Insurance Company Site Administrator

Objectives: after completing this section the user will know how to:

- update Site Enrollment Agreement

- create and maintain staff list

- assist staff with access issues

- address training issues

An Insurance Site Administrator is an Insurance professional who needs access to immunization information and oversees the other ImmPRINT users for that insurance company.

**Site Enrollment Agreement**

The Site Enrollment Agreement (SEA) is a legal document binding your organization to all of the requirements stated on this document. The site (Insurance Company) or ADPH may terminate this agreement at any time for failure to comply with these requirements (as stated in the SEA). This document is completed at the initial enrollment and then once yearly thereafter. If during the course of the year the SEA needs to be updated before the expiration date (for example to change the phone number), just extend the "Site Maintenance" drop down menu and click "Site Enrollment Agreement" as shown here.
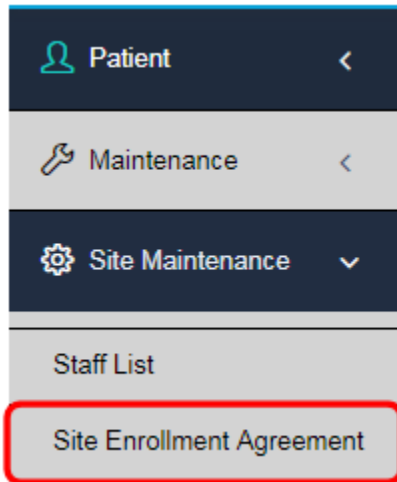
Once the SEA is displayed, simply update the needed information, sign electronically, and click "I Agree". Your SEA will now need to be updated one year from this date.

Staff List

The Insurance Site Administrator will need to activate new staff members. Direct the new staff member to the "New User Registration" link on the left side of the ImmPRINT log in page.
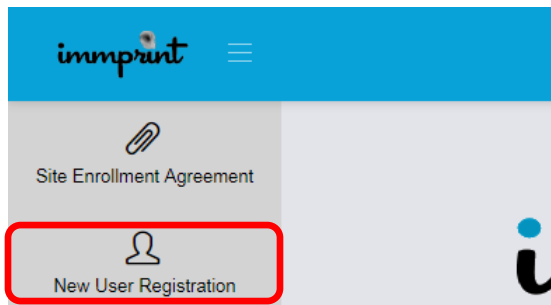
Once registered, access your staff list by releasing the "Maintenance" drop down menu and click "Staff List" (refer to illustration at the top of this page). Once you have accessed the staff list, click on the new staff member's name to open the User Details page. Be advised: the "Active" check mark will be present but the new staff member is not yet active. Once you can see all of the new staff member's information, the access level will read
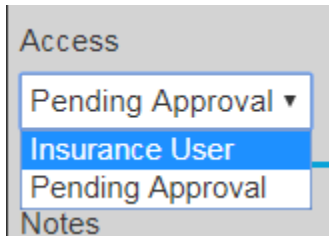
"Pending Approval". You will need to set the correct access level by clicking "Pending Approval" and setting the correct access level as shown here.

Be advised: once you set the access level, you will not be able to change it. You should be setting the new staff member's access level at "Insurance User". As more staff members are registered, your staff list will grow.

Staff Access Issues

As an Insurance Site Administrator, you have the ability activate staff members, deactivate staff members, and resolve password issues. If a staff member account times out, you will need to reactivate this staff member. Simply access the staff member's user details page on the staff list as described on the previous page and replace the check mark in the "Active" box and click "Update". This staff member has now been reactivated. If a staff member separates from your organization, simply remove the check mark from the "Active" box and click update. If a staff member forgets his/her password, direct them to the "Forgot Password" feature on the log in page as shown here.

Alabama Department of Public Health
Immunization Division, 201 Monroe St, Montgomery, AL 36104
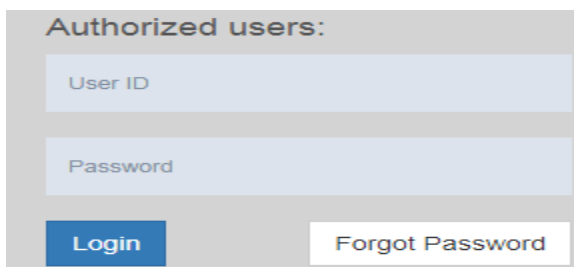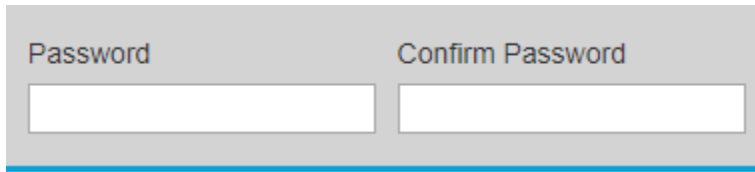1-800-469-4599 www.alabamapublichealth.gov/immunization 3/22/2022

If for some reason the staff member is still unable to resolve the password issue, you may proceed to the staff member's user details page and assign a temporary password using the two fields: "New Password" and Confirm Password". Now click "Update".

Password	Confirm Password

Have the staff member log in with the temporary password, go to their own profile page, and change their password to a more secure one.

Training Issues

The Insurance Site Administrator is responsible for keeping their staff list current and up-to-date. As new staff are hired, the Insurance Site Administrator must ensure the new staff members are trained and have access to ImmPRINT. The Insurance Site Administrator must also deactivate users from his/her site when users no longer require ImmPRINT access. Examples that warrant deactivation include: a user separating from employment, extended medical/personal leave, or no longer performs ImmPRINT activities. Deactivation should occur within one business day of the user's leave or separation. The Insurance Site Administrator will log into ImmPRINT, click "Maintenance", and select "Staff List". Click the staff member's name. This will open the Staff Details page. Uncheck the active box

Active
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. There is a "Notes" box available to be used at the Headmaster/Designee's discretion to document changes to the staff member's details page. Click "Update" at the top of the page.   If the Insurance Site Administrator experiences any issues during this process, please contact ImmPRINT at 1-800-469-4599 or immprint@adph.state.al.us. If a new

insurance user joins the staff, the Insurance Site Administrator may choose to conduct the training for this new staff member or contact the Immunization Compliance Manager (ICM) for another training visit. To identify your ICM, send an email of inquiry to immprint@adph.state.al.us.

Other Information

In addition to the functions outlined here, the Insurance Site Administrator can also perform all functions of the Insurance User. Please review the Insurance User section of this manual as well.