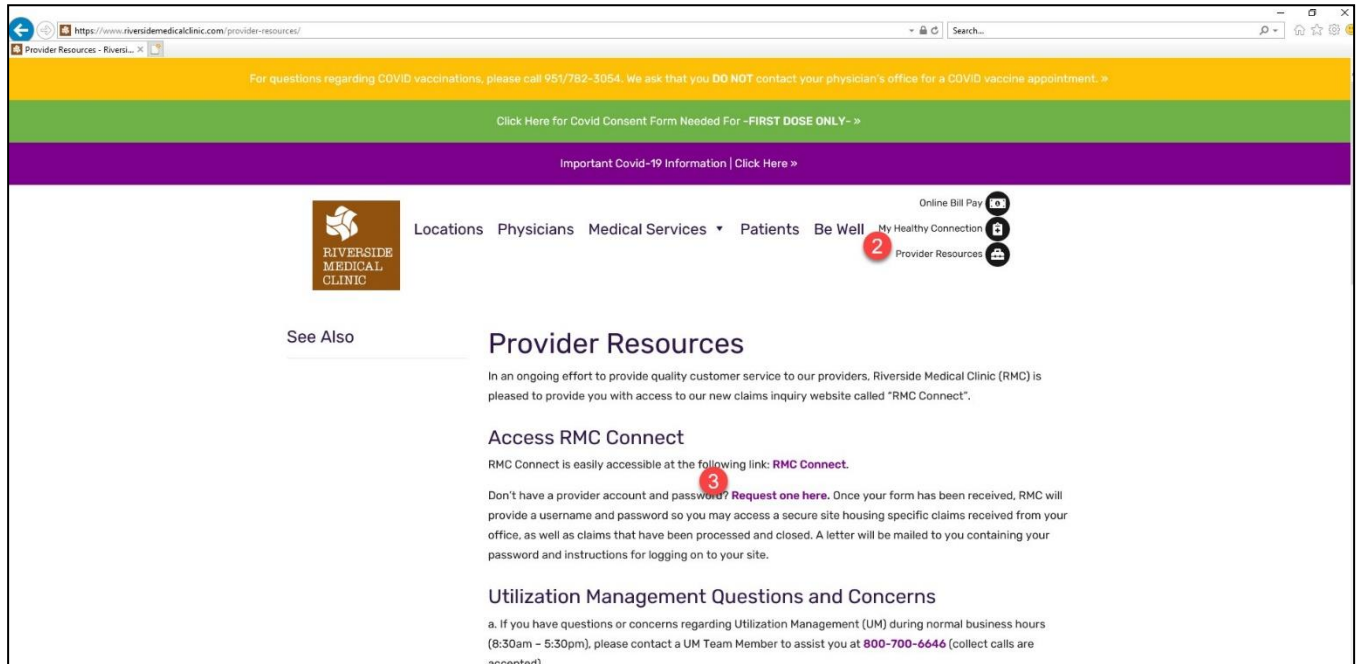


RMC Connect Site Administrator Quick Start Guide

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Onboarding process

1. Logon to <https://www.riversidemedicalclinic.com>
2. Click on **Provider Resources**.
3. Under Access RMC Connect, click **Request one here**.



For questions regarding COVID vaccinations, please call 951/782-3054. We ask that you **DO NOT** contact your physician's office for a COVID vaccine appointment. »

[Click Here for Covid Consent Form Needed For -FIRST DOSE ONLY- »](#)

[Important Covid-19 Information | Click Here »](#)

RIVERSIDE MEDICAL CLINIC

[Locations](#) [Physicians](#) [Medical Services](#) [Patients](#) [Be Well](#) [My Healthy Connection](#) [Provider Resources](#)

Provider Resources

In an ongoing effort to provide quality customer service to our providers, Riverside Medical Clinic (RMC) is pleased to provide you with access to our new claims inquiry website called "RMC Connect".

