USER MANAGEMENT

User Manual

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Introduction

User Management provides the Amaze Administrators the ability to control various levels of user accesses depending on their roles. With the help of the portal, Administrators can provide user access to the Amaze application, assign/remove roles and regions to a user, or deactivate a user. This way, they will be able to perform their day-to-day tasks with ease and real quick.

After going through this module, you will be able to:

- Add a new user to the Amaze application.
- Assign roles, modules, and regions to the user.
- Edit or remove use roles, modules, and regions from a user account.
- Deactivate a user.

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Adding a New User

Log in to the Portal

To access the User Management portal, go to: https://myamaze.caremore.com/

Type your **CareMore ID** and **Password** in the respective fields. **1**

- Click **Sign In**. **2**
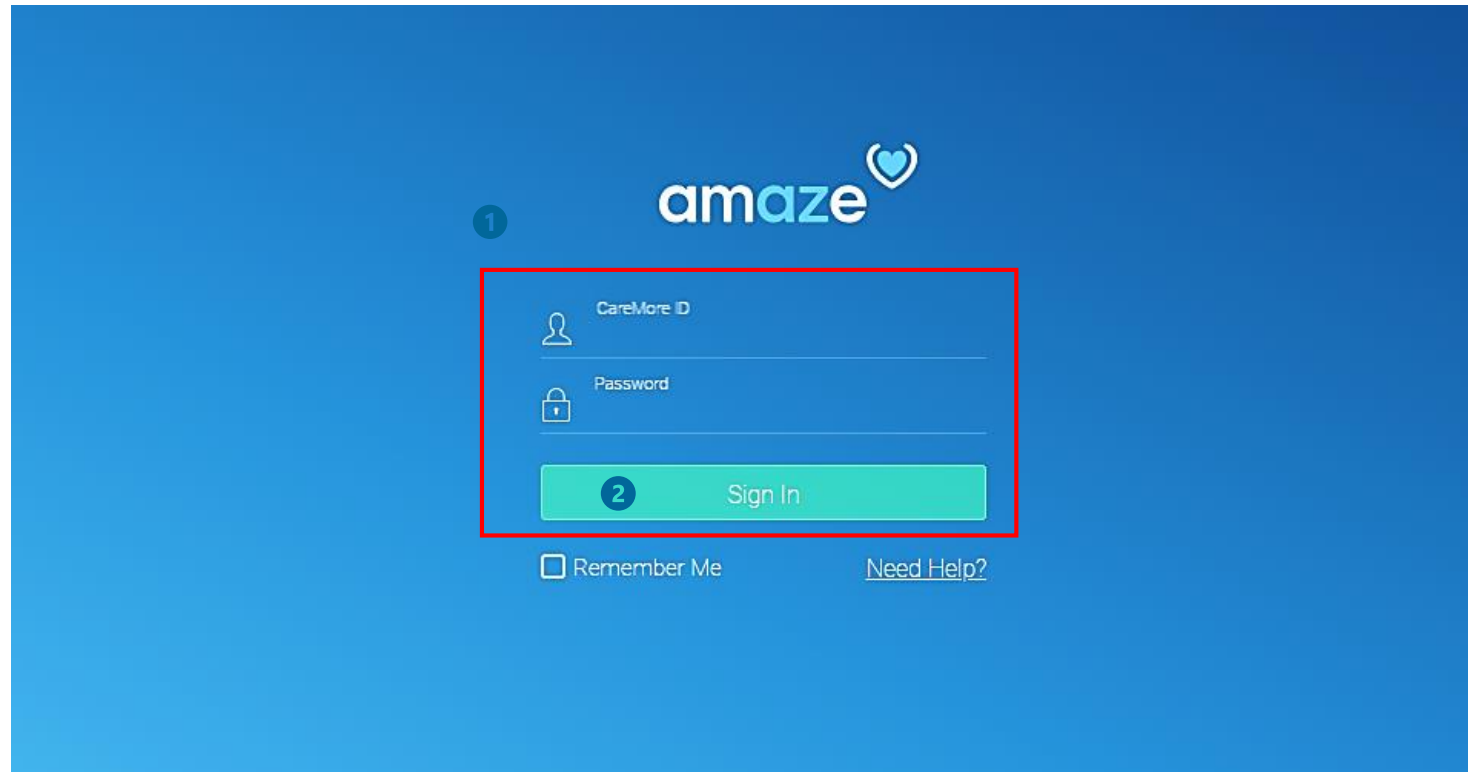
Adding a New User

Home Page

The home page appears. The page contains two sections:

1. **Amaze Users** – This section lists down all the existing user names, their CareMore IDs, and the roles they are assigned to. ❶

2. **Active Directory** – This section is used to add new users to the application, depending on the requirement. To explore the section, click **Active Directory**. ❷

Add a New User

In the **Active Directory** section, you can search for a particular user using his/her last name or CareMore/Anthem user ID. The **Name** option is selected by default.

