Domain Access in APEP

The person who clicks the "Submit Application" becomes the Domain Administrator for that provider. As a Domain Administrator, you will need to ensure the provider's information is kept up to date, be able to receive important communications from AHCCCS, and will be able to add additional Domain Administrators. **The Domain Administrator can add additional Domain Administrators any time after the Provider Enrollment Application is approved.** It is highly recommended that the registered provider is also a Domain Administrator. This will allow the registered provider to grant access to any additional organization or for credentialing as needed.

ADDING A NEW DOMAIN ADMINISTRATOR

To add an additional Domain Administrator, the person being added must have their own user account in APEP. When creating the account in APEP, users must agree to the APEP User Acceptance Agreement. Each user must have their own Login ID and password. To learn more about creating a new account in APEP, watch the APEP New User Registration video or follow the instructions at the bottom of this document.

APEP New User Registration

Once the new user account is created, the Domain Administrator can add the new user as an additional Domain Administrator. To learn more about adding or removing a Domain Administrator, watch the Manage Domain Access in APEP video or follow the instructions at the bottom of this document.

Managing Domain Access in APEP

HOW TO REQUEST DOMAIN TRANSFERS

To resolve a domain transfer issue, the provider is responsible for working with their previous employer or Credentialing Specialist to have their APEP profile released.

In the rare instance when a provider has made a good faith attempt to contact the previous employer but has been unsuccessful, AHCCCS will assist with the domain transfer process in one of two ways:

1. The **Provider Services Call Center** will**,** upon request, provide the name and email address of the current domain owner so the provider can resolve the issue with the current domain holder,

   OR

2. **Provider Enrollment** will complete the domain transfer via a ticket.
   The Provider Services Call Center *cannot* complete Domain Transfers. *Calling the Provider Services Call Center will not expedite a response.*

   Submit a ticket by email to APEPTrainingQuestions@azahcccs.gov with the subject “Domain Transfer.” **Include a letter signed by the individual provider** requesting the domain transfer. The letter must contain the following information:
   a. Provider’s Name,
   b. Provider’s AHCCCS ID,

c. Provider's NPI,
d. Provider's Last 4 of SSN,
e. Provider's DOB,
f. Name of the current domain holder
g. APEP username of the person who needs domain access
h. Explanation what has been done to work with the current domain owner to resolve the situation, and
i. Copy of the provider's driver's license or official state ID.

AHCCCS will prioritize tickets that have a subject line of "Domain Transfer", with a goal of responding within 10 days. If you do not include *all* the information listed above, the ticket will be closed, and you will need to submit a new, complete ticket.

DOMAIN TRANSFERS WITHIN THE SAME ORGANIZATION

When a person holding domain access for providers leaves an organization, that organization may request domain access to be transferred to another person who has that organization's email address (such as @companyname.com).

For example:
Holly@company1.com was the domain holder for 5 of their providers. Holly called in to quit effective immediately. Holly hadn't set up secondary domain holders; she was the single holder. Comapny1 would submit an email requesting the domains be moved from Holly@company1.com to Billy@company1.com.

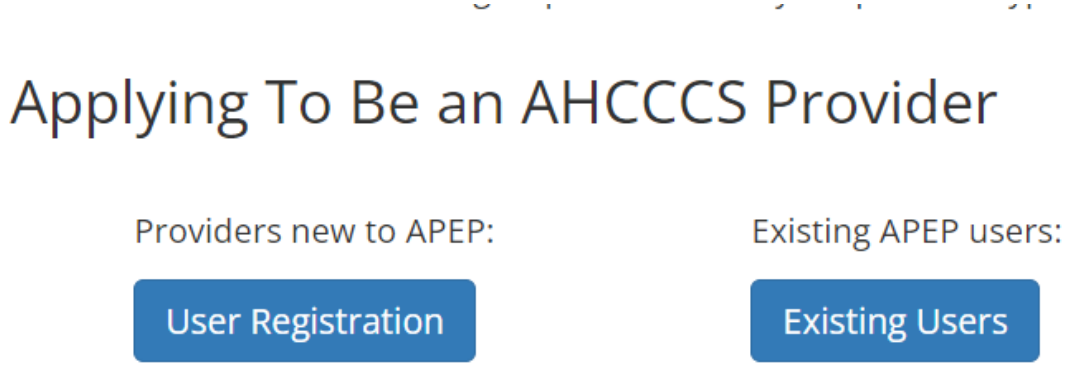
When this scenario occurs, submit a ticket by email to APEPTrainingQuestions@azahcccs.gov with the subject "Domain Transfer." Include a letter explaining the following:

- The email address of the prior employee with domain access and explanation that they have left the organization.
- The email address and APEP user ID of the person(s) who need domain access. AND
- The names and AHCCCS IDs of any known providers with that organization who need domain transfers.

