



USER MANAGEMENT

User Manual

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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A photograph of three business professionals in an office setting. A woman with long blonde hair, wearing a grey blazer, is leaning over a desk. Two men in light blue shirts and ties are seated at the desk, looking at a laptop. One man is pointing at the screen while the other holds a pen. The background is a bright, out-of-focus office environment.

▶ Adding a New User

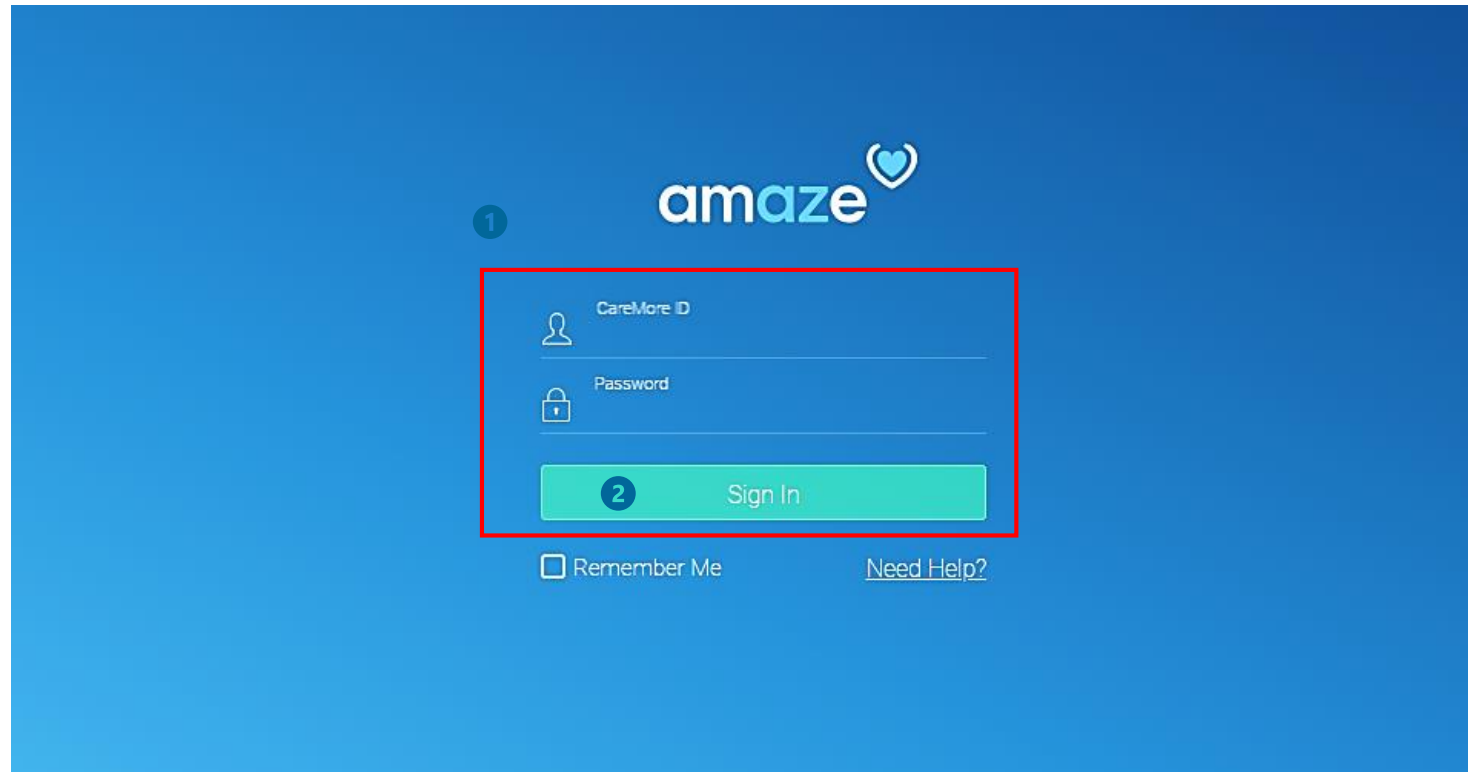
Adding a New User

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. 1
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**. 2