Type the **Last Name** of the user and click **Search**. **First Name** can also be added if available to narrow down the search results.

⚠️ To find a user with his/her CareMore ID or Anthem US Domain ID, select **User ID** and follow the same procedure.

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Adding a New User

Add a New User

- The list of user names matching the criterion entered appears. **❶**

- To add a user from the list, click the plus icon (**+**) given in the respective row. **❷**

Assign Role(s)/Module(s)

Add User dialog box appears. ❶

The box contains three sections: ❷

1. **Roles**

2. **Regions**

3. **Confirmation**

- To assign one or more roles/modules to the user, type the role or module name in the **Search** box or select the desired role/module check box from the list given.

- Click **Next**. ❸

⚠ You can assign more than one role/module to a user.

Adding a New User

Assign Region(s)

Regions section appears. ❶

In this section, you need to assign regions for each module.

- To select a region, click the downward arrow given under the **Regions** column. ❷

- The **Search** box appears. Type the region name in the box. ❸

  A list of regions matching the input given is displayed. Select

  one or more regions from the list provided.

- Click **Next**. ❹

Assign Region(s) across multiple US states

o When you select regions that span across multiple states, an extra step called **Justification** is introduced before confirmation

o For example, when you chose LAOC and Connecticut as regions and click on **Next**, a Justification dialog box appears.

Assign Region(s) across multiple US states

o Per a legal requirement, whenever an AMAZE user is granted access to regions that span across multiple states, an administrator must enter a justification for the multi-state access.

Adding a New User

Verify the Details

- **Confirmation** section appears. Review the details (**Role Name, Module, Regions**) provided in the section. **①**
- Click **Confirm**. **❷**
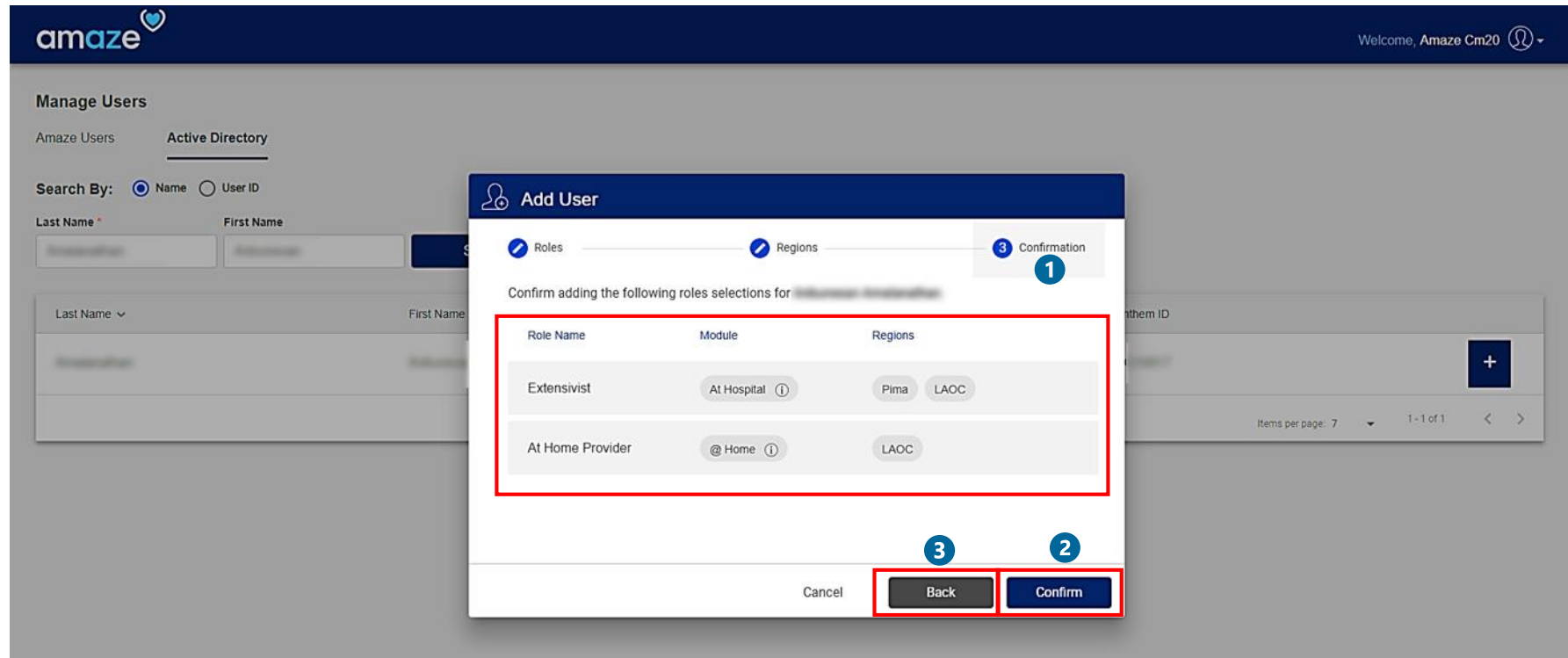
⚠️ If you want to make any edit in the roles or regions assigned, click **Back** and modify the details in the respective section.