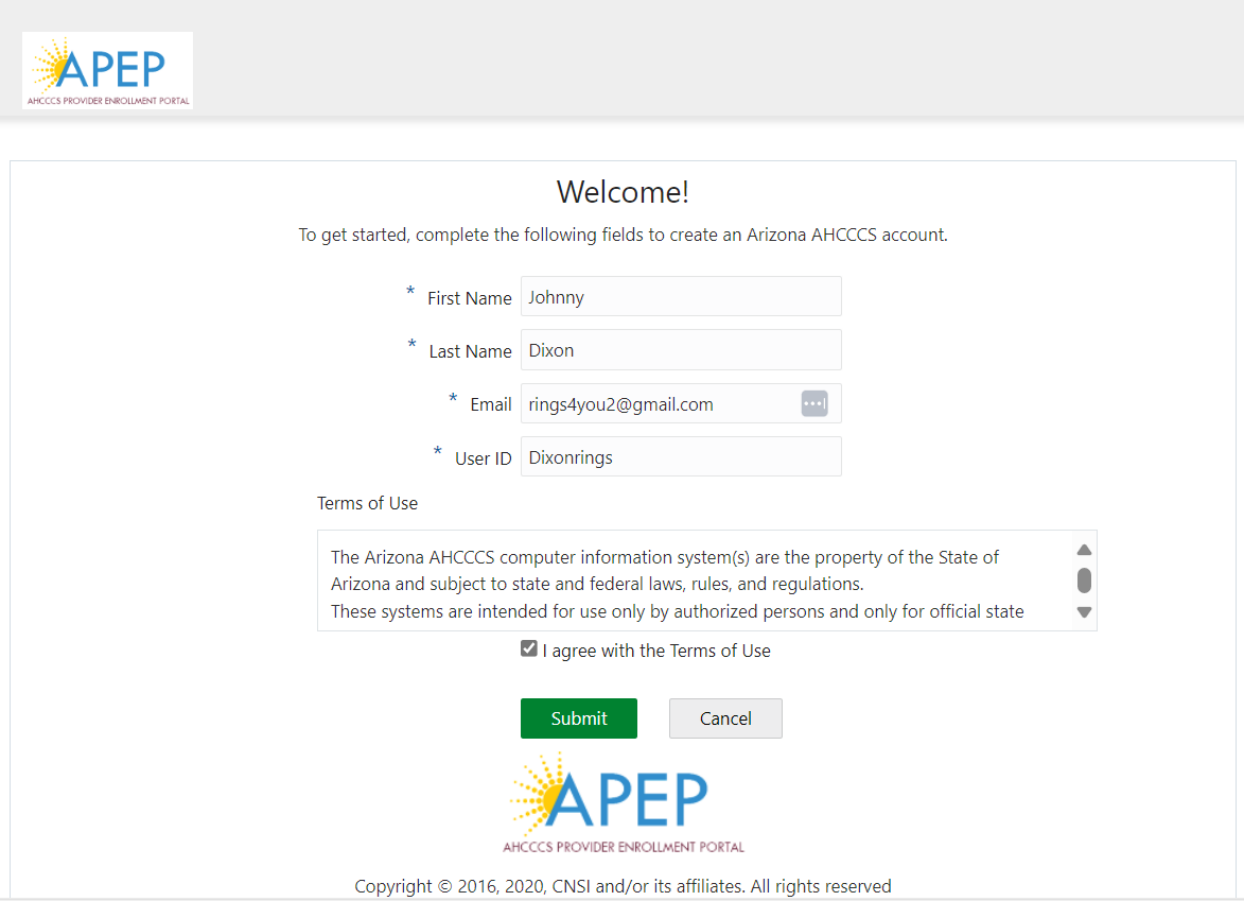
INSTRUCTIONS FOR CREATING A NEW ACCOUNT IN APEP

1. Go to the AHCCCS website, view Plans/Providers, and select AHCCCS Provider Enrollment Portal (APEP).

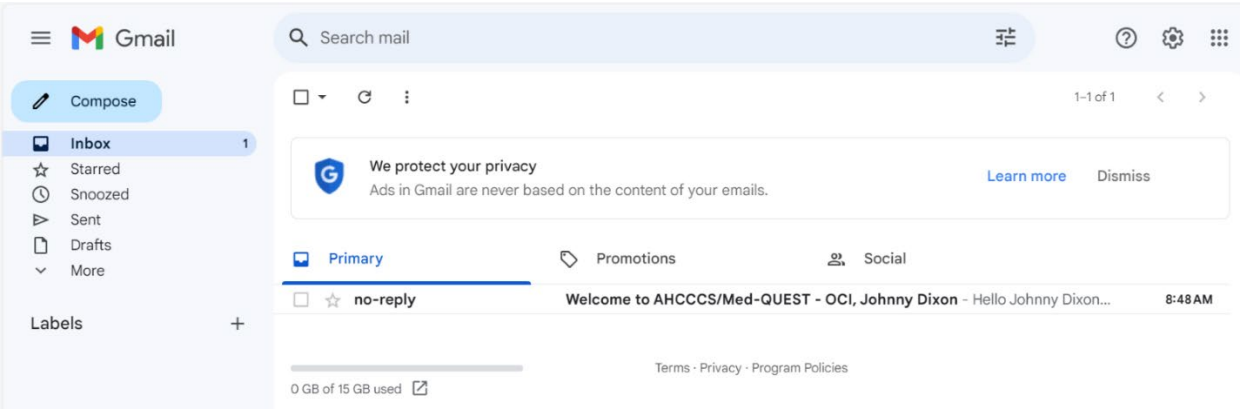
2. Scroll down to the “Applying To Be an AHCCCS Provider” section and click the User Registration button.