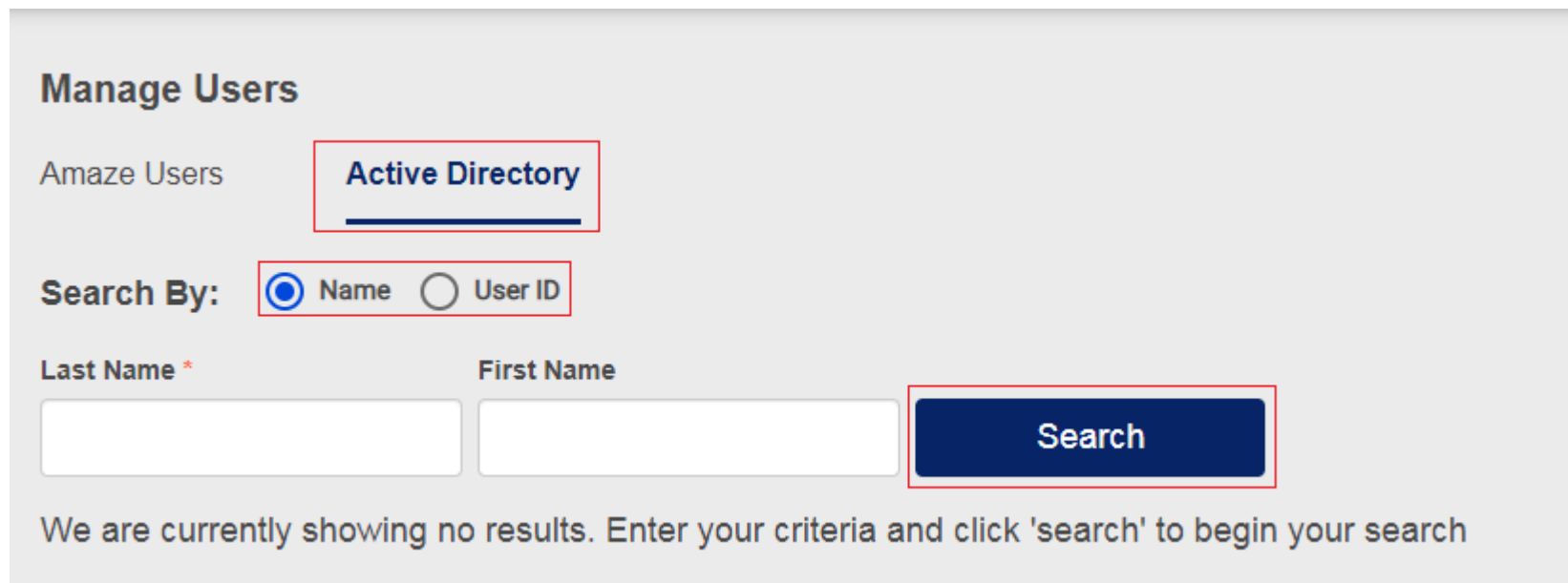
The screenshot displays the 'Manage Users' section of the Amaze application. The 'Amaze Users' tab is selected and highlighted with a red box. A search bar is visible with a '1' callout. The user list table has columns for Last Name, First Name, Caremore ID, and Role. The first row shows a user with roles 'Medical Assistant' and 'Coding Review Clerk' and a '3' callout. The second row shows a user with roles 'RMD' and 'Advance Practice Clinician Manager'. The third row shows a user with roles 'Case Manager', 'At Home Provider', and 'Case Manager Clerk' and a '4' callout. The fourth row shows a user with role 'Advance Practice Clinician' and a '2' callout. The fifth row shows a user with roles 'Case Manager', 'At Home Provider', and 'Case Manager Clerk' and a '4' callout. The sixth row shows a user with roles 'RMD', 'Float', 'Extensivist', and 'At Home Provider' and a '7' callout. The seventh row shows a user with roles 'RMD', 'Extensivist', and 'At Home Provider'.

Adding a New User

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.



The screenshot shows a web interface titled "Manage Users". Under "Amaze Users", the "Active Directory" option is selected and highlighted with a red box. Below this, the "Search By:" section has two radio buttons: "Name" (selected) and "User ID". There are two input fields: "Last Name *" and "First Name". A "Search" button is highlighted with a red box. At the bottom, a message states: "We are currently showing no results. Enter your criteria and click 'search' to begin your search".

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

Adding a New User

Add a New User

- The list of user names matching the criterion entered appears. ①
- To add a user from the list, click the plus icon (+) given in the respective row. ②

The screenshot shows the Amaze Manage Users interface. At the top left is the Amaze logo. At the top right, it says "Welcome, Amaze Cm20" with a user profile icon. Below the header, there's a "Manage Users" section. Underneath, there's a filter for "Amaze Users" with "Active" selected. A "Search By:" section has radio buttons for "Name" (selected) and "User ID". Below that are input fields for "Last Name" and "First Name", and a "Search" button. The main part of the interface is a table with columns: "Last Name", "First Name", "Caremore ID", and "Anthem ID". The table contains two rows of data. A red box highlights the first row, and a blue circle with the number "1" is next to it. Another red box highlights a plus icon (+) in the rightmost column of the first row, with a blue circle and the number "2" next to it. At the bottom right of the table, there's a pagination control showing "Items per page: 7" and "1 - 1 of 1".

Last Name	First Name	Caremore ID	Anthem ID
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Adding a New User

Assign Role(s)/Module(s)

Add User dialog box appears. ①

The box contains three sections: ②

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**. ③

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

The screenshot shows the 'Add User' dialog box. At the top, there is a title bar with a user icon and the text 'Add User'. Below the title bar, there are three sections: 'Roles', 'Regions', and 'Confirmation'. The 'Roles' section contains a search box and a table of roles. The 'Regions' section is currently empty. The 'Confirmation' section contains 'Cancel' and 'Next' buttons. Numbered callouts are present: ① points to the title bar, ② points to the 'Roles' and 'Regions' sections, and ③ points to the 'Next' button.

Role Name	Module
<input checked="" type="checkbox"/> Extensivist	@Hospital ⓘ
<input checked="" type="checkbox"/> At Home Provider	@Home ⓘ
<input type="checkbox"/> Rmd	Touch ⓘ
<input type="checkbox"/> Advance Practice Clinician Manager	Touch ⓘ

Adding a New User

Assign Region(s)

Regions section appears. 1

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

- To select a region, click the downward arrow given under the Regions column. 2

- The Search box appears. Type the region name in the box. 3

A list of regions matching the input given is displayed. Select one or more regions from the list provided.

- Click Next. 4

The screenshot shows the 'Add User' interface with the following elements:

- Progress Bar:** Roles (1), Regions (2), Confirmation (3).
- Module Name:** At Hospital (1), @ Home (1).
- Regions:** Pima (2), LAOC (2) for At Hospital; LAOC (2) for @ Home.
- Search:** Search box (3) for At Hospital; Search box (3) for @ Home.
- Buttons:** Cancel, Back, Next (4).

