

## UI CareLink Enrollment FAQs

### Enrollment Forms

- **UI CareLink Practice Organization Registration Agreement:** This form is necessary to enroll new organizations. The designated Site Administrator must complete this agreement on behalf of the organization.
  - Individual users do not need to fill out this form.
- **UI CareLink Site User Confidentiality and Use Agreement:** All users who need a login to access UI CareLink must complete this document, including the designated Site Administrator. The Site Administrator is required to sign the enrollment documents on page 1, while the users will sign on page 3.
  - To submit appointment request referrals through UI CareLink, an Authorizing Provider must be associated with your clinic.
  - While providers do not need to log into UI CareLink, a Site User enrollment form is still required for each provider to set up their record and demographics. When completing the form, providers can select "No" in response to the question "Will you be logging in to view patient information?"

### Roles/Accounts

- **Designated Site Administrator:** The Site Administrator serves as the primary point of contact for each site and plays a critical role in maintaining user and provider access and data integrity. This role is essential for ensuring smooth operations and compliance with enrollment and verification processes.
  - **User Enrollment Management**  
Coordinate and authorize user enrollments, ensuring all required information (e.g., Name, Email, NPI) is accurate and complete on the enrollment form.
  - **Quarterly Site Verifications**  
Conduct quarterly reviews to verify site details and user/provider information.
  - **Account Maintenance**  
Manage user and provider deactivations, perform password resets, and unblock accounts as needed.
  - **Continuity Planning**  
It is recommended to designate **more than one Site Administrator** to ensure backup coverage and operational continuity in case of absence or turnover.
- **Users:** Any individual and/or provider in your organization who requires a login to access patient data via the application may enroll in UI CareLink.

### Enrollment Form Completion

- **Important Note:** All fields on the enrollment forms must be fully completed. Incomplete forms will be returned to the Site Administrator, which will delay the enrollment process.
- **Form Submission:** Submit completed enrollment forms to email: [uicarelink@uiowa.edu](mailto:uicarelink@uiowa.edu) or fax to 319-384-9304.

### Enrollment Processing Time

- We will begin processing your enrollment once all fully completed registration forms are received.
- Enrollment of a new site will take on average 5-7 business days.
  - Once enrollment is complete, the site administrator will be notified and provided key information, including participant training status, access to tip sheets and resources, and any required next steps.
- Enrollment of a new user will take on average 3-5 business days.
  - After enrollment is complete, each user will receive a secure welcome email containing their unique username and initial password.