



## **Frequently Asked Questions Payer Access**

### **1) Can additional payer team members (audit, census, etc.) be assigned payer EMR access?**

No, the 3<sup>rd</sup> Party Payer M-page was developed for the purpose of utilization/transitional care review by licensed clinical personnel.

### **2) Why do reviewers need to obtain separate access for Central Florida – South AdventHealth facilities (Orlando/Tri-County)?**

Central Florida – South AdventHealth facilities (Orlando/Tri-County) operate on a separate VPN server from those in the Central-North (Volusia/Flagler) and West FL regions.

### **3) I don't want to load the SecureAuth App on my personal cell phone, is there another option?**

Yes, the SecureAuth App can be loaded on your desktop. Please contact the AdventHealth helpdesk for assistance at 1-800-873-4024.

If you have additional questions, please have your Payer Representative submit questions to their AdventHealth Corporate Contact via e-mail.