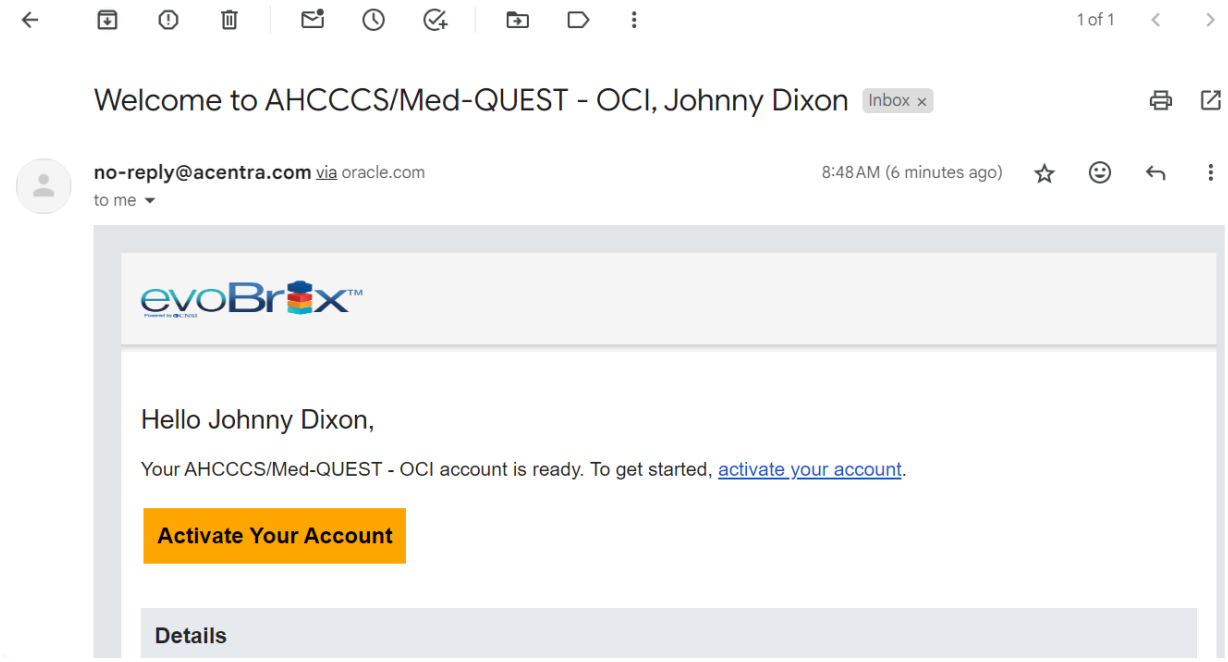
3. On the Account Creation page for APEP, enter your first and last name, email address, and create a User ID. Then, read through the terms of use and check the box indicating that you agree to the terms. Click the Submit button.



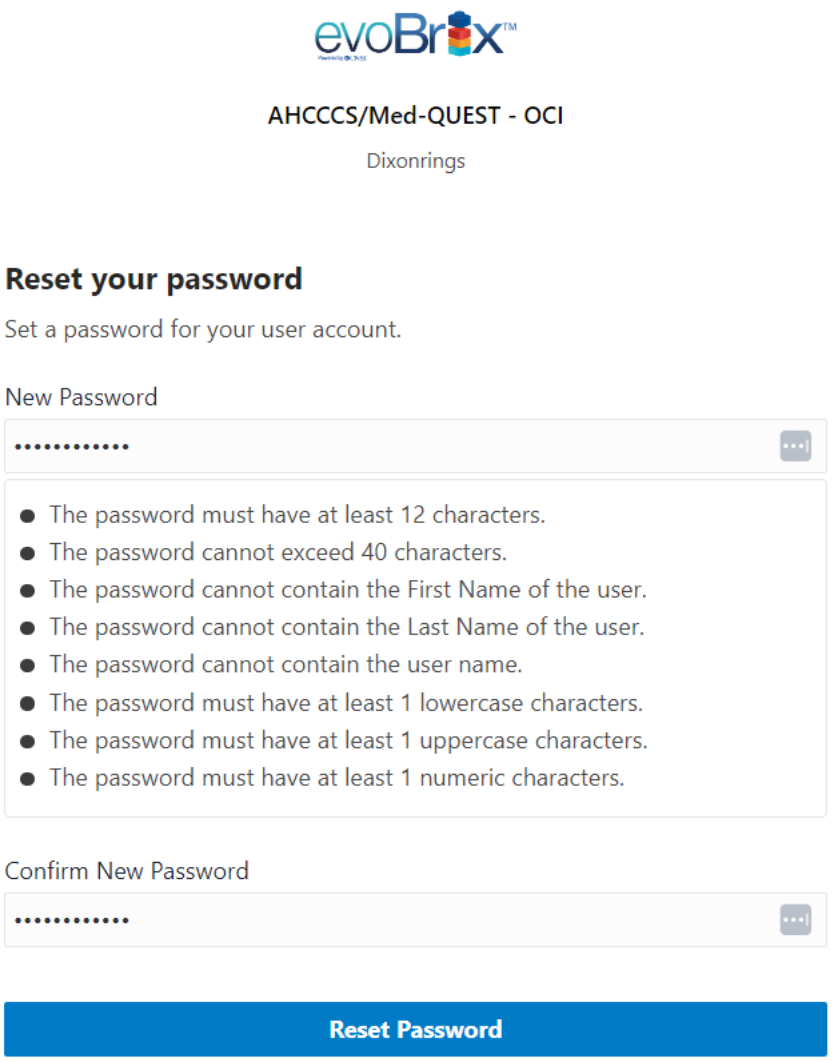
4. Once the account is created, it must be verified. Go to your email and open the email from AHCCCS/Med-Quest.



