



# EXTERNAL PROVIDER ACCESS REQUEST FORM INSTRUCTIONS

In order to be granted access to SmartCare, CMHA-CEI's Electronic Health Record, the attached External Provider User Request must be completed. The External Provider Access Administrator Request may also be required. Please complete the form(s) based on the following information:

## External Provider User Request

Each user/employee that will be logging into SmartCare must have this form completed by an Authorized Representative (or an Access Administrator as explained below).

An *Authorized Representative* is an individual authorized to sign and/or act on behalf of your organization.

## External Provider Access Administrator Request

If the Authorized Representative would like to delegate the responsibility of completing the External Provider User Request(s), the Authorized Representative may choose to complete this form to designate an Access Administrator. The Access Administrator will then have the authority to complete and sign External Provider User Request(s).

\*Please note, any External Provider User Request returned to CMHA-CEI that does not have the signature of the appropriate Authorized Representative or the signature of the designated Access Administrator, will be rejected and access will not be granted.

Completed forms must be returned to [providersupport@ceicmh.org](mailto:providersupport@ceicmh.org). For any questions regarding the completion or submission of the attached forms, please contact [providersupport@ceicmh.org](mailto:providersupport@ceicmh.org) or (517) 346-8306.

Following submission of the form(s), each new user will receive an email titled, "Security Agreement for CMHA-CEI EHR" with instructions to accept CMHA-CEI's security policy and enable the new account.