Editing User Details

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Managing a User Role

In the **Amaze Users** page, you can perform the following tasks:

- Add, edit, or remove a user role.

- Add, edit, or remove a region assigned to a user module.

- Activate or deactivate a user.

To add or edit a user role, click anywhere on the respective row. **1**

Editing User Details

Add Role

① **Edit Roles** page appears. The page contains one or more boxes, one for each role assigned to the user. Each box lists down the modules and regions assigned for the corresponding user role.

To assign a new role for the user, click **Add New Role** and include the **Role**, **Module**, and **Regions** as mentioned in the **Adding a New User** section.
②

Edit Role/Region

- To edit regions assigned for a particular role, click the edit icon (pencil) in the corresponding box. ❶

- The following tabs appear in the box: ❷

  - **Cancel**

  - **Remove Role**

  - **Edit Regions**

- Click **Edit Regions**. ❸
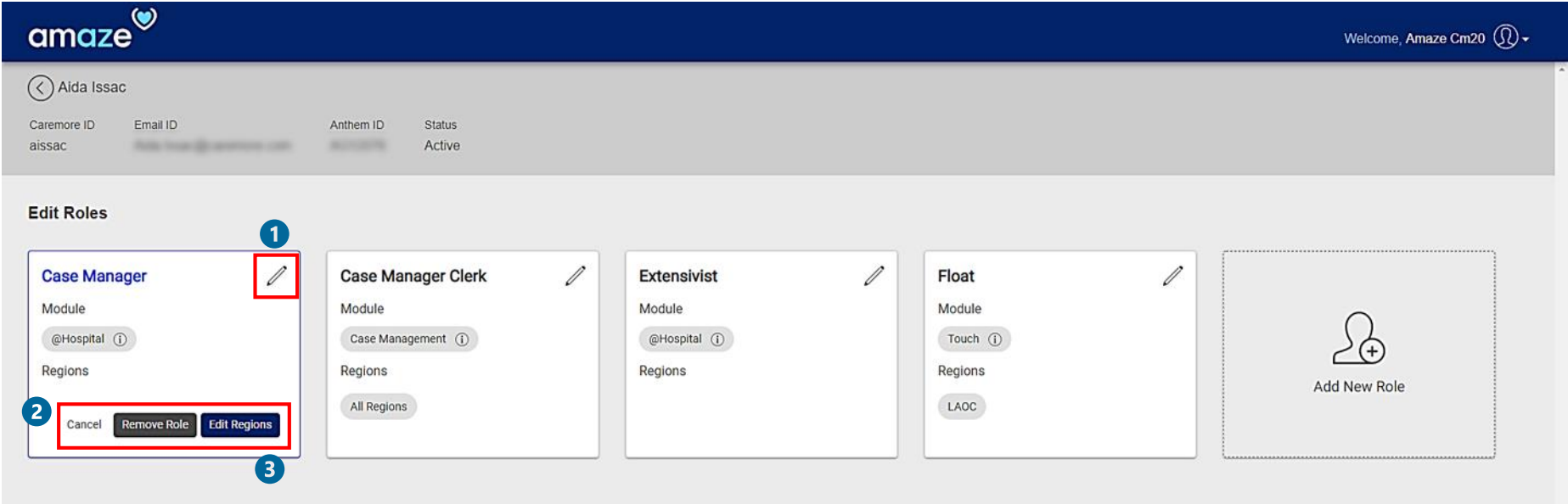
Edit Role/Region

