

Getting a Direct Email Address

Direct Email Messaging is required to satisfy Meaningful Use Stage 2 requirements for Transitions of Care/Referral Summaries, View/Download/Transmit and Secure Messaging.

Compulink's Advantage Version 11 now integrates with Updox, the leading physician connectivity platform.

One Direct email address is provided with your ongoing support contract.

- All incoming and outgoing Direct messages will be routed through this address.
- Messages sent and received via Direct Messaging protocol are attached to individual patient records in your Advantage software.
- While a single Direct Email Address may be shared by all Providers in the practice, access to a patient's Direct messages is controlled by each individual Provider's Advantage Login Profile Rights.
- If you prefer to separate messages by Location and/or Provider, you will be able to purchase additional Directs for \$10/month, charged with your monthly usage fees. NOTE: Information on how to purchase these will be provided at a later date.

To Get Your Direct Email Address:

Step 1:

Choose a Provider in your practice whose information will be used for the Updox practice vetting/verification process.

You will need the following information for this individual:

- Compulink Advantage Software Login ID
- National Provider Identifier (NPI)
- First and Last Name
- Date of Birth
- Email Address
- Cell Phone or other Direct Telephone Number for a confirmation call
- Personal Credit Card (used for address verification only – this data is not saved or processed)

Step 2:

Go to the URL below to begin the Direct Email setup process on Compulink's MySecureHealthData site. <https://mysecurehealthdata.com/cbsscripts/xe3/newupdoxuser.dll/>

You are presented with a Login screen for entry of the following data:

- Provider's Advantage Software Login ID
- Your Compulink Account Number
- Provider's First and Last Name
- For security purposes, there is a CAPTCHA Code displayed on a gray background
- Type the characters into the CAPTCHA Code field and then click on SUBMIT

Step 3:

- Your Direct Email Address appears on the next screen.
- This address is entered into the Direct E-Mail field in your Advantage Provider and Location Details tables.
- Click on NEXT to proceed to Updox, our Health Information Service Provider (HISP).
- This is where the practice vetting process called Direct Trust Activation is performed.
- Once this setup is complete, your assigned users may exchange Direct messages with all available Direct domains.

Step 4:

The Updox website is used for Direct Trust Activation, the practice vetting process. (see sample form on next page)

- Enter the Provider's NPI number.
 - This opens a window that is pre-populated with the Practice information associated with the NPI. This information is not editable.
 - If the Practice information is out of date, click on the NPPES button to access the National Plan & Provider Enumeration System website.
- Enter the Provider's direct phone number, then click the CALL ME button
- You will receive an automated phone call with a Confirmation Code
- Enter this code in the 'Confirmation Code' field
- Enter the Personal Information:
 - This must match the Credit Card provided below for verification
 - Enter First Name
 - Enter Last Name
 - Enter the Phone Number associated with the Credit Card
 - Enter the Provider's Email Address
- Enter the Personal Credit Card Information:
 - **This is for address verification only. The CC data entered is not saved and no processing occurs on this card.**
 - Enter the Credit Card Number
 - Enter the Billing Address; Street, City, State and Zip Code
 - You will not be asked to provide an Expiration Date or CVV number
 - Be sure that this is a personal card and not one used for the Practice
- Click to place a checkmark by 'I certify this practice is HIPAA compliant'
- Click on the VALIDATE button
- There are 3 statuses returned:
 - Identity Validation: This value will be reported as Verified once the Demographic information has been confirmed as correct.
 - Account Validation: This value will be reported as Verified once the Billing Address is confirmed as correct for the provided credit card number.
 - Voice Validation: This value will be reported as Verified once the Confirmation Code entered by the user has been verified.
- Once the 3 statuses are verified, the practice is considered 'vetted' and its users may exchange Direct messages with all available Direct domains.
- If verification fails on any of these statuses, please email Compulink at the following address: Vetting@CompulinkAdvantage.com.

Step 5:

An email with the Subject: Direct Email Address is sent to the primary/billing email address associated with your Compulink account. Your new Direct Email Address is included in this communication.

This is your confirmation that the Direct Email Address is ready to use.

If you have not already done so, enter this Direct Email Address in your Location Details and Provide tables.

- Go to Utility > Look-up Tables > General
- Edit the Location Details table, enter the address in the Direct E-Mail field and Save
- Edit the Provider table, enter the address in the Direct E-Mail field and Save



[Sample form on Updox website](#)

NPI Practice Information

Individual Provider NPI *

National Provider Identifier

Voice Validation

Enter a number where you can be reached directly (e.g. cell phone) for the Voice Validation step. You will receive a call at this number supplying you with a confirmation code.

[Call Me](#)

Phone Number

Confirmation Code *

Personal Information

Must match the information for the credit card you provide below.

First Name *

Last Name *

Date of Birth *

Phone Number *

Email Address *

Personal Credit Card Information

For this identity verification you must:

- Use a personal credit card
- Enter the name as shown on the card and the billing address
- Do not use a credit card for the practice

Don't worry; there is no fee, it does not count against your credit score, and we do not keep the information.

Credit Card Number*

Credit Card Billing Address*

City*

State* Zip Code*

Validation was unable to successfully confirm provided information.

Identity Verification

NOT VERIFIED

Account Verification

NOT VERIFIED

Voice Verification

NOT VERIFIED

I certify this practice is HIPAA compliant.

[Validate](#)