Adding a New User

Assign Region(s) across multiple US states

- When you select regions that span across multiple states, an extra step called **Justification** is introduced before confirmation
- For example, when you chose LAOC and Connecticut as regions and click on **Next**, a Justification dialog box appears.

The screenshot shows the 'Edit Region' dialog box with a dark blue header. Below the header, there are two numbered steps: '1 Regions' and '2 Justification'. The 'Justification' step is highlighted with a red box. A list of regions is displayed with checkboxes: LAOC (checked), San Benito (unchecked), Richmond (unchecked), Sacramento (unchecked), and Connecticut (checked). A search bar is visible at the bottom of the list. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Next', with the 'Next' button highlighted by a red box.

Adding a New User


Assign Region(s) across multiple US states

- 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.

Edit Region

1 Regions — 2 Justification — 3 Confirmation

Justification of multi-state access is required

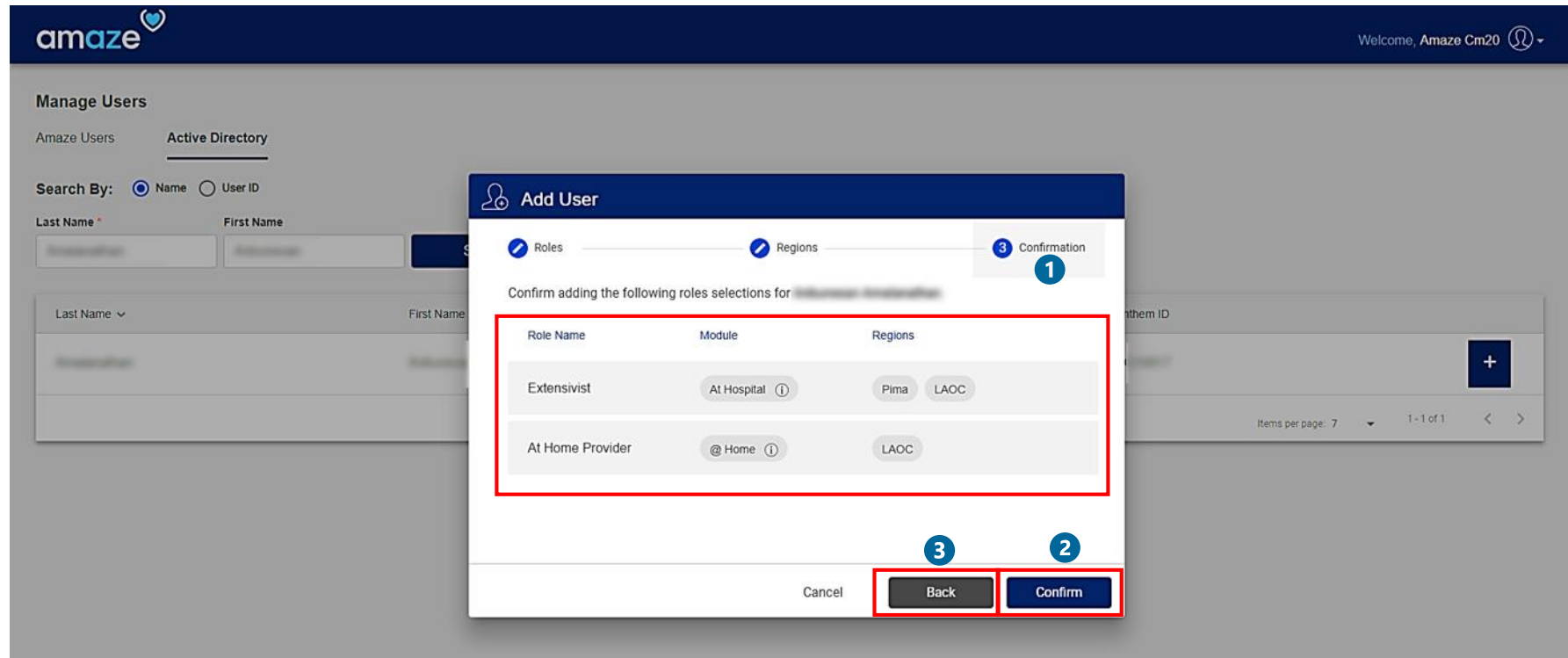
Module Name	Justification
@ Home 	Example Justification - Provider is licensed to practice in both states

Cancel Back Next

Adding a New User

Verify the Details

- **Confirmation** section appears. Review the details (**Role Name, Module, Regions**) provided in the section. **1**
- Click **Confirm**. **2**



If you want to make any edit in the roles or regions assigned, click **Back** and modify the details in the respective section.

A photograph of three business professionals in an office setting. A woman with long blonde hair, wearing a grey blazer, is leaning over a desk. Two men in light blue shirts and ties are seated at the desk, looking at a document. One man is pointing at the document with his right hand, while the other is holding a pen. The background is a bright, out-of-focus office environment. The image is partially overlaid by a dark blue geometric shape on the left side, which contains the text 'Editing User Details'.