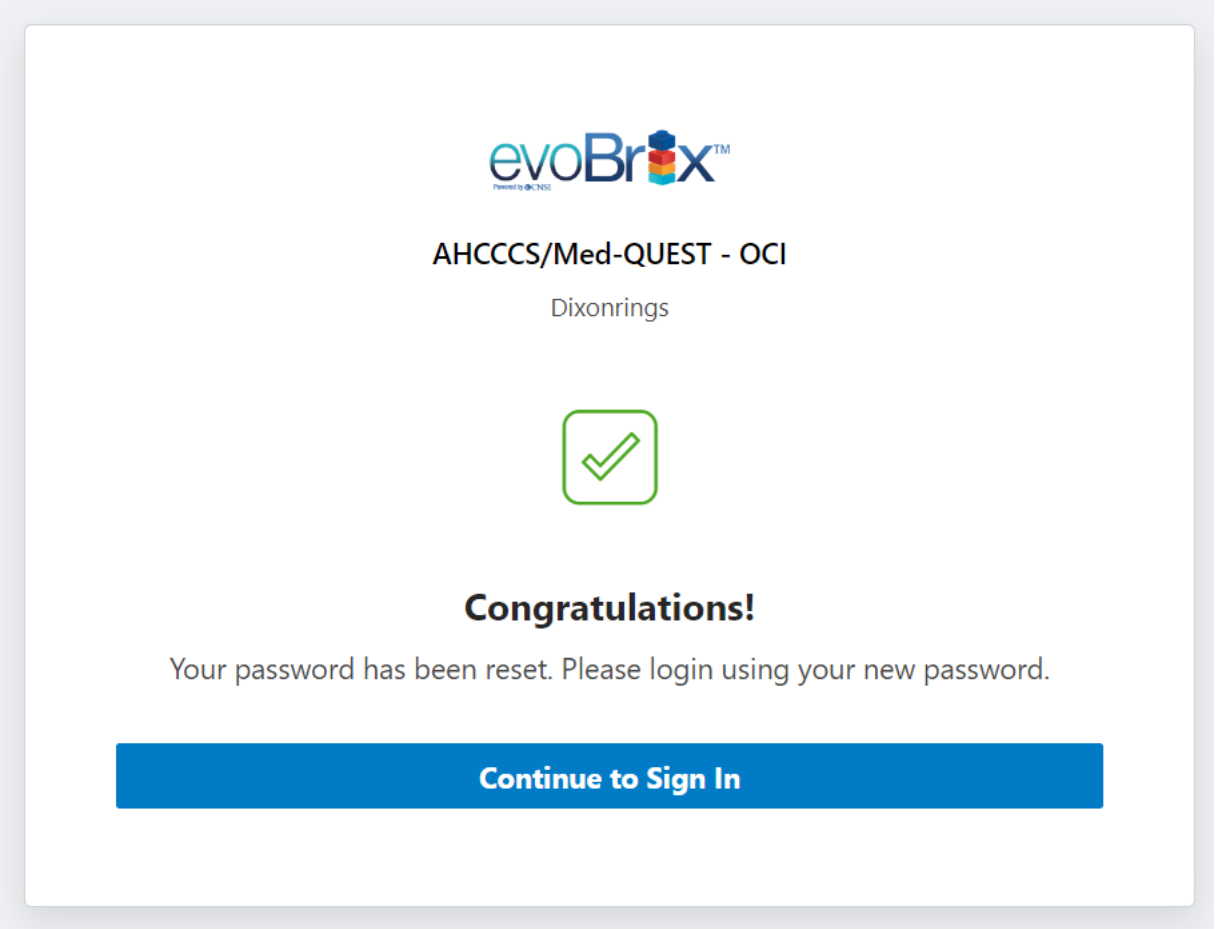
5. Activate your account by clicking on the “Activate Your Account” button in the email.



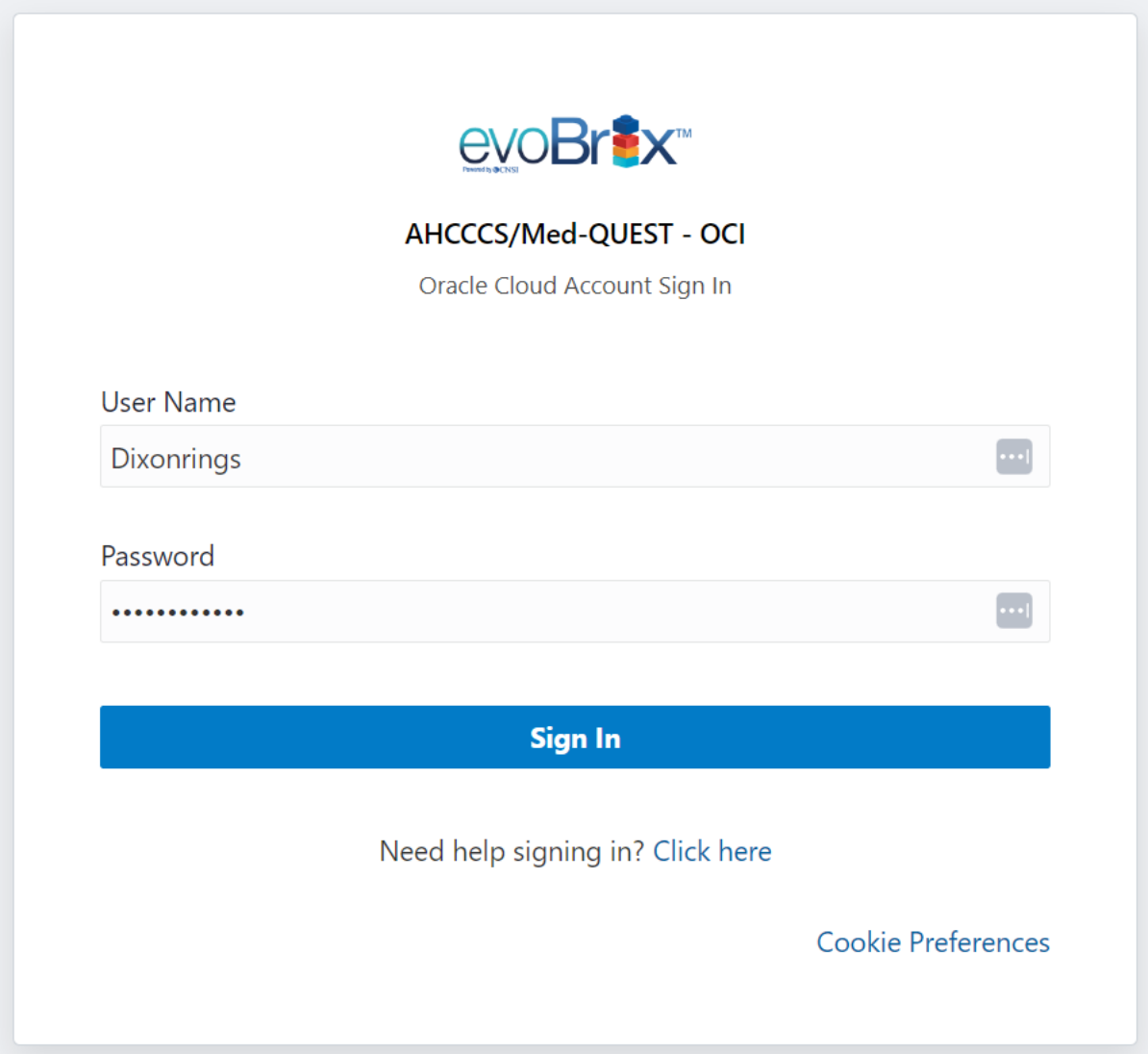
6. Create a password and confirm the new password.



