Online User Verification

A User Guide for SED-Approved Provider Verification of STAC Online Users

STAC ONLINE SYSTEM (EFRT) INTRODUCTORY TOPICS
Overview: These instructions outline how an Authorized Provider Representative can utilize the XTEND screen to re-verify or suspend STAC online users.

To access the XTEND screen:

2. Click on the “EFRT Online Sign-In” button on the left hand side of the screen.
3. You will be advanced to the “WELCOME” online screen.
4. Enter the case-sensitive confidential Usercode and password.
5. Authorized Provider Representatives will be advanced to the “PROVR” screen.
6. Click on the “S” to the left of the “XTEND” Choice.

7. You will be advanced to the “XTEND” online screen. A list of all active (and recently suspended) STAC system online users for your agency will appear on the XTEND screen. This list will include all users for your agency. This screen also contains all suspended users for your agency for the past two years.
8. Authorized Provider Representatives have the following options on the XTEND screen. Note that users can be suspended, reverified, or reactivated individually or as a group. For the updates to be processed on STAC online system, you must click on the “Update Users” button.

- **“Suspend User”**
  
  **Action:** Place a check mark in the box under the “Suspend User” column for the appropriate user. Repeat action for all users to be suspended. Once the appropriate users have been suspended, click on the “Update Users” button.

  **Result:** This immediately prevents a user from accessing the STAC online system.

- **“Reverify User”**
  
  **Action:** Place a check mark in the box under the “Reverify User” column for the appropriate user. Repeat action for all users to be reverified. Once the appropriate users have been reverified, click on the “Update Users” button.

  **Result:** This immediately reauthorizes user through January 15, 2019.

- **“Reactivate a Suspended User”**
  
  **Action:** Removing the checkmark under the “Suspend User” column and place a checkmark in the “Reverify User” box. Repeat action for all suspended users to be reactivated. Once the appropriate users have been reactivated, click on the “Update Users” button.

  **Result:** This immediately reauthorizes user through January 15, 2019.

- **No action taken**
  
  **Action:** No action taken

  **Result:** User’s rights will be suspended and access to the STAC online system will be denied effective April 9, 2018.
9. **FINAL ACTION TO BE TAKEN:**

After all users have been appropriately reviewed and/or updated, click on “Update Users” on the top right-hand side of the screen. Please review the "Authorized Until" column on the **XTEND** screen and confirm that the "Authorized Until" dates for these users have been updated to January 15, 2019.

![Agency Authorized Users Listing](image)

**Additional Notes:**

- **Year-Round Process**

  The **XTEND** online screen is open year-round for Authorized Provider Representatives to suspend/reverify their users as necessary. Please keep the Authorized Provider Representative’s Usercode and password (assigned solely for this process) in a confidential folder for use throughout the year.

- **New STAC Online Users**

  The **XTEND** screen cannot be utilized by Authorized Provider Representatives to add new STAC online users. The paper process for new users to apply for a user code and password to the STAC online system remains the same. New users must complete and forward to the STAC and Medicaid Unit a signed “Request Form for Online Access to the STAC Database”. Please contact the STAC and Medicaid Unit at 518-474-7116 if you have any questions regarding this process.