Access RMC Connect

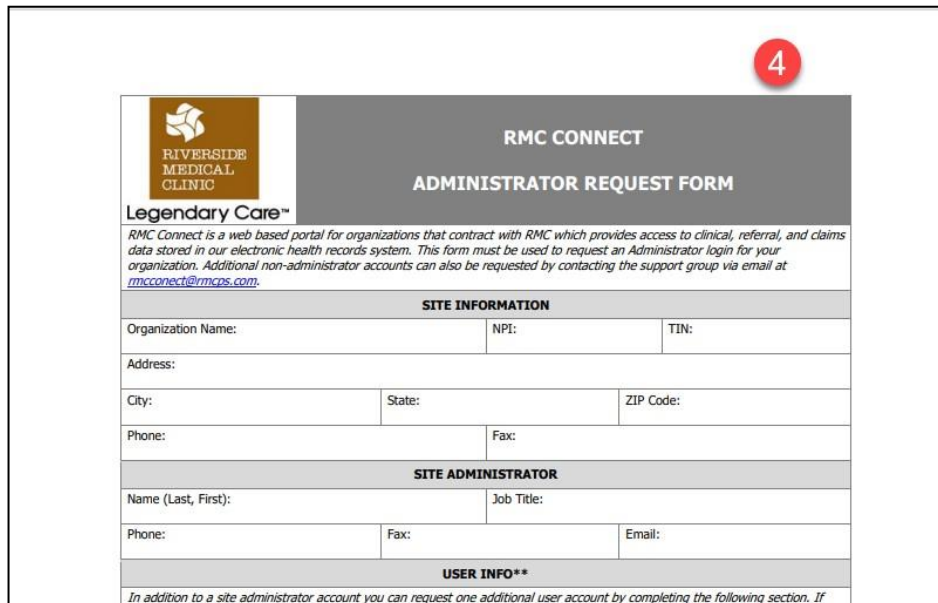
RMC Connect is easily accessible at the following link: [RMC Connect](#).

Don't have a provider account and password? **Request one here**. Once your form has been received, RMC will provide a username and password so you may access a secure site housing specific claims received from your office, as well as claims that have been processed and closed. A letter will be mailed to you containing your password and instructions for logging on to your site.

Utilization Management Questions and Concerns

a. If you have questions or concerns regarding Utilization Management (UM) during normal business hours (8:30am - 5:30pm), please contact a UM Team Member to assist you at **800-700-6646** (collect calls are accepted).

4. Complete the request form.



RMC CONNECT

ADMINISTRATOR REQUEST FORM

Legendary Care™

RMC Connect is a web based portal for organizations that contract with RMC which provides access to clinical, referral, and claims data stored in our electronic health records system. This form must be used to request an Administrator login for your organization. Additional non-administrator accounts can also be requested by contacting the support group via email at rmconnect@rmcpc.com.

SITE INFORMATION

Organization Name: NPI: TIN:

Address:

City: State: ZIP Code:

Phone: Fax:

SITE ADMINISTRATOR

Name (Last, First): Job Title:

Phone: Fax: Email:

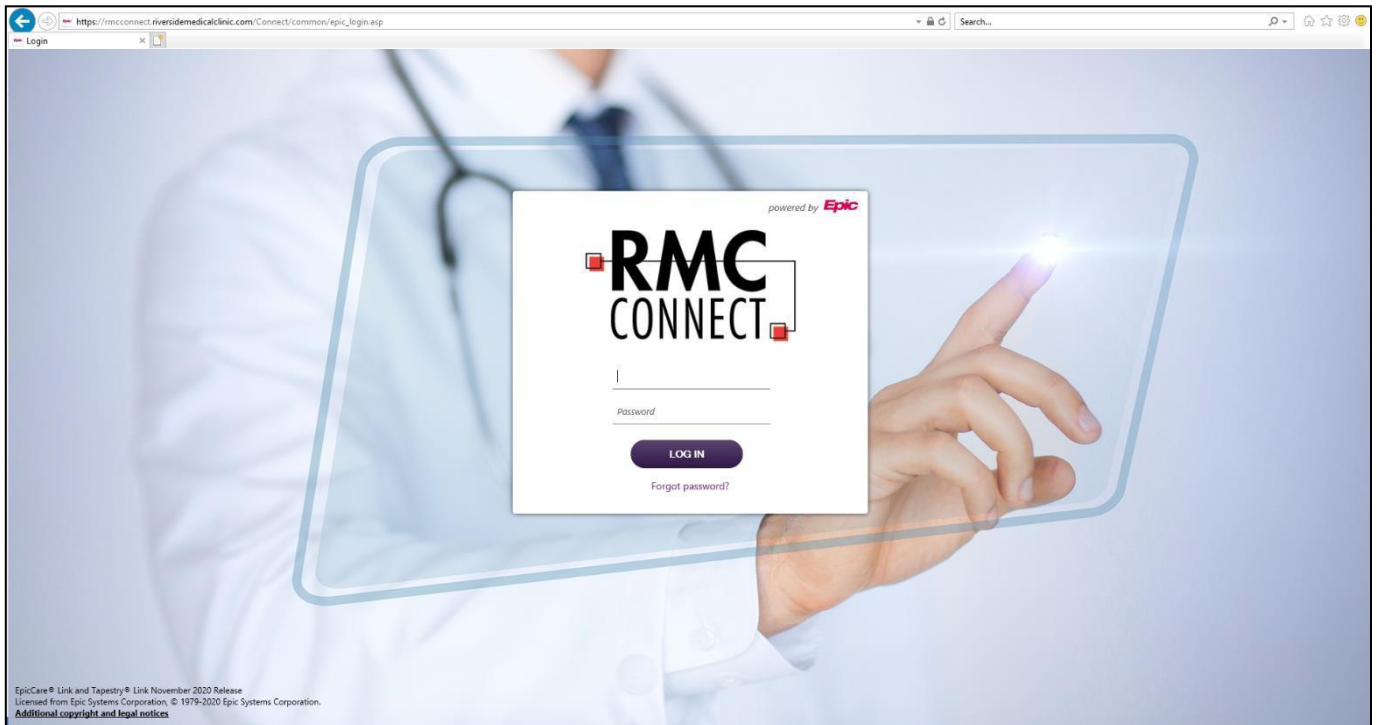
USER INFO**

In addition to a site administrator account you can request one additional user account by completing the following section. If

5. Email completed form to rmconnect@uhsinc.com.
6. Once you have been contacted you will be provided a spreadsheet to complete regarding any users and a user agreement. When completing the spreadsheet, please make sure to select the appropriate role of the user.
7. Complete the spreadsheet and agreements. Email spreadsheets and agreements to rmconnect@uhsinc.com.

How do I log in?

1. Open your web browser and go to <https://rmconnect.riversidemedicalclinic.com/Connect/>.
2. Enter the user ID and password that you received for RMC Connect.



3. If a Terms and Conditions page appears, read and accept the agreement.

Terms and Conditions

Riverside Medical Clinic - Terms and Conditions of Use

The protection of health and other confidential information is a right protected by law and enforced by fines and criminal penalties as well as employer policy. Safeguarding confidential information is a fundamental obligation for all persons accessing confidential information.


Your clicking on "I AGREE" at the end of this statement will commit you to that obligation, and WILL be used as proof that you understand and agree to the stated basic duties and facts regarding privacy.
Read it carefully.

What you agree to in signing this statement:

1. I agree to protect the privacy and security of confidential information I access through Riverside Medical Clinic's electronic records at all times.
2. I agree to a) access confidential information to the minimum extent necessary for my assigned duties and b) disclose such information only to persons authorized to receive it.
3. I agree that I understand the following:
 - a. Riverside Medical Clinic tracks all user IDs used to access electronic records. Those IDs enable discovery of inappropriate access to confidential information.
 - b. Inappropriate access and/or unauthorized release of confidential or protected information will result in disciplinary action, up to and including termination of employment, and will result in a report to authorities charged with professional licensing, enforcement of privacy laws and prosecution of criminal acts. I further understand and agree that inappropriate access and/or unauthorized release of confidential or protected information may result in temporary and/or permanent termination of my access to Riverside Medical Clinic's electronic records.
 - c. That I have been assigned a User ID & a one-time use activation code. I agree to immediately select and enter a new password known only to me. I understand I may change my password at any time, and will do so based on Riverside Medical Clinic's established policy and/or when prompted. I understand that I am to be the only individual using and in possession of my confidential password. I am aware that the User ID and password are equivalent to my signature. Also, I am aware that I am responsible for any use of the system utilizing my User ID and password. This includes data entered, viewed, printed or otherwise manipulated. If I have reason to believe that my password has been compromised I will report this information to Riverside Medical Clinic and I will also immediately change my password. I understand that User IDs cannot be shared. Inappropriate use of my ID (whether by me or anyone else) is my responsibility and exposes me to severe consequences.


Managing Your Clinic

Change a user's password

1. Select the **Admin** tab.
2. Click **My Groups**.
3. Click the key icon in the row for a user to change their password.
4. In the **New password** and **Verify Password** fields, enter the new password for the user.
5. Click  **Accept**. The next time the user signs in using this password, they will be prompted to select a new password of their choice.

Verify users


You might receive a Site Verification message from your organization asking you to verify that all users working at your site are current and active. These users might include providers who don't log in to the web application but are listed because they need to be schedulable. From the message, you can click **Verify Now** and you are brought to the Site Verification activity. From the Site Verification activity, you can verify that all the users and providers working at your site are current, and you can deactivate users as needed to prevent unauthorized access by users whose accounts are outdated.