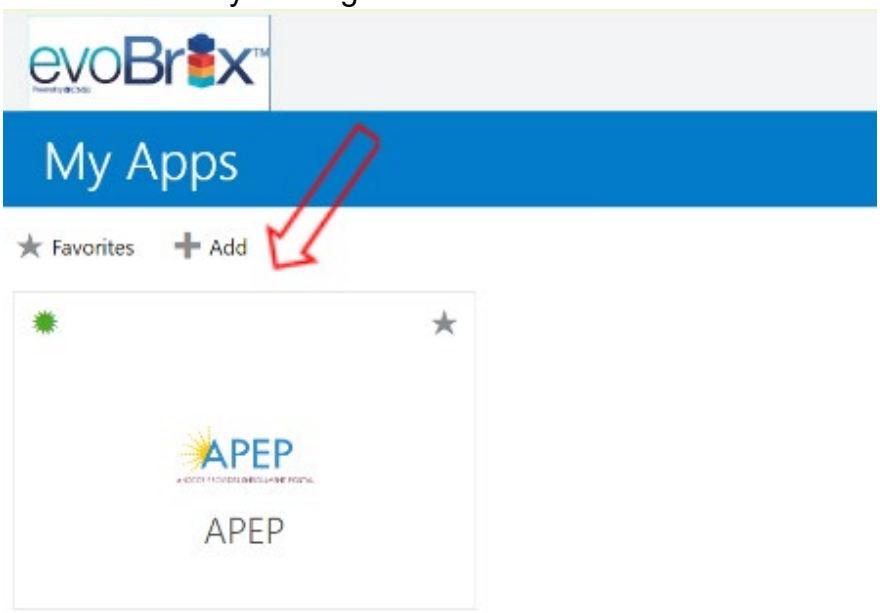
7. Click the button labeled “Continue to Sign In” to log into APEP .



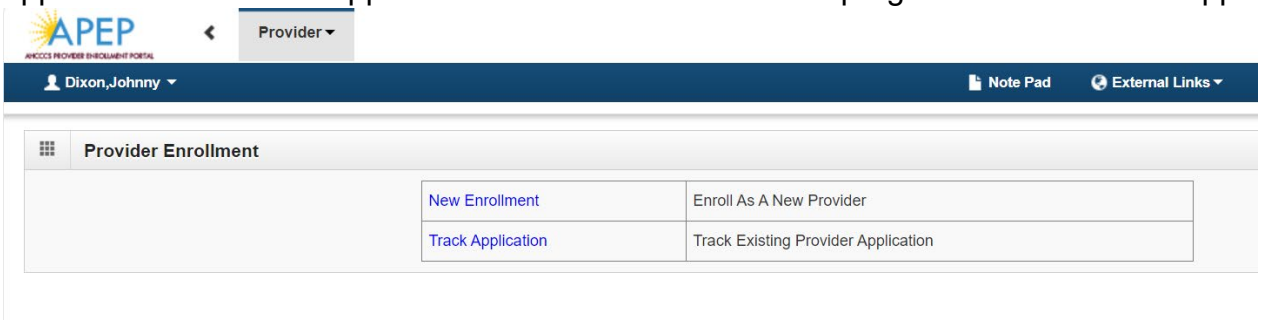
8. Enter the username and password, then click the Sign In button.



9. Launch APEP by clicking on the tile.

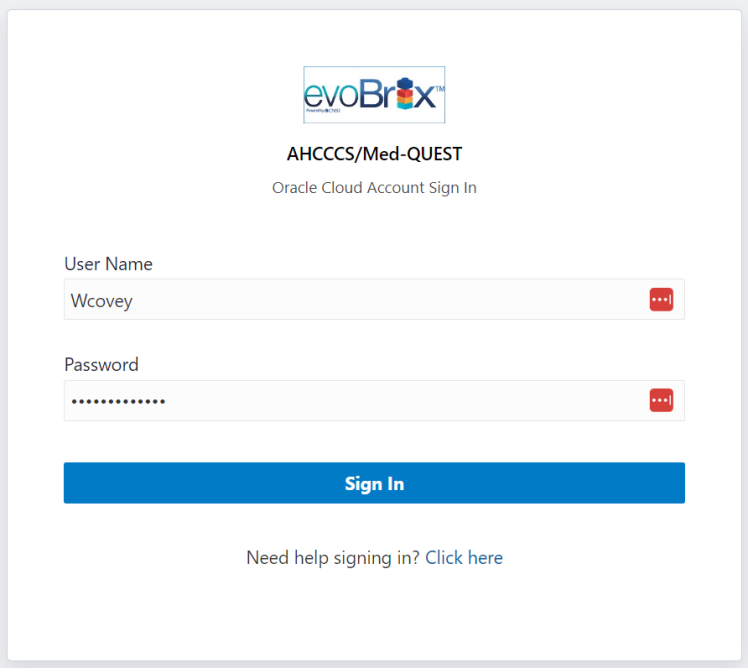


10. You can now start using APEP. The New Enrollment link allows you to create a provider application. The Track Application link is used to check the progress of a submitted application.