▶ Editing User Details

Editing User Details

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**

The screenshot shows the Amaze Users management interface. At the top left is the Amaze logo, and at the top right is the user greeting "Welcome, Amaze Cm20" with a profile icon. Below the header, there is a "Manage Users" section with a sub-tab "Amaze Users" and a link to "Active Directory". A search bar labeled "Search Users..." is present. The main content is a table with columns: "Last Name", "First Name", "Caremore ID", "Role", and an edit icon. The first row is highlighted with a red border and a blue circle with the number "1" next to it. The roles for the first user are "Float", "Extensivist", "Case Manager", and "Case Manager Clerk". The other users have the role "RMD" or "Regional Medical Officer".

Last Name ^	First Name	Caremore ID	Role	
[Redacted]	[Redacted]	[Redacted]	Float Extensivist Case Manager Case Manager Clerk	
[Redacted]	[Redacted]	[Redacted]	RMD	
[Redacted]	[Redacted]	[Redacted]	RMD	
[Redacted]	[Redacted]	[Redacted]	Regional Medical Officer	

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

The screenshot shows the Amaze user management interface. At the top, the Amaze logo is on the left, and the user name 'Welcome, Amaze Cm20' is on the right. Below the header, the user's name 'Aida Issac' is displayed with a back arrow. A user profile card shows the following details:

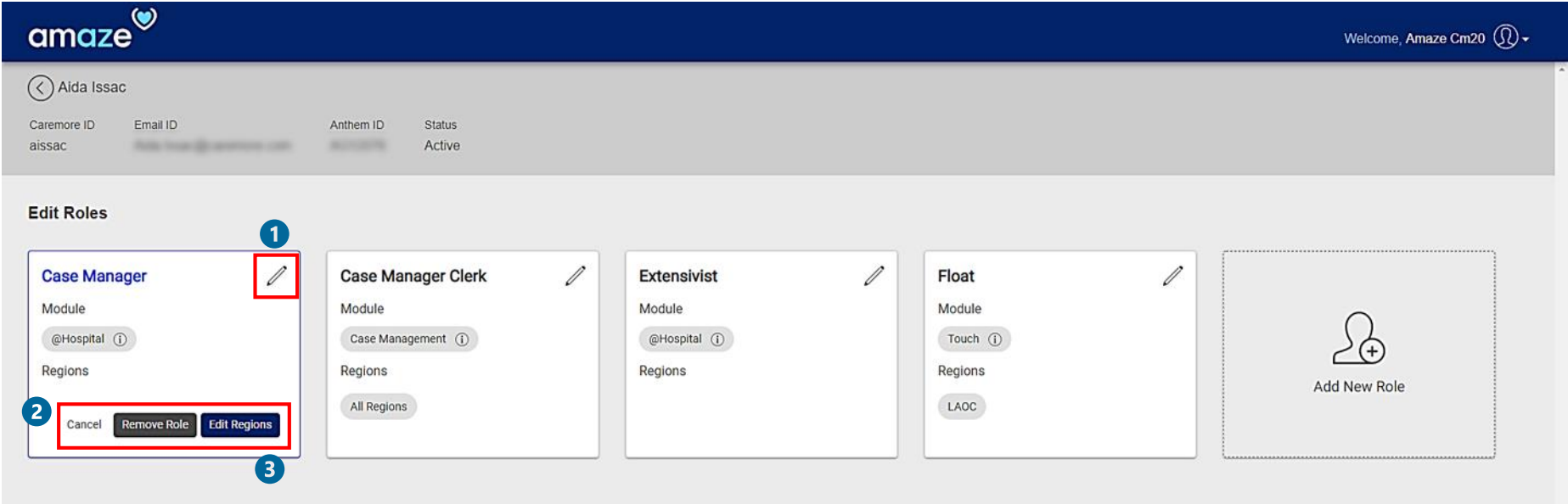
Caremore ID	Email ID	Anthem ID	Status
aissac	Aida.Issac@amaze.com	A11234	Active

The main content area is titled 'Edit Roles' and contains a list of roles. Each role card displays the role name, a list of assigned modules, and a list of assigned regions. A red box highlights the 'Add New Role' button, which is located at the end of the role list. The button is labeled 'Add New Role' and features a person icon with a plus sign.

Editing User Details

Edit Role/Region

- To edit regions assigned for a particular role, click the edit icon (pencil) in the corresponding box. **1**
- The following tabs appear in the box: **2**
 - Cancel
 - Remove Role
 - Edit Regions
- Click Edit Regions. **3**



Editing User Details

Edit Role/Region

- 1 **Edit Region** dialog box appears. The box contains two sections:
 - o **Regions**
 - o **Confirmation**
- 2
 - 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.