❶ **Edit Region** dialog box appears. The box contains two sections:

- o **Regions**
- o **Confirmation**

❷
- o This dialog box will display regions that are already assigned to the role.
- o To delete one or more regions, click on the (X) next to the regions that are already assigned.
- o To add one or more regions, click the downward arrow given under the **Regions** column.
- o While adding regions that span across multiple states, a Justification step is added similar to adding regions to first time users.

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Edit Role/Region – Adding additional regions

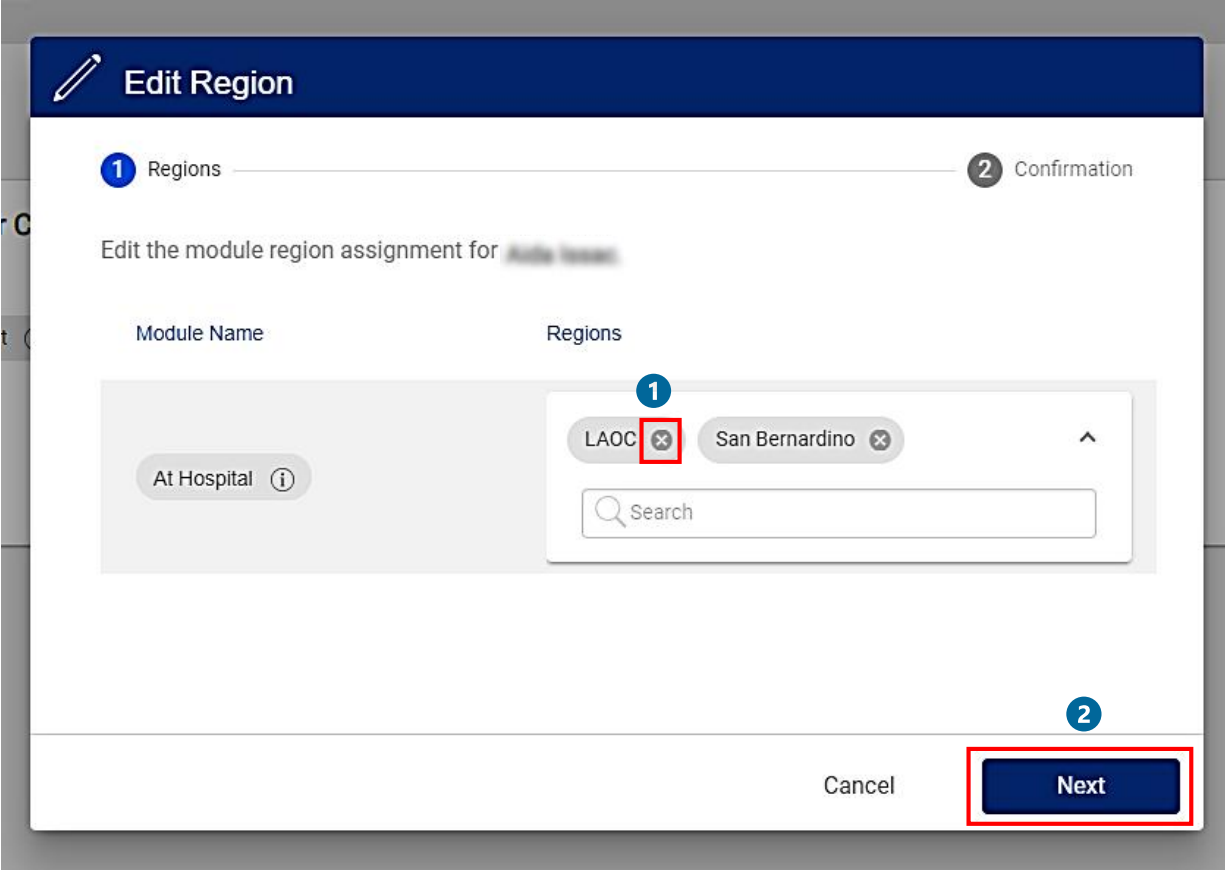- Select the regions from the list. **❶**
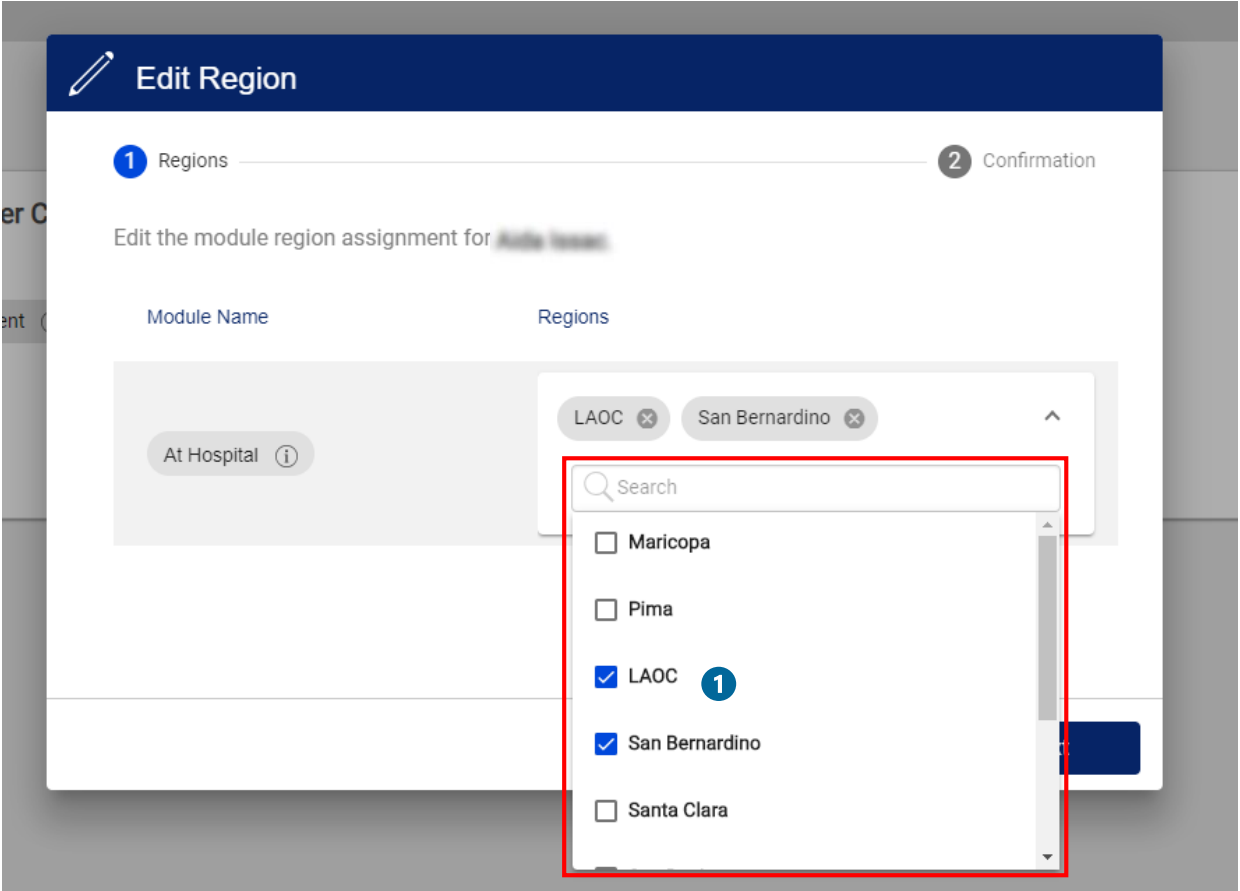
Remove Region

To remove a region:

