



MedAllies

Trusted Agent Audit

FREQUENTLY ASKED QUESTIONS

July, 2015
Version 1

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Audit

1. Who will be administering the Trusted Agent Audit?

MedAllies, as the Registration Authority, will be administering the Trusted Agent Audit. MedAllies may also have its auditor on site for observation.

2. Where will the Audit take place?

The Audit must take place at the location where the Identity Proofing documents (i.e. I-9 Forms) are located and accessible. In some cases, this location may be different from the Provider Organization location.

For example, if the I-9 Forms are only accessible at the Corporate Headquarters, as opposed to the Hospital, MedAllies will require the address of the Corporate Headquarters prior to the date of the Trusted Agent Audit.

3. Why do we need to have one representative of my organization, in addition to the Trusted Agent, to be well versed in the Trusted Agent replacement process?

At least one representative of the Provider Organization is required to be well versed in the Trusted Agent replacement process in the case the Trusted Agent leaves the Provider Organization unexpectedly or is unable to fulfill their duties to assign a replacement.

4. If our Organization has I-9 Forms for all of our physicians and medical providers, do we need to provide additional credentialing documents, such as the Medicare ID?

No, additional credentialing documents are not required in this case. Additional credentialing documents are only required for physicians or medical providers not otherwise covered by the I-9 Form.

5. What if the Trusted Agent is unavailable during the scheduled date/time of the Trusted Agent Audit?

If the Trusted Agent is unavailable during the assigned Trusted Agent Audit, a backup resource must be identified to act on behalf of the Trusted Agent for this scheduled audit. This backup resource should attend the Trusted Agent Training, as well as the Trusted Agent, in preparation of the audit.

6. How are the Participants for the identity proofing section of the Trusted Agent Audit selected?

The Participants for the identity proofing section of the Audit are randomly selected. Up to five Participants will be selected.

7. How are the Participants for the identity proofing section of the Trusted Agent Audit selected when only a Department Direct address is registered?

If a Provider Organization has only registered a Department Direct address, they must provide a list of all individuals who have access to Direct Services through the EHR application, prior to the date of the Audit. MedAllies will randomly select up to 5 Participants from this list.

8. How do I receive a list of currently active Direct addresses on the Direct Network?

A list of currently active Direct addresses registered for the Provider Organization can be found in the MedAllies Directory, which is distributed on a weekly basis. If required, MedAllies can also provide a list of active Direct addresses. Please contact the MedAllies Support Center with this request. The MedAllies Support Center can be contacted at (845) 896-0191 x3150 between 8:30 a.m. and 5:00 p.m. EST Monday through Friday.

9. To what extent do we need to be familiar with the DirectTrust Community X.509 Certificate Policy for the Audit?

The Provider Organization must be familiar with the DirectTrust Community X.509 Certificate Policy in order to assure that identity proofing is conducted in accordance with all applicable laws, policies, rules and regulations stated in the current version of the DirectTrust Community X.509 Certificate Policy.

10. Where can I find the DirectTrust Community X.509 Certificate Policy?

The current version of the DirectTrust Community X.509 Certificate Policy can be found on the DirectTrust Policy website under "DirectTrust Community X.509 Certificate Policy": <http://www.directtrust.org/policies-public/>.

Training

11. Who should attend the Trusted Agent Training?

The Trusted Agent is required to attend the Trusted Agent Training. The Provider Organization may optionally include anyone else from the Organization to attend the training (i.e. Human Resources, Medical Staff Credentialing).

12. How can I schedule to attend the Trusted Agent Training?

Please contact the MedAllies Training and Development Office at CNarvesen@medallies.com to receive a schedule of upcoming live webinars.

13. Where can I find documentation on the Trusted Agent Training?

Documentation, resources and updates on the Trusted Agent Training may be found on the MedAllies website: http://medallies.com/trustedagent_5.html.

Support

14. How can I contact MedAllies with any questions or concerns?

The MedAllies Support Center can be contacted at (845) 896-0191 x3150 between 8:30 a.m. and 5:00 p.m. EST Monday through Friday.