



# **Affinity Provider Portal Training Manual**

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# Affinity Provider Portal

## Session Timeout

The end user is provided a pop-up when they have been idling on the Affinity Provider Portal. The session timeout will be 20 minutes by default.

The following message is displayed to the end user after fifteen (15) minutes:

“You have been inactive. Click “OK” if you would you like to remain logged in.”

### Note:

1. If user clicks ok, the session shall remain open
2. If user does not click ok, five (5) minutes after displaying the message, the user is automatically logged off.

The screenshot displays the Affinity Health Plan Provider Portal interface. At the top left, the Affinity Health Plan logo is visible. The main header area features the text "Provider Portal" and "Welcome to the Affinity Provider Portal" over a background image of a doctor smiling. A red "Session Timeout Warning" pop-up is centered on the screen, containing the text: "You have been inactive. Click OK if you would you like to remain logged in." Below the pop-up, the "Provider Details" section is visible, showing fields for "Provider Name" (Younge, Richard G.), "Tax ID" (133957095), "NPI", and "Email" (ryounge@affinityplan.org). A navigation menu includes links for Home, Eligibility & Benefits, Claims Search, Reports, Authorizations, Resources, Security Access, and Find A Doctor. The footer contains the copyright notice "© 2009 - 2017 - Affinity Health Plan All Rights Reserved" and the version number "1.0.518.0".