1. In the Active? column, select **No** for all the users whose accounts you want to deactivate. You can enter a comment in the **Comments** field that appears.
2. Select the **Acknowledgement** check box to acknowledge that you have reviewed and confirmed the list of users.
3. Click  **Verify** to verify the list of users and close the screen.





When the Login ID column says (No Access) and the Provider? column says Yes, this indicates a provider who doesn't log in to the web application but might be listed because they need to be schedulable.

Deactivate a user

1. Select the **Admin/My Groups**.
2. Click the minus  icon in the row for a user to deactivate them.
3. Enter a comment indicating why you're deactivating the user and click **Deactivate**.

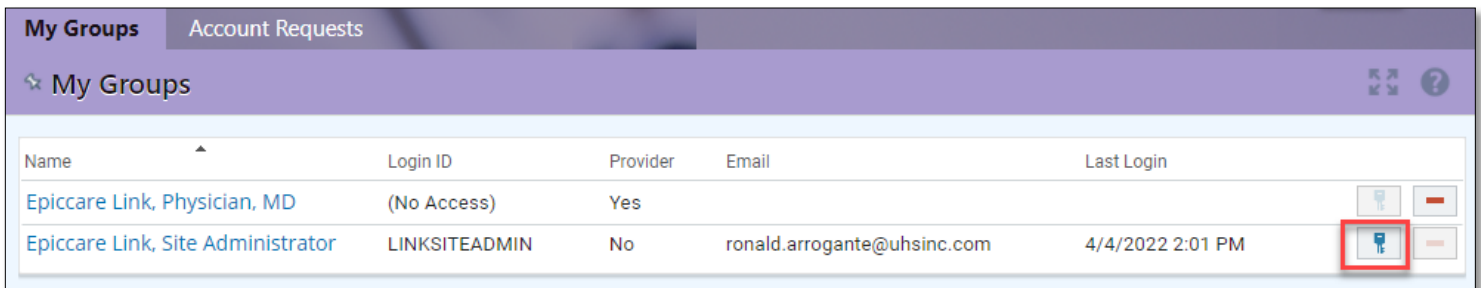
Request a new user in RMC Connect

1. Select the **Admin** tab.
2. Select the **Account Requests** tab.
3. Click  **Request New Account**.
4. Choose the type of account you want to create. For example, to create an account for a new physician at your site, click **Request access for a new provider**.
5. Enter the user's demographic information.
6. In the **User group** field, select the user group to which the user should belong.
7. Enter a comment about your request, if necessary, and click  **Submit Request**.
8. After your request has been processed, the new user will receive a login instructions letter.

Reset Two-Factor Authentication

Click the **Two-factor authentication settings** button in **My Groups** to view and reset the two-factor authentication setting for a user at your site.

1. Click **Menu**, select **My Groups**.
2. Click two-factor authentication settings icon in my groups.
 - After a site administrator clicks the two-factor authentication settings icon, they can see the user's current two-factor authentication configuration and reset it.



Updating Program Settings

You can use the RMC Connect settings options to perform a variety of account maintenance tasks, including changing your password and setting the page that appears when you first log in. In addition, you can choose to receive email notifications at an external email address when you are granted access to a patient. You can set your preferences for these notifications, as well as specify the email address at which you'd like to receive them.



You can change settings for other tasks, like determining your default patient selection method. A description of each setting appears on the **Settings** page in RMC Connect.

Change your password

1. Go to **Menu > Settings > Change Password**.
2. Enter your old password, then a new password, and then your new password again.
3. Click **✓ Accept**.

Set up your email preferences

1. Go to **Menu > Settings > My Demographics**.
2. Enter your email address, title, degree, languages, and specialties, if applicable. The fields that appear depend on your user role.
3. Click **Receive e-mail notifications** if you want to receive notifications for unread In Basket messages at your specified email address.
4. In the **Days between e-mails** field, enter the number of days you want to wait between notification emails.
5. Click **Receive notifications for group events** if you want to receive email notifications about all patient events for the provider groups you belong to.

6. Click  **Accept**.

Change your default login page

1. Go to **Menu > Settings > Set Default Page**.
2. Go to the page that you want to set as your default page.
3. Click **Set Default Page** to set the current page as your default page.



To reset your default page to the system default, go to Set Default Page and click **Click here to clear your default page and use the system settings instead**.

End Users Accessing Training Materials

1. Users will log in using their User ID and Password to <https://rmconnect.riversidemedicalclinic.com/Connect/>.
2. On the Home Page, under Quick Links select the Quick Start Guide most appropriate for your role.