Edit Region

1 Regions ————— 2 Confirmation

Edit the module region assignment

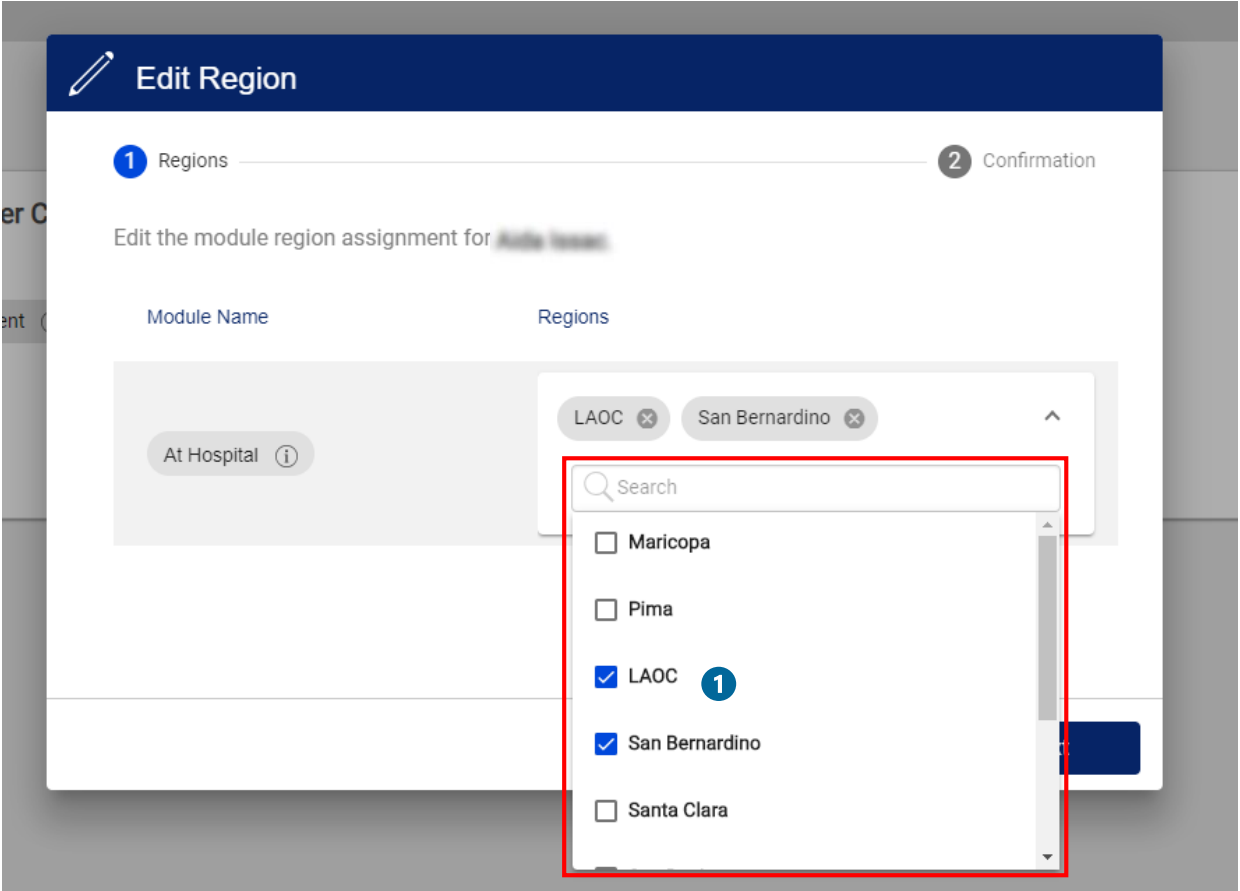
Module Name	Regions
@ Home ⓘ	Connecticut ✕ ▼

