

myBeaumontConnection Frequently Asked Questions

What Is myBeaumontConnection?

myBeaumontConnection (also called EpicCare Link) is a Web-based application primarily for connecting physician practices, skilled nursing facilities, and billing offices to Beaumont Health. It provides office staff members secure read-only access to select patient information in our OneChart (Epic) data system.

How do I log into myBeaumontConnection?

There are two ways to access myBeaumontConnection:

- From Provider Website providers.beaumont.org, select myBeaumontConnection web page, then using the 'LOGIN NOW' icon
<https://providers.beaumont.org/homepage-content/links/mybeaumontconnection>
 - Directly from the web address
https://epiccarelink.beaumont.org/EpicCareLink/common/epic_login.asp
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What internet browsers are supported?

The myBeaumontConnection application can be accessed user any of the follow:

- On a Windows operating system:
 - Firefox 78 or later
 - Chrome 88 or later
 - Microsoft Edge 88 or later
- On the Macintosh operating system:
 - Firefox 78 or later
 - Chrome 88 or later
 - Safari 14 or later (starting with May 2021 version)
- Other platforms: EpicCare Link can also be accessed by iPads running iOS 9 or later using the Safari browser and Android tablets using the Chrome browser. The native Android browser and other third-party

browsers are not supported. The Chrome browser on iOS is also not supported.

Cookies: To function properly with your web application, a browser must be able to accept cookies, and it must be enabled to run JavaScript. These are enabled by default when you install the supported browsers, so they're supported unless you have explicitly disabled them.

Note: In Mac OS X, you must enable full keyboard access to tab between fields in web applications. To do this, access System Preferences > Keyboard & Mouse > Keyboard Navigation > Full keyboard access, and select the All Controls options.

Who will use *myBeaumontConnection*?

- physician office staff members
- skilled nursing staff
- billing office staff
- providers **not** affiliated with Beaumont who have been validated by our credentialing team
- Insurance companies (case-by-case approval)
- Beaumont research study monitors

Will *myBeaumontConnection* replace the current Beaumont Physician login used today?

No. These are two different applications, used by two different groups of people. The access is similar since both links are available on the Beaumont website.

1. Enter www.beaumont.org
2. Scroll to the bottom of the page and select 'Physicians'
3. In 'Quick Links' on the right side of the page, select login screen as follows:
 - **Beaumont Credentialed Physicians:** Use the Epic login screen as they do today by selecting 'Epic/oneChart' in Quick Links.
 - **Office Staff and non-Beaumont Credentialed Physicians:** Use the *myBeaumontConnection* login screen by selecting '*myBeaumontConnection*' in Quick Links.

What are the benefits of *myBeaumontConnection* and why should I use it?

Office staff can view and print patient information including demographics, lab, radiology, cardiology, medical transcription, authorizations, insurance information (face sheets), and monitor your patient's events. Some offices will also have the ability to order patient procedures.

Will I be able to order patient procedures?

Yes, if the physician is affiliated and has In Basket access, you will be able to order important tests, including CTs and MRIs. Please refer to the reference guide for instructions. Also, if your provider is not affiliated with Beaumont, and has been validated by our credentialing team, you will be able to order the same procedures.

Note: In order for ordering to occur, the provider must be able to co-sign orders within In Basket.

What if only some of my providers have Beaumont credentialing?

Credentialed providers will be linked to the office. Non-credentialed who have been approved by BH Credentialing will also be linked to the office. If you have a provider without Beaumont credentialing, the site administrator could request a user ID for them, but their corresponding patient list would not be included in the practice patient list. Their patients would need to be looked up individually.

Will I be able to monitor my patient's events?

Yes. After following the instructions located in the reference guide located on the Physician Office Staff webpage, an automatic message notification will appear on you're *myBeaumontConnection* home page and In Basket when significant events occur for your patients. The event notifications are configurable by you.

Adding a new user: How do I obtain access to *myBeaumontConnection* if my office already has access?

Contact your site administrator, who will provide you with the ‘Confidentiality and *myBeaumontConnection* usage agreement’ form. The site administrator will place an electronic request in *myBeaumontConnection*, and attach your confidentiality form to the request. The site administrator will be notified when your ID and password are activated.