- Click the **x** icon given next to the region. **1**

- Click **Next**. **2**

Remove Region

Confirmation section appears. Verify the regions assigned for the module. ❶

Click **Confirm**. ❷

Editing User Details

Remove Region

When the new region is being added/removed, a green dialog box appears on the top-right corner of the screen indicating the progress of the action. **1**
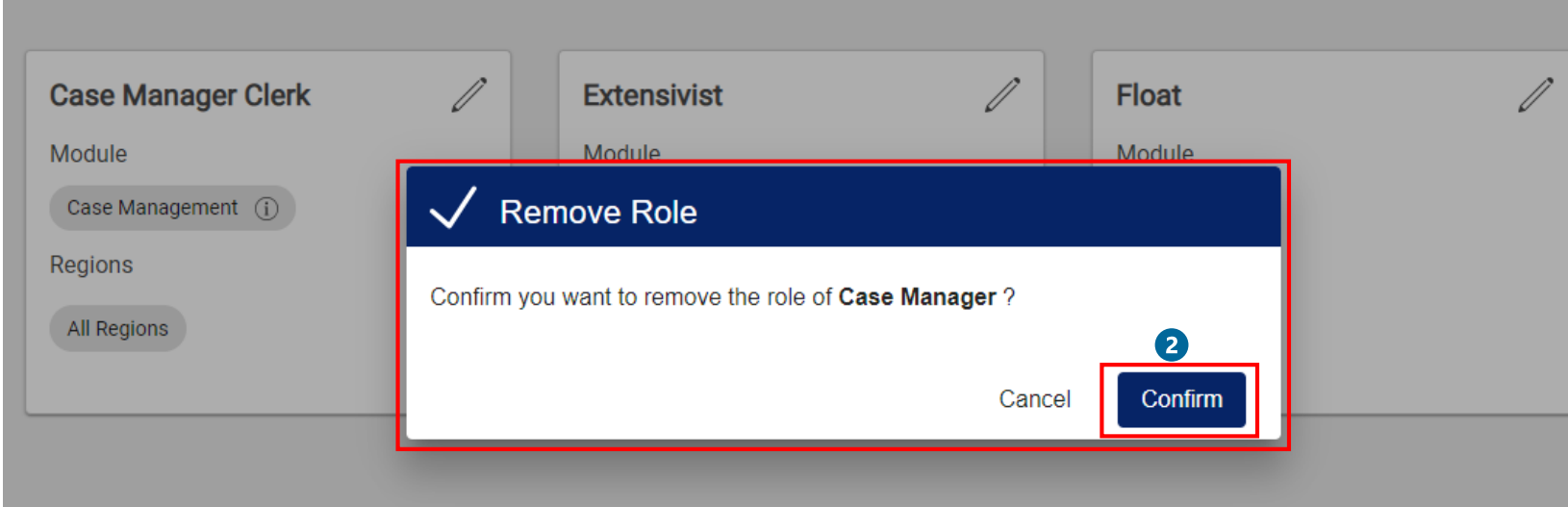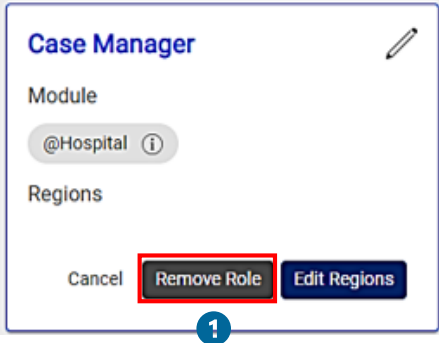
Remove Role

To remove a role assigned for the user, click the edit (pencil) icon given in the respective box.

- Click **Remove Role**.❶

- **Remove Role** dialog box appears. To complete the process, click **Confirm**.❷