Cancel Next

Editing User Details

Edit Role/Region – Adding additional regions

- Select the regions from the list. 1

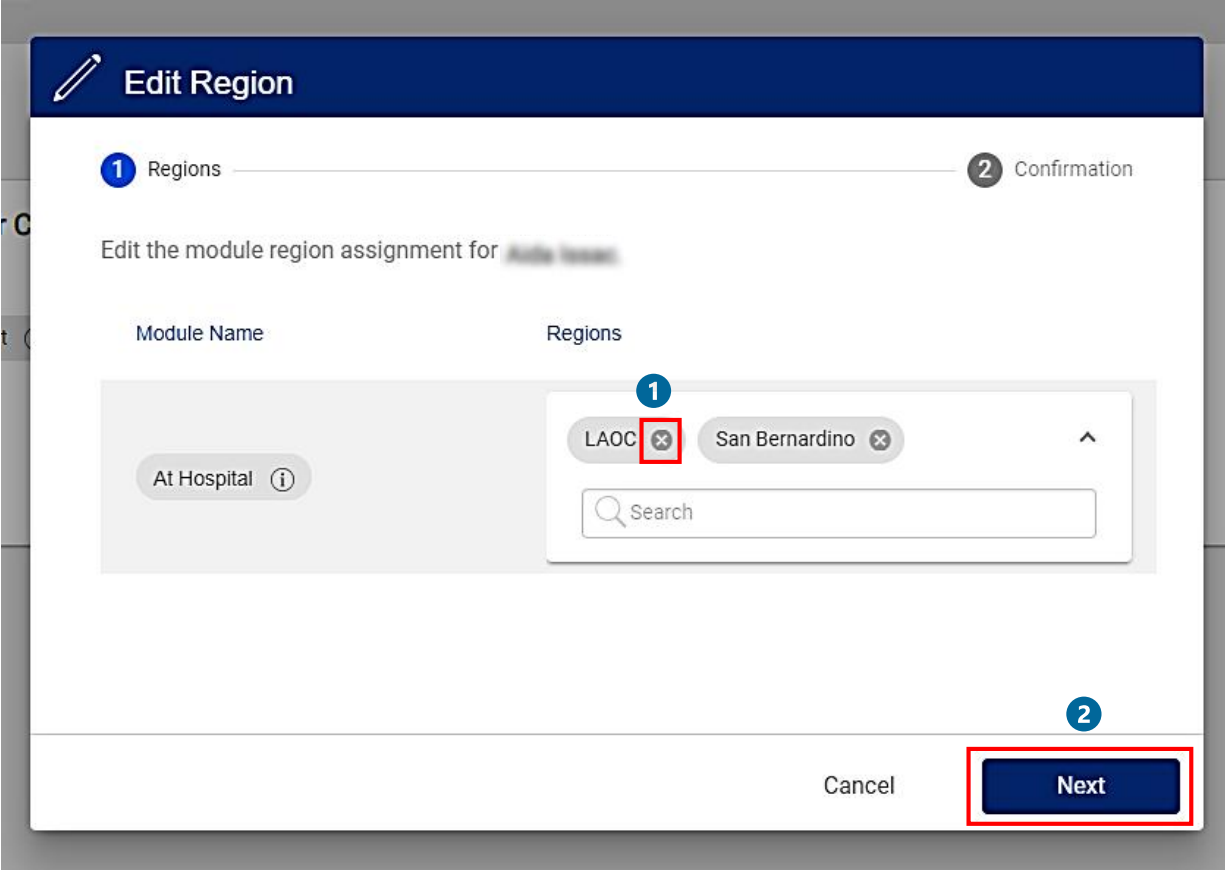


Editing User Details

Remove Region

To remove a region:

- Click the **x** icon given next to the region. **1**
- Click **Next**. **2**



Editing User Details

Remove Region

Confirmation section appears. Verify the regions assigned for the module. 1

Click Confirm. 2

The screenshot shows a dialog box titled "Edit Region" with a pencil icon. It has two tabs: "Regions" (marked with a 1) and "Confirmation" (marked with a 2). The "Confirmation" tab is active and contains a table with the following data:

Role Name	Module	Regions
Case Manager	At Hospital ⓘ	San Bernardino
Extensivist	At Hospital ⓘ	San Bernardino

At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Confirm". The "Confirm" button is highlighted with a red box and marked with a 2.

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

1

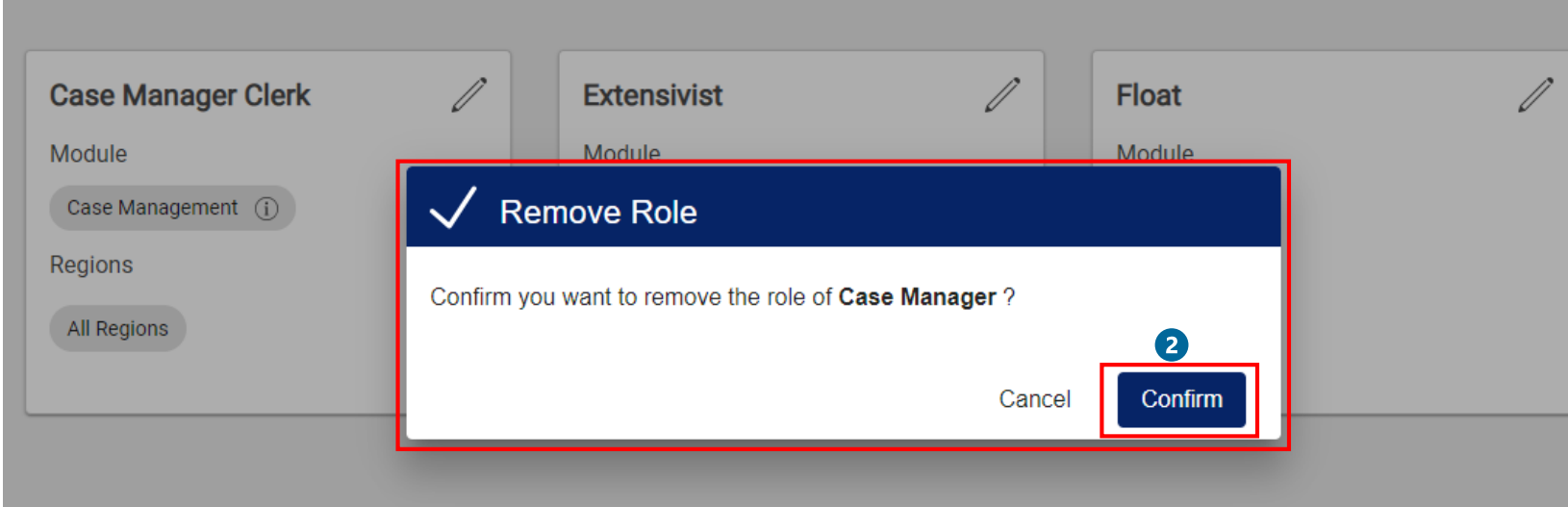
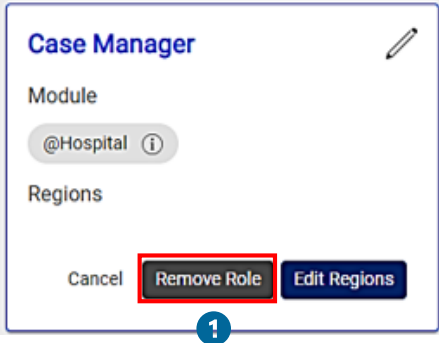
The screenshot shows the Amaze user details page for Aida Issac. At the top right, a green notification box with a close button (X) displays the message: "Regional assignment has been edited for the Amaze user". Below the notification, the user's profile information is shown: Caremore ID (aissac), Email ID (aissa@amaze.com), Anthem ID (A12345), and Status (Active). The "Edit Roles" section contains four role cards: Case Manager (Module: @Hospital, Region: San Bernardino), Case Manager Clerk (Module: Case Management, Region: All Regions), Extensivist (Module: @Hospital, Region: San Bernardino), and Float (Module: Touch, Region: LAOC). An "Add New Role" button is also present.