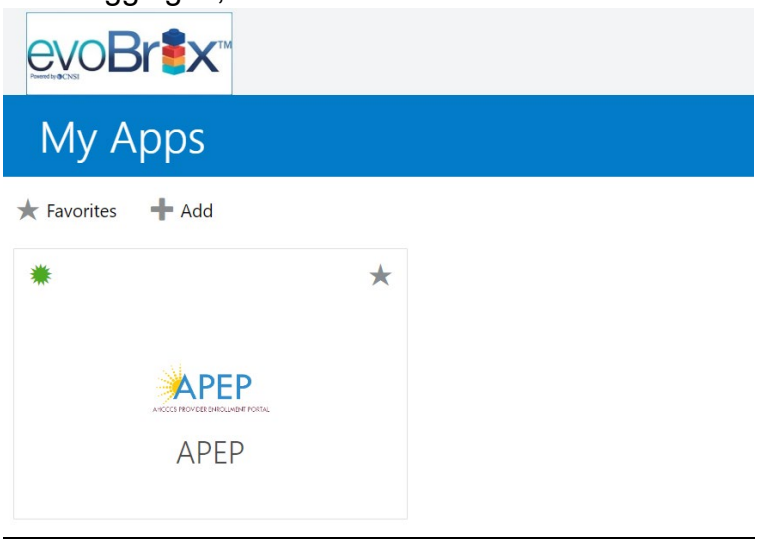


WRITTEN INSTRUCTIONS FOR ADDING A DOMAIN ADMINISTRATOR

1. Once a new user is registered, the current domain administrator can add them as an additional domain administrator. Log into APEP using your Domain Administrator's login credentials.

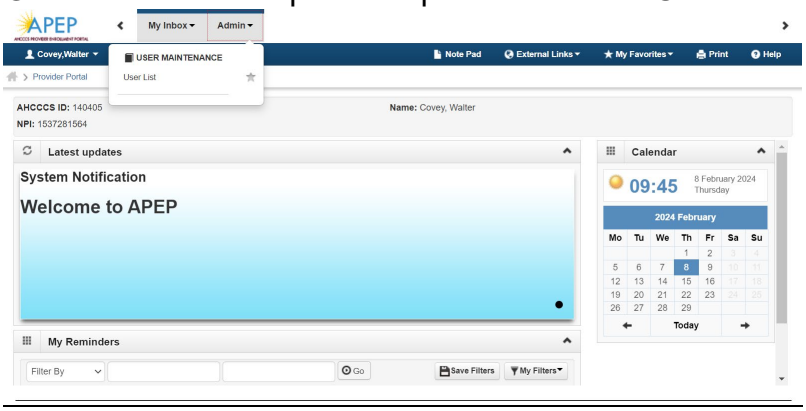


2. After logging in, click on the APEP tile to access APEP.

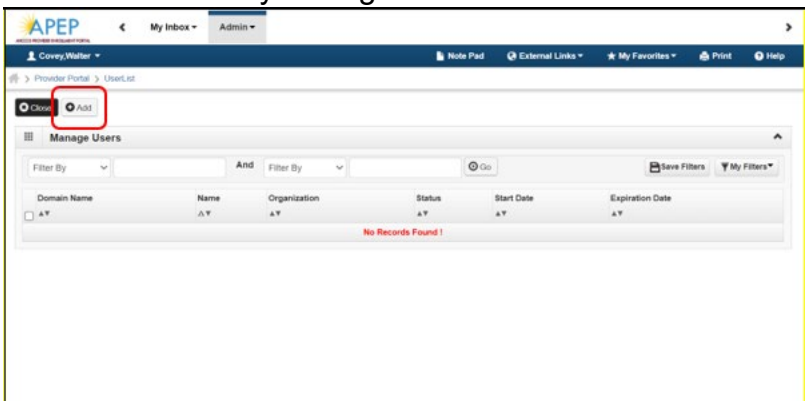


3. If your provider isn't already listed in the first drop-down field, select the correct provider from the list. In the second drop-down, select Domain Administrator. Then, press the Go button.

4. Go to the Admin drop-down option and select User List.

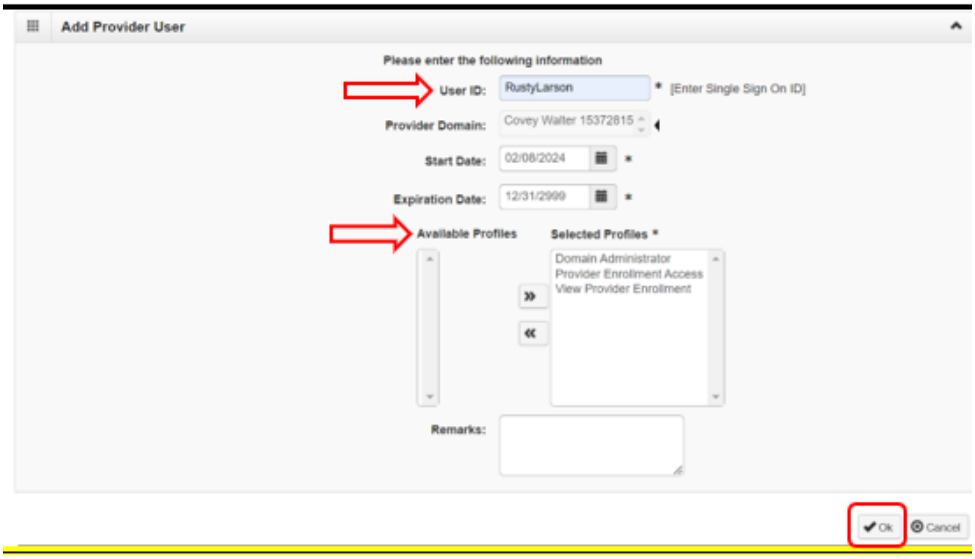


5. This brings you to the Manage Users page, where you can add or remove domain administrators for your organization. To add a domain administrator, click on the Add button.



