

Request a New Site for Avera System Link

General Information:

You need to request an Avera System Link site for each organization with a unique taxpayer identification number (TIN). This is a requirement for Avera System Link.

- Access requests should be completed by the organization itself and not a third-party vendor.
 - Once approved, your organization's site administrator can grant access to their vendors and any other users they wish to have access under their organization.
 - Note: For entities with more than one TIN, you can have the same administrators and grant access to users for the TINs they should access.

Before you get started, for each site request you will need:

- Signed Site Agreement: [Click here](#) to download
 - See *How to Complete Site Agreement Form* instructions below
- Identify **two** site administrators
 - Site administrators can request users access, re-set user passwords, and will confirm which users should maintain access (on a quarterly review basis).
- Add noreply@systemlink.averaconnect.org to your contact list
 - System Link will send automated notifications on your registration as well as other notifications once approved. Be sure to save this as a contact to help decrease the chance that emails are blocked.

How to Complete Site Agreement Form

- Download [Site Agreement Form](#). This is a fillable PDF, but you will need to print the document for signature.
 - Complete:
 - Page 1: Day, Month, Year and Name of your organization

AVERA SYSTEM LINK AGREEMENT

THIS AGREEMENT is made as of the [redacted] day of [redacted], 20[redacted], by
and between [redacted] ("Avera System Link Partner")
and Avera Health and Avera Health Plans, Inc. (collectively "Avera") for the purpose of

- Page 5: Organization name, Contact Name, and Address for legal mailings

If to Avera System Link Partner:

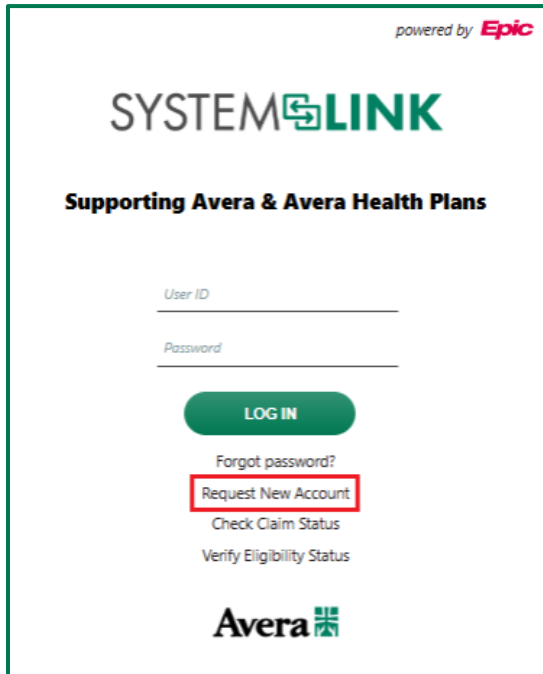
Attn: [redacted]
[redacted]
[redacted]

- Page 6: Under Avera System Link Partner fill in:
 - Printed name and Title of who will sign the agreement, Organizations Tax ID
- Print the document for signature and date
- After the appropriate person at your organization has signed and dated the site agreement, use your own technology to scan it and save it as a PDF document.

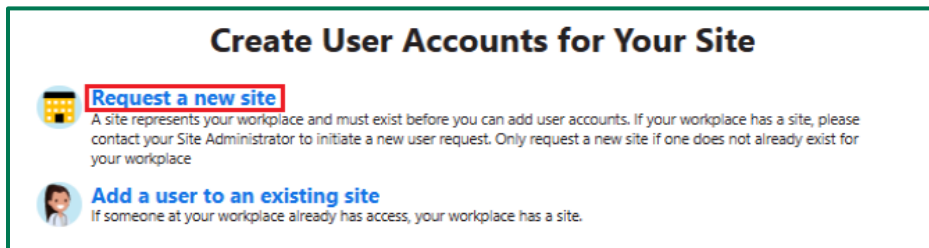
- Other document types that can be uploaded are: bmp, gif, jpeg, jpg, png, tif, tiff

Steps to Request a New Site

- Navigate to AveraSystemLink.org
- Click **Request New Account**.



- Select **Request a new site**.



i Don't request a new site if your facility already has one. If you need access, contact your Site Administrator to have a user account created for you.

- Click **Site**



- Complete the online **Site Information** form. All fields with **i** are required.
- After the appropriate person at your organization has signed the site agreement, use your own technology to scan it and save it as a PDF document. Attach the signed Site Agreement by clicking **Add Files** in the attachment section of the online form.



A new site request requires a separate [Site Agreement](#) signed by an authorized representative at your facility. Attach the signed agreement by clicking **Add Files** in the Attachments section of the online form.

- After you have completed the Site Information form and attached the Site Agreement, click → **Next**.
- Choose the type of user access needed for your Site Administrator to have.



Add a user to your site

Choose a type of user to create:

Avera Health Plans Only User

Request access for a provider, clinical, or non-clinical staff that needs access to Avera Health Plans only.

Provider

Request access for a new provider who will have access to Avera Health for delivering patient care and to Avera Health Plans for conducting any insurance-related business.

Clinical Staff

Request access for a new clinical staff member who will have access to Avera Health for delivering patient care and to Avera Health Plans for conducting any insurance-related business.

Non-Clinician

Request access for a new non-clinical staff member who will have access to Avera Health for delivering patient care and to Avera Health Plans for conducting any insurance-related business.

Emergency Medical Technician

Request access for a new EMT

Biller

Request access for a new biller who will have access to Avera Health for delivering patient care and to Avera Health Plans for conducting any insurance-related business.

Requester

Request access for a requester

Specimen Collector

Request access for a specimen collector

Surgical Support Staff

Request access for a new surgical support staff member who will have access to Avera Health for delivering patient care and to Avera Health Plans for conducting any insurance-related business.

Continued Care and Services Coordinator

Request access for a new continued care and services coordinator who will have access to Avera Health for delivering patient care and to Avera Health Plans for conducting any insurance-related business.




If you only need access to Avera Health Plans for insurance related activities, choose **Avera Health Plans Only User**. If you need access to both Avera Health and Avera Health Plans, choose **Provider, Clinical Staff, Non-Clinician, Biller, Surgical Support Staff, or Continued Care and Services Coordinator**.

- Complete the online **User Information** form. All fields with are required. The required fields may vary depending on the type of user requested.
- Check the box **Make this user a site administrator**.
- Click **Accept**
- On the **Users** screen, click **Add** to add additional users to your site request.



At least two Site Administrators for your site is strongly recommended.

- After additional Site Administrators are added, Click → **Verification**.
- Review the Terms and Conditions. Check the box **I agree to the Terms and Conditions above**.
- Enter the name of the person making the site request in the **Requested by** field.
- Click ✓ **Submit Request**
- After you have read the information on the **Confirmation** screen, click ✓ **OK**

 You will receive an email asking you to confirm your email address. Please complete this confirmation as soon as possible. We will not be able to complete your request until your email is confirmed.

- You will receive an email from noreply@systemlink.averaconnect.org. **IMPORTANT: You will need to save this email as it contains a reference number needed to login to your System Link account for the first time.**

Notification of Approval or Denial of Access:

- Request Denied:
 - If your request is denied, you will be provided an explanation via phone call or email.
- Request Approved:
 - If your request is approved, you will receive an email from noreply@systemlink.averaconnect.org with your username and a link to complete your registration. Click on the link and enter your username and the reference number from the email that you saved previously when requesting access. You will then be directed to create a password.
 - Once you can access your site, you can request additional users as needed. Instructions on adding additional users are available after you log in.