Editing User Details

Remove Role

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

- Click **Remove Role**.¹
- **Remove Role** dialog box appears. To complete the process, click **Confirm**.²



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. 1

The screenshot shows the Amaze user management interface for user Aida Issac. At the top right, a green notification box with a red border and a close button (X) contains the text: "The role of Case Manager has been removed from the Amaze user". A blue circle with the number "1" is positioned above the notification box. Below the notification, the user's profile information is displayed: Caremore ID (aissac), Email ID (Aida.Issac@amaze.com), Anthem ID (A123456), and Status (Active). The "Edit Roles" section contains three role cards: "Case Manager Clerk" (Module: Case Management, Regions: All Regions), "Extensivist" (Module: @Hospital, Regions: San Bernardino), and "Float" (Module: Touch, Regions: LAOC). A dashed box labeled "Add New Role" is also present. The Amaze logo is in the top left corner.

< Back

Deactivate

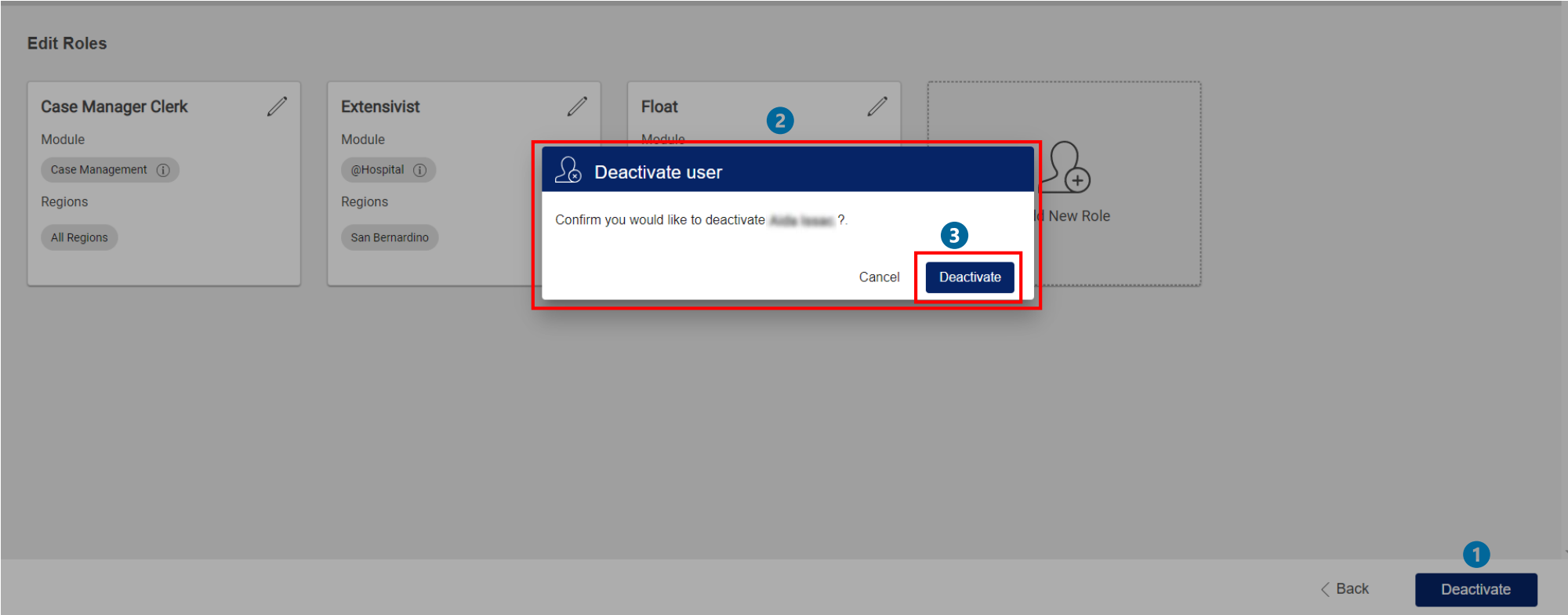
Editing User Details

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



Editing User Details

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.

The screenshot shows the AMAZE user management interface. At the top, the AMAZE logo is on the left, and a green notification banner on the right states: "The AMAZE user [redacted] has been deactivated." Below the header, the user's name "Aida Issac" is displayed with a red square highlighting a back arrow icon. Underneath, a table lists user details:

Caremore ID	Email ID	Anthem ID	Status
aissac	[redacted]	[redacted]	Inactive

A blue information banner below the table reads: "Aida Issac must be activated to perform any further actions." The "Edit Roles" section contains three role cards: "Case Manager Clerk" (Module: Case Management, Regions: All Regions), "Extensivist" (Module: @Hospital, Regions: San Bernardino), and "Float" (Module: Touch, Regions: LAOC). A dashed box labeled "Add New Role" is also present. At the bottom right, there are "Back" and "Activate" buttons.

