

Technical Bulletin

Green Belt Project – Dual Care360

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Summary: MedPlus is working on a project called Dual Care360. These are Clients that are active organizations for both eMaxx and Physician Portal. There are a few situations which create this duplicity

1. BU has a Client on eMaxx and then gets a Portal request. The BU sends the Portal request to MedPlus Enrollment, but the request in eForm gets cancelled. The BU did not send a deactivate request to MedPlus, so the Client is active, on the MedPlus side, for both products.
2. BU upgrade to Portal and is only actively using Portal. The BU did not send a deactivate request to MedPlus, so the eMaxx remains active on the MedPlus side.

It is important to send in deactivate requests to MedPlus to make sure we are appropriately routing results to just the applications needed, thereby making optimal use of data storage and server hardware; and for purposes of keeping current the charge back for active product installations to the BU.

Resolution/Action:

When an account ops out of either eMaxx or Portal, upgrades to Portal from eMaxx, or if the BU sends a request to MedPlus Enrollment and that request never goes live, you should send in a deactivate request*.

Here are the steps for a deactivation:

1. Send email to modify@medplus.com
2. Subject line should include Client Name, Account Number, and the word "Deactivate"
3. In the body indicate if the product being deactivate is either eMaxx or Portal.
4. Include ALL Client numbers to be deactivated

*Deactivation means the organization and users will be unavailable. Data from eMaxx will also be removed.