Adding your office: How do I initiate access to *myBeaumontConnection* for my office?

Ask your physician if he/she would approve your request. If yes, then the physician would complete and sign the Site Administrator form located on the *myBeaumontConnection* webpage ([myBeaumontConnection | Beaumont Providers](#)). If the physician is not Beaumont affiliated, s/he would complete the ‘Confidentiality and *myBeaumontConnection* usage agreement’ form. This Site Administrator form also requires the physician to specify a site administrator, who would also complete the ‘Confidentiality and *myBeaumontConnection* usage agreement’ form. Then, these forms are:

- 1- Emailed to mbc@beaumont.org
 - 2- Faxed to 248-350-4142.
 - 3- Submitted with a Service Request with the Physician IT Support Line at [888-481-2448](tel:888-481-2448).
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What is the site administrator responsible for in *myBeaumontConnection*?

This person(s) will be your point of contact for *myBeaumontConnection*. S/he is able to request demographic information updates for users, reset passwords for the office staff users in your group, request and delete users, and complete a quarterly site verification. The site administrator is usually the practice manager, office manager, or supervisor.

Is training required?

No, but the Site Administrator is strongly encouraged to meet with us to review key functionality as well as unique Site Administrator feature. You are encouraged to familiarize yourself with the *myBeaumontConnection* user reference guide. Detailed information is provided for application feature and functions. For further assistance, please contact your site administrator or

review the myBeaumontConnection user reference guide. This reference guide can be found in the Quick Links section on the application home page.

How will I learn about *myBeaumontConnection*?

Your site administrator or someone at your office can provide you with training. Also, you can review the training guide and references that are posted on the Physician Office Staff page. For further assistance, please contact us at mbc@beaumont.org.

Do users need to complete, sign and submit a new Confidentiality and myBeaumontConnection usage agreement form?

Yes. The site administrator will click the “Confidentiality and *myBeaumontConnection* usage agreement form” link on the Quick Links section of the home page and print a copy for each new office staff member. They will read and sign the form, and provide it to the site administrator.

The site administrator will submit the form on behalf of the user while electronically requesting new user access.

The site administrator will also submit the form on behalf of the user while electronically requesting reactivation when a user’s login ID has been inactivated due to an extended time period (90 Days) without use.

Can a physician take on the “role” of administrator?

Typically, not. Beaumont physicians will access OneChart via their remote access.

However, if the provider is not affiliated with Beaumont, they may be both the provider and a site administrator.

Can third-party billers access *myBeaumontConnection*?

Yes. Third-party billers will be able to obtain access specific to their needs.

Will I still be able to call Medical Records (HIM) for copies of reports?

Please access all patient reports from the *myBeaumontConnection* system. If a report is not found in MBC, then contact HIM for assistance.

How will I locate reports for a patient whose care has not been provided by my physician?

Select the 'Search all Patient's option which allows you to search for a patient record to which you do not currently have access. Complete all required data fields (flagged as Red) on the 'Search all Patients' screen as well as **at least one** of the recommended fields (flagged as yellow) to gain access to the data.

What if I am not able to complete a 'Search all Patients' request because I do not have all of the required patient data such as the last 4 digits of their Social Security Number?

Your physician may be able to access the patient reports/encounters in the OneChart/Epic system. You may also follow the on-screen instructions to obtain specific patient information.

Finding patients who are new to the practice requires 4 fields. You need the 3 required fields (full name, gender, and date of birth), but you must also include one of the optional fields. (last 4 digits of the SSN, the patient's MRN, the patient's Medicare ID, or the patient's insurance member ID)

An email option for assistance is available, but is generally not a same-day process. The process for assistance in obtaining the patient information remains as before:

1. Check with the Referring provider
 2. Check with Patient.
 3. If 1 & 2 are unsuccessful, you may send an email as specified in full the verbiage at the top of the Search All Patients screen.
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Who do I contact with questions or issues related to *myBeaumontConnection*?

For problems and requests, please call the Physician IT Support Line at [888-481-2448](tel:888-481-2448). For general questions and information, you can also contact us by email at: mbc@beaumont.org.