Editing User Details

Deactivate a User

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

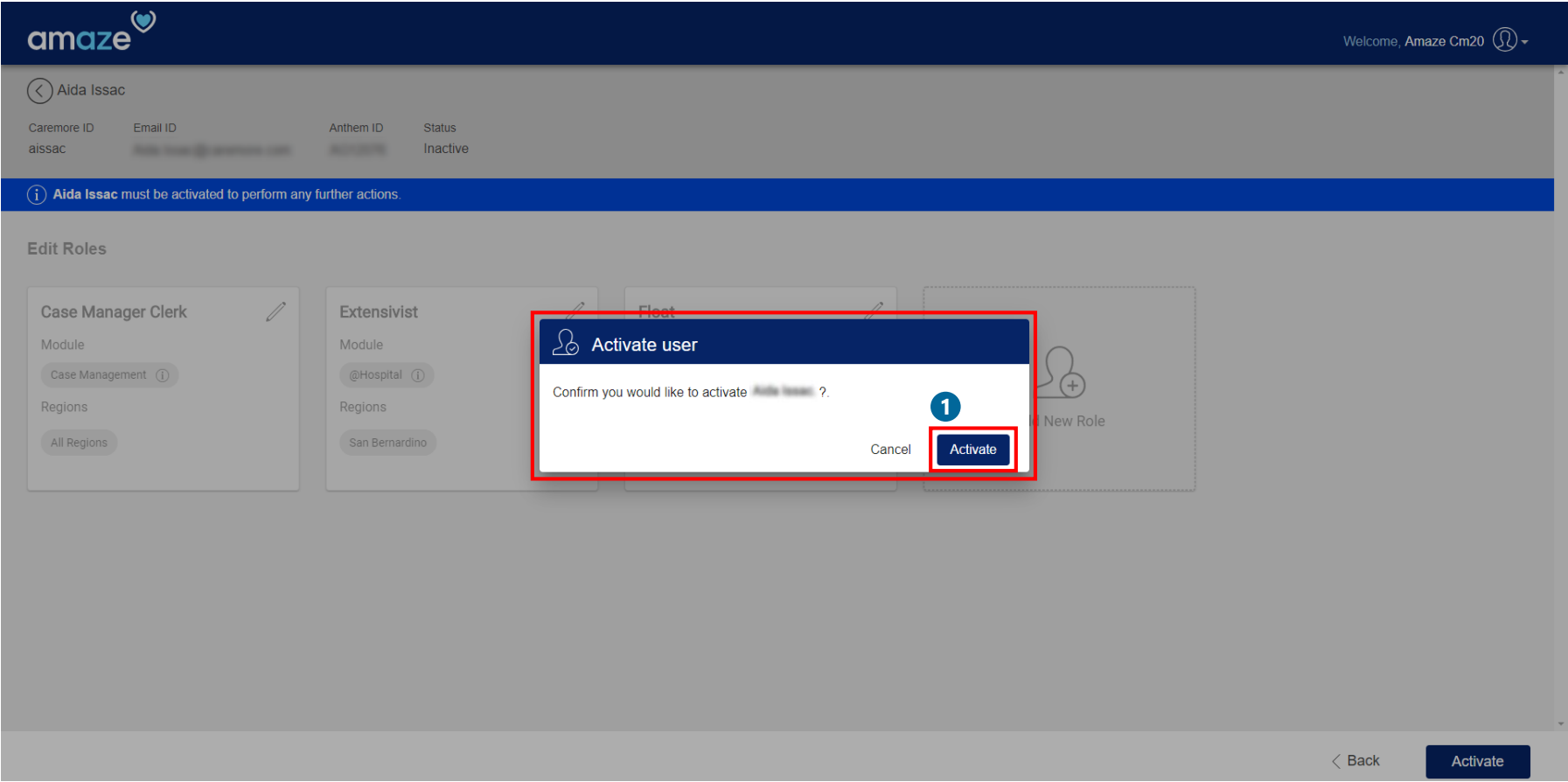
The screenshot shows the 'Manage Users' interface in the Amaze system. The header includes the Amaze logo and a user profile dropdown. Below the header, there are tabs for 'Amaze Users' and 'Active Directory'. A search bar is present. The main content is a table with columns for 'Last Name', 'First Name', 'Caremore ID', and 'Role'. The first row of the table is highlighted with a red border, and a blue circle with the number '1' is positioned over the user icon in that row. The user icon is gray, indicating the user is deactivated. The other rows have green user icons, indicating they are active.

Last Name ^	First Name	Caremore ID	Role	
[Redacted]	[Redacted]	[Redacted]	Float Extensivist Case Manager Clerk	1
[Redacted]	[Redacted]	[Redacted]	RMD	
[Redacted]	[Redacted]	[Redacted]	RMD	
[Redacted]	[Redacted]	[Redacted]	Regional Medical Officer	

Editing User Details

Reactivate a User

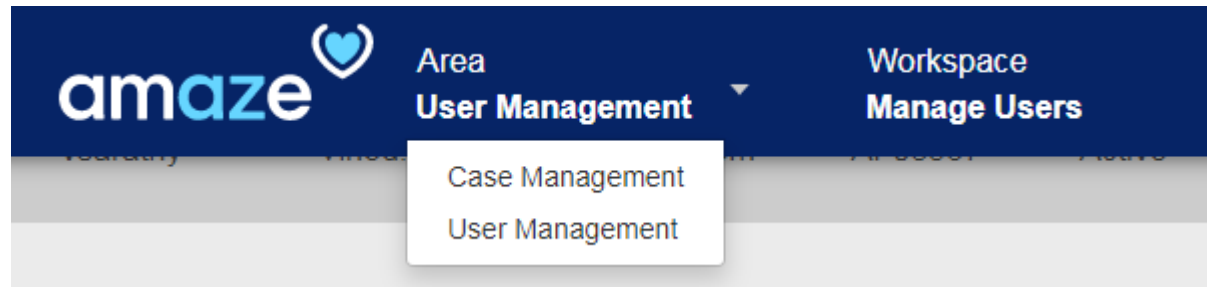
- To provide the application access to the same user again, select the user ID and click **Activate**.
- **Activate user** dialog box appears. Click **Activate**.¹



Administrator Role

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

