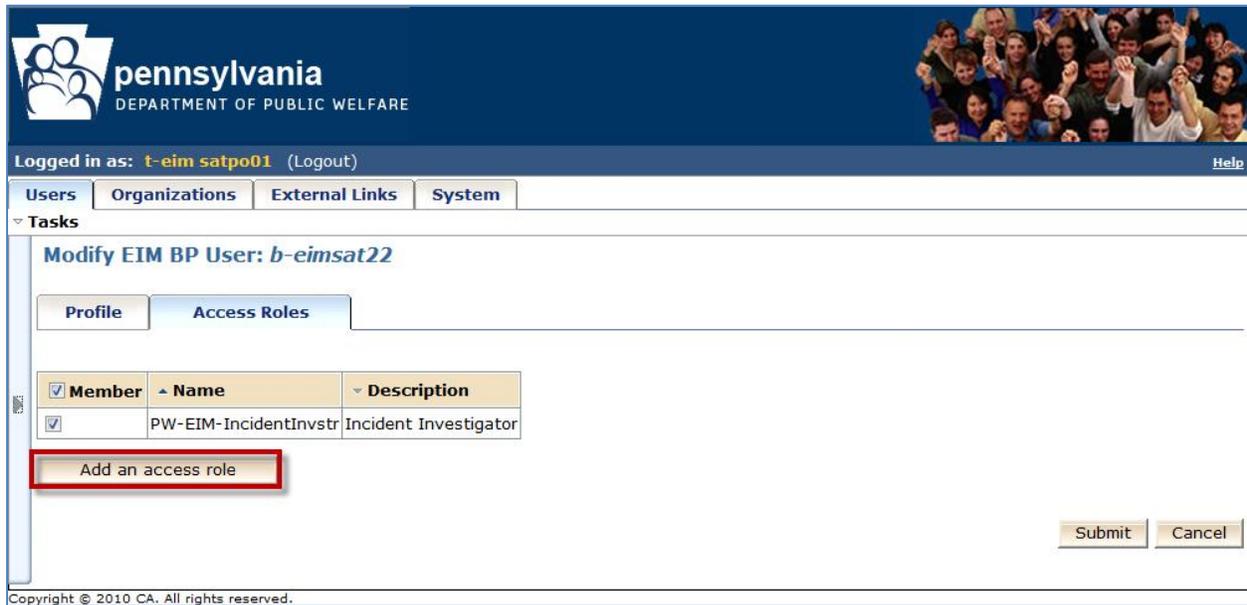
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8. Click the **Access Roles** tab.



The screenshot shows the 'pennsylvania DEPARTMENT OF PUBLIC WELFARE' interface. The user is logged in as 't-eim satpo01'. The 'Access Roles' tab is highlighted with a red box. Below the tabs, there is a section for 'Modify EIM BP User: b-eimsat22' with a 'Profile' tab and an 'Access Roles' tab. A legend indicates that a red dot means 'Required'. The user's organization is 'EIMSATTFP' and their MPI ID is '100705250'.

9. Click [ADD AN ACCESS ROLE].



The screenshot shows the 'Access Roles' tab selected. A table lists existing roles, and the 'Add an access role' button is highlighted with a red box. The table has columns for 'Member', 'Name', and 'Description'.

<input checked="" type="checkbox"/> Member	Name	Description
<input checked="" type="checkbox"/>	PW-EIM-IncidentInvstr	Incident Investigator

Buttons: Add an access role, Submit, Cancel

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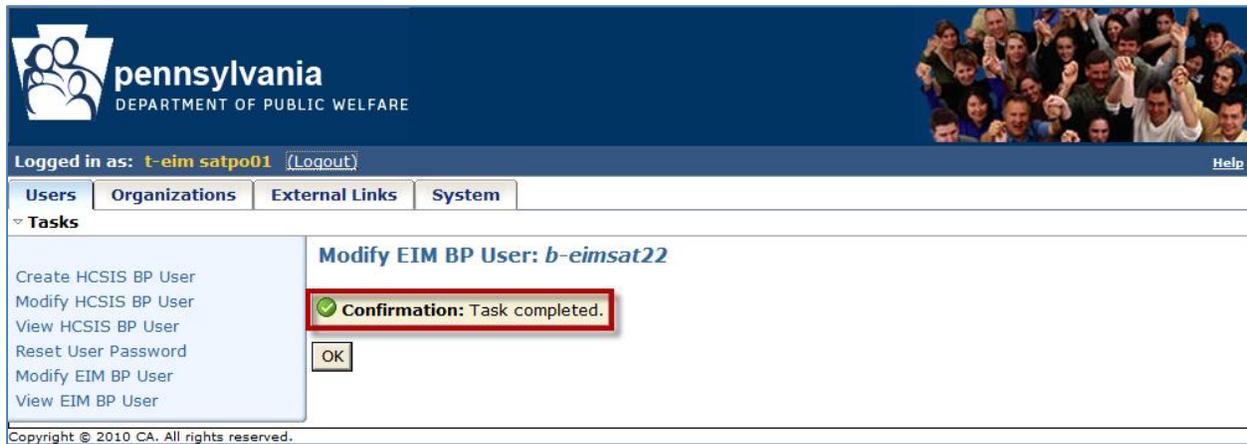
10. The list of EIM access roles appear. Select the appropriate roles for this user ID and then click [SELECT].

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11. Review the selected roles and then click [Submit].

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12. Once the roles are submitted, the system will process the request and a confirmation message, **Confirmation: Task completed** will appear.



Note: The **Task Pending** message also confirms that the task has been completed. Users will not need to perform the tasks again if the **Task Pending** message appears.

Additional Resources

EIM Training Materials

Users can access the EIM Training Materials by clicking [TRAINING MATERIALS] on the *EIM Landing Page*. Clicking this button will take the user to the Learning Management System (LMS), which contains a library of materials such as job aids and Captivate tutorials. The user will need an LMS User ID and password to access the LMS. Provider staff who do not have an LMS User ID should contact their organization's Business Partner Administrator (BP Admin).

Long Term Living Training Website

All of the EIM training materials are also available on the Long Term Living Training Institute website. Users can access the Long Term Living Training website via the url: <http://www.litltrainingpa.org/resources/index.cfm>.

Office of Long Term Living Bulletins

Users can access OLTL's bulletins via the url: <http://www.aging.state.pa.us/portal/server.pt/community/bulletins/19451>.

Online Help

For additional information on any of the fields on the EIM screens, refer to the EIM Online Help by clicking [HELP] located in the upper right corner of each screen in EIM.

Frequently Asked Questions

You can access **EIM Frequently Asked Questions** by clicking [FAQs] on the *EIM Landing Page*.

HCSIS Help Desk

If you have any questions or difficulty with the EIM System, please e-mail c-hhcsishd@pa.gov or call the HCSIS Help Desk at **1-866-444-1264** from Monday to Friday 8:00 A.M. to 5:00 P.M.

Additional Questions

For all other questions, please contact the Implementation Planning team at RA-OLTL_EIMimplement@pa.gov