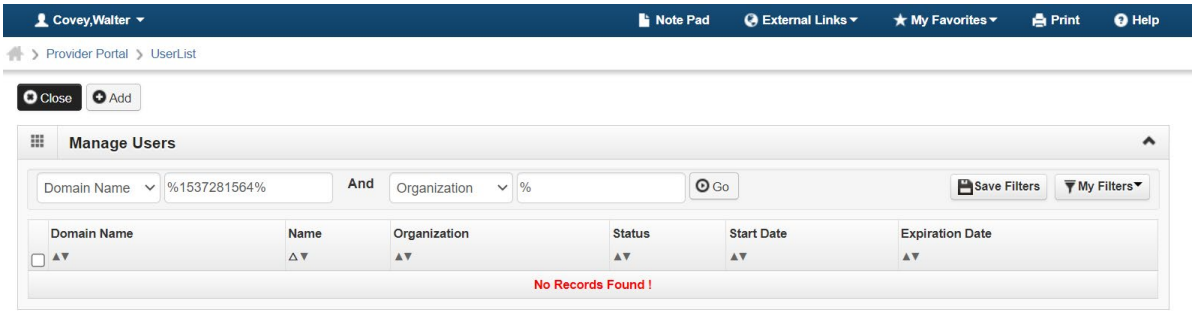
6. On the Add Provider User page, enter the Username of the person you would like to add as a Domain Administrator. If the start date isn't filled in, use today's date. From the available profiles, select all three profiles and move them into the Selected Profiles section. Then, click

the OK button to add the person as a domain administrator.



7. To confirm you added the additional Domain Administrator, complete a search on the Manage Users page.

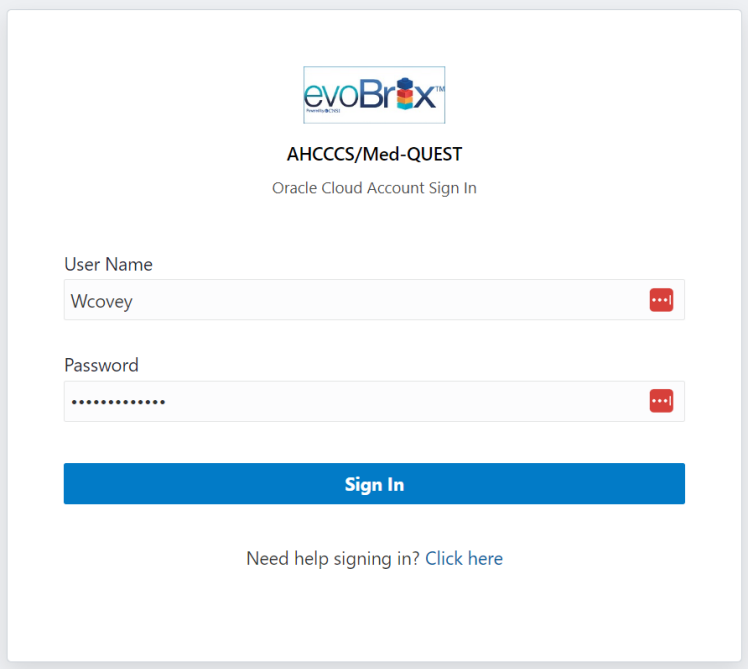
    a. Change the first filter to search by Domain Name.
    b. Enter the percentage symbol (%), type your NPI, and add a percentage symbol after the NPI with no spaces. Ex: %1234567890%. The percentage sign acts as a wildcard so you can view all results within the wildcard search.
    c. Change the second filter to search by Organization and add a percentage sign in the second field.
    d. Click the Go button.



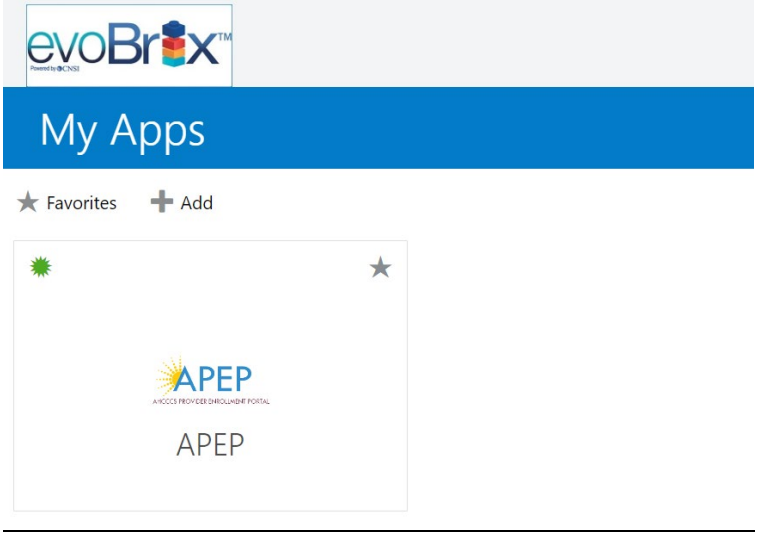
8. Performing a search using the filters enables you to view each of the Domain Administrators that have access to your application in APEP. Anybody listed as an Administrator can view, edit, or change the application.