Editing User Details

Remove Role

⚠️ When the role is being removed, a green dialog box appears on the top-right corner of the screen indicating the progress of the action. ❶
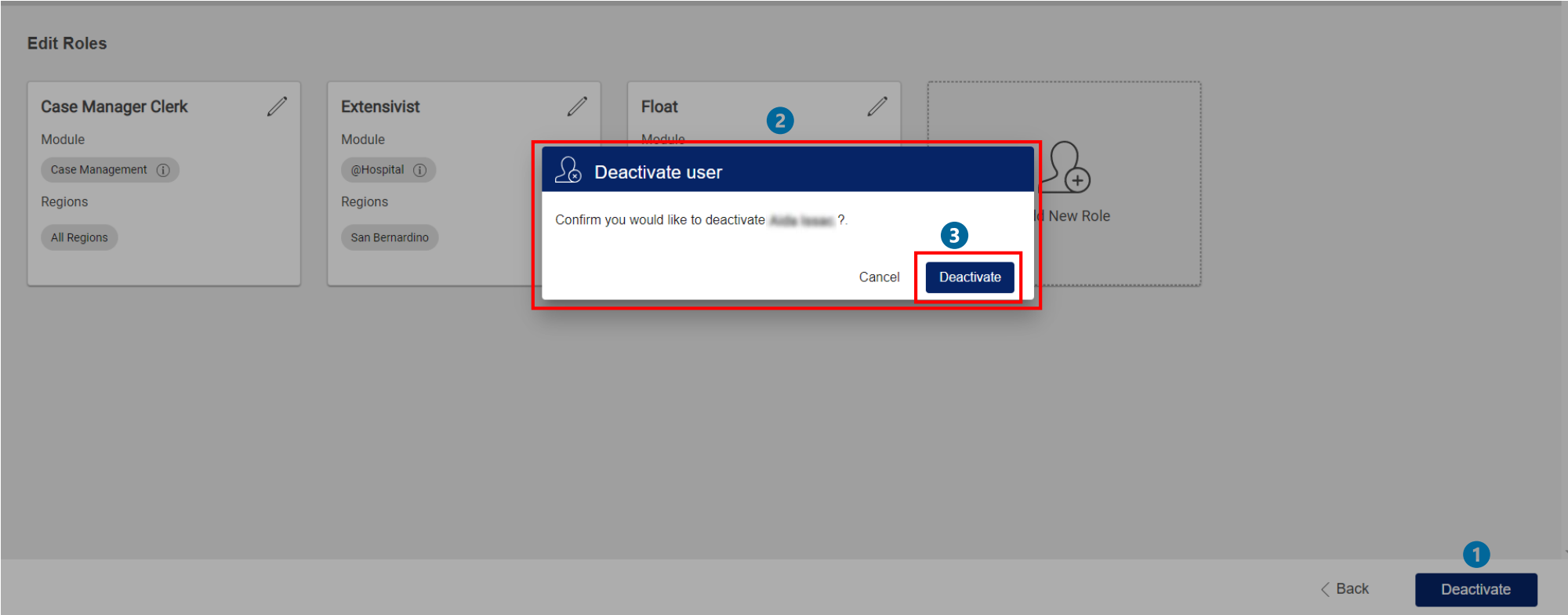

The role of **Case Manager** has been removed from the Amaze user

Deactivate a User

To remove all the accesses provided for a user, select the user ID from the **Amaze Users** page.

Edit Roles page appears. Click **Deactivate**. **1**

2 **Deactivate user** dialog box appears. To complete the process, click **Deactivate** in the dialog box. **3**

Deactivate a User

Even though a user's profile is deactivated, his/her roles and module-region information is stored in the backend.

This way, when you re-activate the user, his/her old roles become active automatically.

