

MultiPlan's On-Line Portal Administration Guidelines

Practitioner/group/entity is responsible for notifying MultiPlan in writing as to which user or users have the authorization to act as the MultiPlan Portal Administrator ("Administrator"). This can be done by sending an email with an attachment on letterhead from the Administrator on file's email address to:

portalcommunication@multiplan.com.

Practitioner/group/entity retains sole responsibility for notifying MultiPlan in writing when an Administrator should be terminated, or when an Administrator should no longer be authorized to manage the users that have access to the practitioner or group/entity data on the MultiPlan Portal.

The Administrator is responsible for approving/denying all users' access to the practitioner/group/entity data available on the MultiPlan Portal ("Authorized User") in accordance with this document (MultiPlan's Portal Administration Guidelines).

The MultiPlan Portal will permit any Administrator and/or Authorized User to access and interact with the practitioner/group/entity's confidential information. The Administrator and/or Authorized User understands and acknowledges this, and agrees to treat such information as confidential. MultiPlan, Inc. has no liability with respect to any misuse by an Administrator or Authorized User, or by any third party entity who has been granted access by the Administrator.

The Administrator agrees to the following guidelines.

1. The Administrator is responsible to approve or deny a user request to access the practitioner/group/entity data available on the MultiPlan Portal.
 - a. Requests will be emailed to the administrator, and the administrator will approve/deny each request via MultiPlan's on-line portal. The expectation is that the administrator will respond to such requests within one week's time.
 - b. As a backup method, if the administrator provides in writing or email to portalcommunication@multiplan.com the approval on practitioner's or group's letterhead, that will also be honored.
2. By approving a user to have access to MultiPlan's data related to the practitioner/group/entity, the Administrator is authorizing the user to have full access to all data for the practitioner/group/entity, including:
 - a. Access to all active practitioner information, and to terminated information within the last 30 days
 - i. Note that in the case of group/entity access: access will be for all practitioners who participate with MultiPlan via the group/entity
 - ii. Note that in the case of practitioner access: access will be for the individual agreement, and only upon group approval will access be granted to see the practitioner's group contract participation and TINs.
 - b. Access to all active practitioner(s)' information needed for repricing and credentialing (i.e. dates of birth, DEA license, etc.)
 - c. Authorization of the user's portal requests as if the request came into MultiPlan on the practitioner's or group's letterhead. For example:
 - Requests to change practitioner demographics
 - Requests to change network product participation for practitioners
 - Requests for fee schedules

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- d. Access to claim information for any claims that have a TIN matching any TIN's associated to the practitioner/group/entity or for the practitioners in said group/entity. Note: users will need to enter the Patient Last Name, Date of Service, Charge, TIN for a claim search and all of these fields must be an exact match in order for the user to see the claim.
3. Administrator does not currently have the ability to break up portal functionality for a user, nor to break up which practitioners in a group that a user can access. It is MultiPlan's intent to eventually provide this ability, but until that time, the Administrator must decide if the user should be allowed full access to the practitioner/group/entity...or no access.
4. Administrator represents and warrants that any Authorized User who is a third-party agent retained by practitioner/group/entity is:
 - a. a "Business Associate", as defined by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"); and
 - b. contractually obligated to maintain at least the same degree of confidentiality of the materials disclosed to it by MultiPlan, which includes the obligation to protect such materials pursuant to any applicable law and regulation.