WRITTEN INSTRUCTIONS FOR REMOVING A DOMAIN ADMINISTRATOR

1. Log into APEP using your Domain Administrator's login credentials.

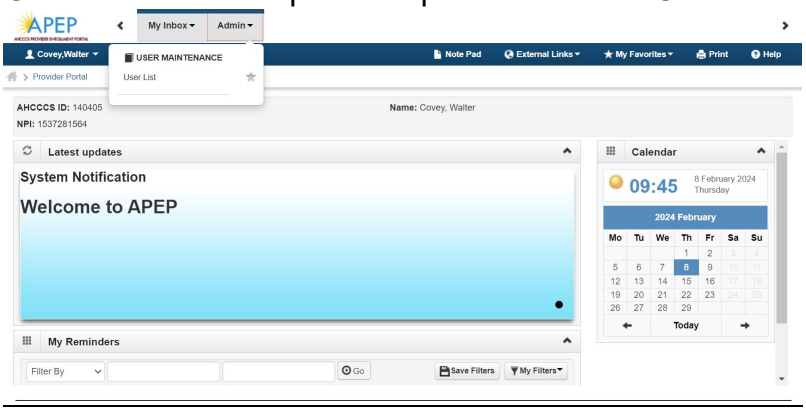


2. After logging in, click on the APEP tile to access APEP.



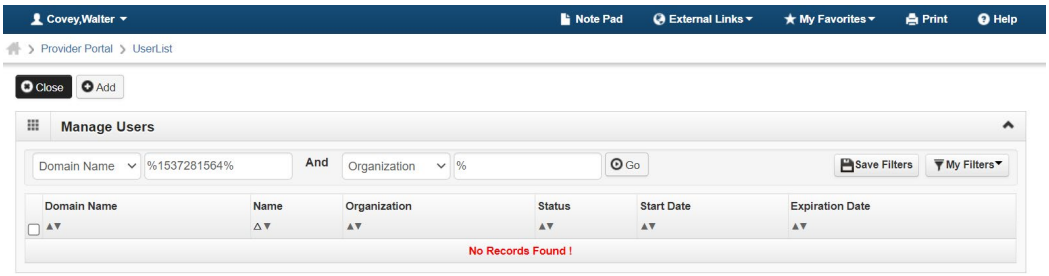
3. If your provider isn't already listed in the first drop-down field, select the correct provider from the list. In the second drop-down, select Domain Administrator. Then, press the Go button.

4. Go to the Admin drop-down option and select User List.

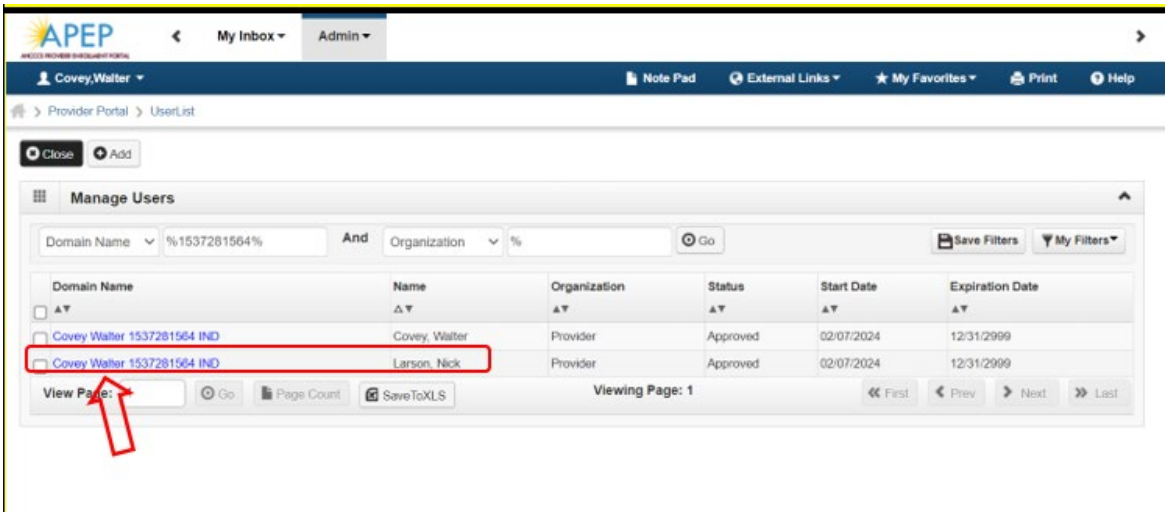


5. You can add or remove domain administrators for your organization on the Manage Users page. To view each of the Domain Administrators that have access to your application in APEP, perform a search on this page.
    a. Change the first filter to search by Domain Name.
    b. Enter the percentage symbol (%), type your NPI, and add a percentage symbol after the NPI with no spaces. Ex: %1234567890%. The percentage sign acts as a wildcard so you can view all results within the wildcard search.
    c. Change the second filter to search by Organization and add a percentage sign in the second field.

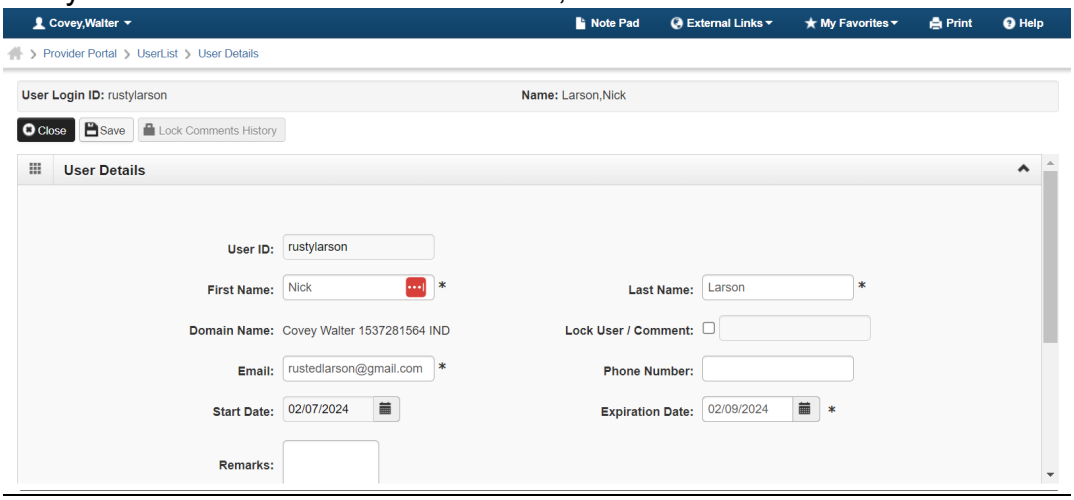
d. Click the Go button.



6. Find the name of the Domain Administrator you want to remove. Click on the link of the person to be edited.



7. Enter an expiration date in the Expiration Date field. The date cannot be in the past. It must be today or later. Once the date is entered, click Save.



8. That person will no longer have access to the organization's APEP application.