Deactivate a User

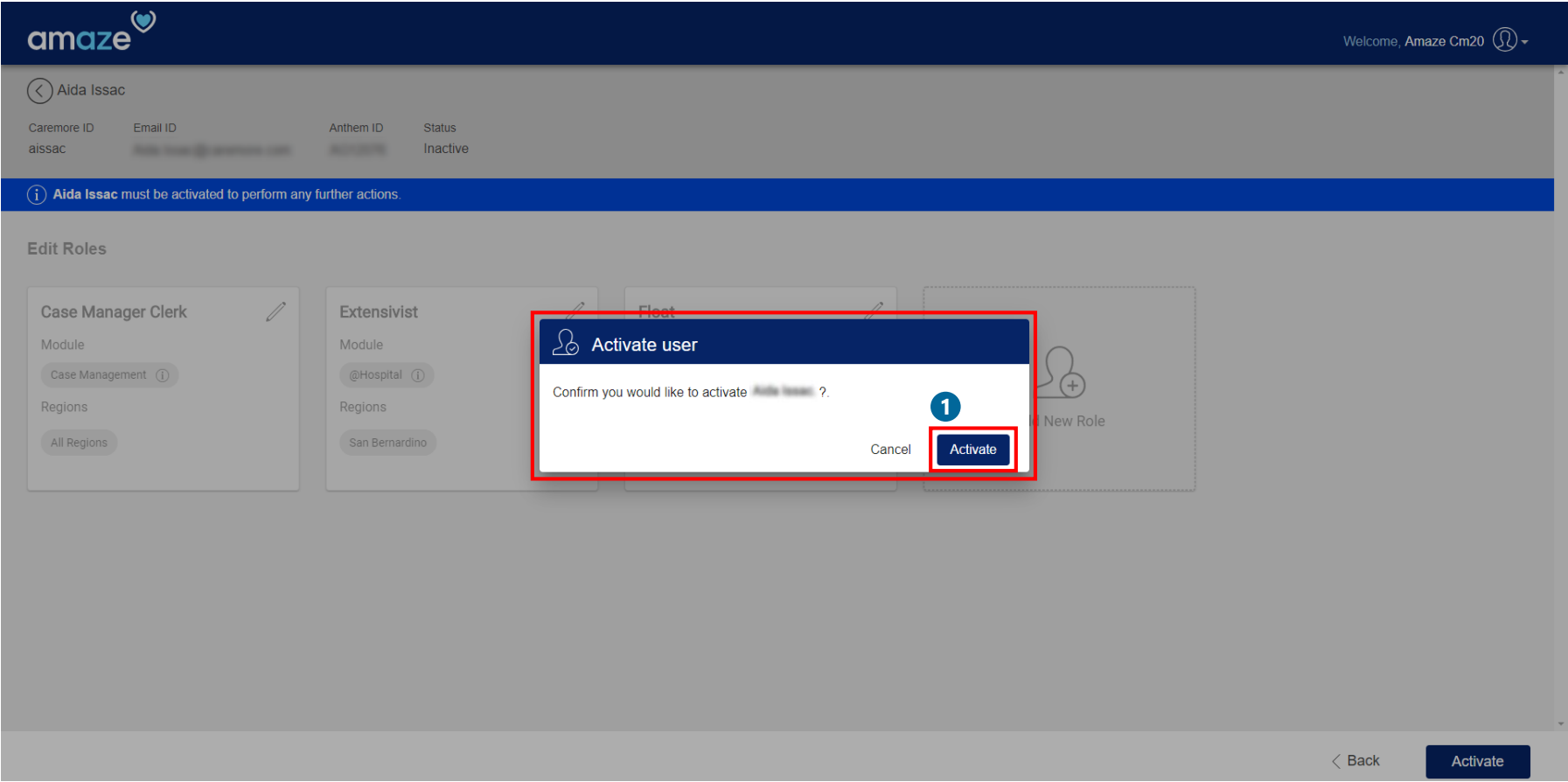❶ **Amaze Users** page appears. The user icon turns to gray, which implies that the user is deactivated.

Reactivate a User

- To provide the application access to the same user again, select the user ID and click **Activate**.

- **Activate user** dialog box appears. Click **Activate**.❶

Module switching for Administrators

⚠️ • This section is applicable only to Administrators who already use AMAZE WEB (https://myamaze.caremore.com/) for **Case Management** and **Coding Clerk** workflows

• Since the same URL is used for **Case Management** and **User Management**, once you login, you are taken to Case Management (or) Coding Clerk by default as applicable.

• There is a drop down at the top left that allows you to switch between modules if you need to switch to **User Management**.
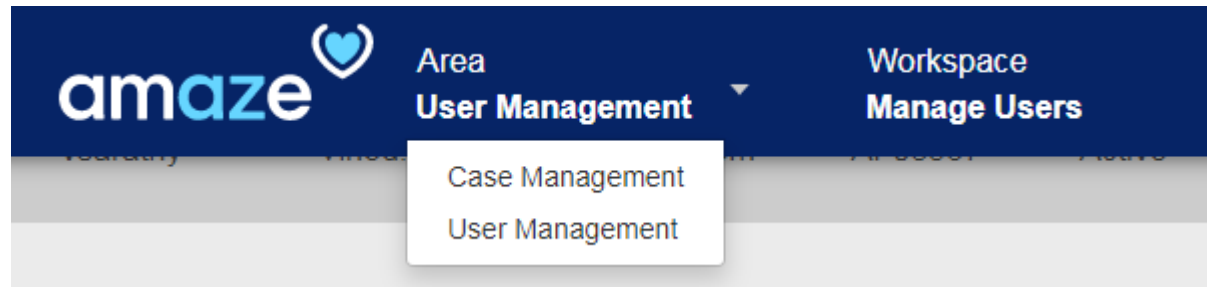
• User Management Administrators who don't use Case Management and Coding Clerk workflow will not see the dropdown for switching and will be directed to **User Management** by default.

Summary

Let's quickly recap the key points discussed in the session.

By now, you should be able to:

- Add a new user to the Amaze application.

- Assign roles, modules, and regions to the user.

- Edit or remove use roles, modules, and regions from a user account.

- Deactivate a user.

Thank You