

Care360 EHR Grant Customers

What to Expect

Thank you for selecting Care360.

This document will provide you an overview of the steps to get your practice up and running on Care360 EHR and the optional Practice Management module. If you have questions about the process, please contact your technical sales representative.

Step 1: Contract Submission

Obtain and review the contract with your Technical Sales Representative. To expedite handling, please be sure to include the following:

- Completed Care360 EHR Agreement with a legible signature page.
- For organizations with multiple locations, specify the desired Care360 Organization and Account setup. This will ensure effective billing management and appropriate Patient Population access.

If you are also purchasing the Practice Management module, please let your technical sales representative know your preference regarding which application you would like to start with – Care360 EHR or Care360 Practice Management.

Return your signed contract along with the signature page to your technical sales representative.

Step 2: Initial Payment (for questions call 866-854-7063, select option three)

Per federal regulation, the Care360 EHR implementation team cannot activate your access to the EHR software and begin the training process until we have received payment. Options include:

- Pay at the time of contract signing. Exhibit A will serve as your invoice. Your initial payment is shown as “Grantee’s Payment”. If any taxes are owed, you will be billed separately. ***Fastest Method**
- Pay upon receipt of your Invoice via email or fax. Please provide your technical sales representative with the email address or fax number that your invoice should be sent to. You should expect to receive an invoice within one week of your contract submission.
- Pay upon receipt of your Invoice by mail. It will take approximately 7-10 days for an invoice to arrive.

If you pay by check, please make your check out to “MedPlus” and send to:

MedPlus, a Quest Diagnostics Company
PO Box 633545
Cincinnati, OH 45263-3545

To pay by credit card, please call MedPlus at 866-854-7063 option two and provide your credit card information and the legal name of your practice as entered on your contract.

Existing Care360 Labs & Meds customers utilizing ePrescribing are required to continue paying their ePrescribing invoices until trained on Care360 EHR.

Step 3: Care360 Setup

Existing Care360 users can skip this step.

If you don't use Care360 currently, in order to install Care360 EHR, you will first need to initiate setup of Care360 Labs & Meds. There are two options.

- Complete the online form found at GetCare360.com. Follow the link to "Sign up" for a Care360 Labs & Meds account. Following completion, you will receive a call within 24 hours to verify your information. ***Fastest Method**
- Wait for a Care360 technician to call and schedule an appointment. You should receive a call within 1 week of contract submission to schedule your appointment. This option can take one to three weeks depending on mutual availability.

Step 4: Care360 EHR Training

Within seven days of receipt of initial payment and contract processing, a Care360 EHR trainer will call your office to speak with the primary contact. At that time the trainer will walk through the training process and schedule your first session. If you also purchased Practice Management (PM) and would like to train on the PM first, please let the EHR trainer know when they call.

**Note: If the primary contact is not available, training cannot be scheduled.*

Training consists of the following:

- eLearning modules available within Care360 **Available Now, on-demand**
- Web-based remote training
- In-office consultation

The Training and Implementation document "EHR Training Curriculum" has complete details.

Optional Step 5: Care360 Practice Management Training

If you have contracted for Care360 Practice Management, a Practice Management trainer will call you within two days following your initial EHR trainer call to provide a Practice Management-specific training program overview. Training for the Practice Management module is accomplished through a self-paced, web-based training curriculum and live webinars.

Optional Step 6: Interface Implementation

If you have requested a third party interface between Care360 EHR and a radiology, transcription or laboratory vendor, we will reach out to your vendor at your direction to initiate this process. To facilitate this process, please provide the vendor information to your technical sales representative on the "Vendor Information Form" if you have not done so already. The required information includes:

- Vendor contact information
- Type of interface; Results, Orders, Radiology, etc.
- Your practice contact information

The process will vary based on the vendor's ability to support this integration and their associated timeline as well. We will contact your vendor to review the availability and any applicable fees.

HP Hardware

If you have indicated a desire to purchase HP Hardware through HealthDynamix, you will be contacted separately regarding delivery and installation. For hardware purchase or related support, please call 1-800-633-3600.