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COMPLIANCE DRUG TESTING WITH AFFINITY EHEALTH

Dear Compliance Participant,

The Mississippi Board of Nursing has selected Affinity eHealth as the Board Approved alcohol/drug testing provider. This packet contains material describing the program features and activation instructions for your online Affinity eHealth account.

You will be tested a minimum of (1) one time a month, with urine, blood or hair strand tests. You are responsible for payment of all fees associated with drug testing. **You must activate your account with Affinity within 48 hours of signing your compliance affidavit.**

You will be given a form called **IOS PARTICIPANT INFORMATION FORM** during your conference **that your case manager must receive back from you in order to create your account and generate a PIN#**. You cannot activate your account and begin testing until that information has been received. (You can scan and email, fax or send by post) If you have had a PIN # in the past, your case manager will need to communicate with Affinity to get you set back up with that number and a new testing profile.

HOW TO ACTIVATE YOUR AFFINITY ACCOUNT:

Once you have returned the form and received your ten (10) digit PIN number from your case manager, you must activate your Personal Compliance account at <http://www.affinityehealth.com/cms/msbn>. Review the enclosed Affinity welcome letter and Affinity Activation Guide for more information and step by step instructions.

During activation, you will be required to make an initial deposit of \$65.00 to activate your account which will be used towards your first test. Each time you are called to test, you will need to fund your account **PRIOR** to testing and will need the ten (10) digit PIN #.

If you have any questions about this procedure, please contact Affinity at 1- (877) 267-4304 for instructions.

(Updated August 2017)



SPECTRUM
COMPLIANCE

Activation Guide

Welcome to Affinity eHealth. Your participation in the SPECTRUM system is about to commence. To begin, you must activate your account through the SPECTRUM Online Portal or through the SPECTRUM App prior to your required start date.

www.spectrum360.com



5 Easy Steps to activate your account

To use SPECTRUM, a one-time activation process is required. Once activated, you will have the ability to login to SPECTRUM, or if you require assistance, you can call the Affinity Care Team at 1-877-267-4304.

To begin, go to the www.spectrum360.com home page or the SPECTRUM App on your mobile device. Click the **ACTIVATE ACCOUNT** link to display the Account Activation page. Note: To download the SPECTRUM App on your device, go to the Apple App Store (iOS) or Google Play Store (Android).

1 LOOK UP ACCOUNT

Please enter the details below to retrieve your account.

PIN # *

3-digit PIN# provided to you in your welcome letter. If you do not have a PIN#, contact your administrator for assistance.

Date of birth *

2 CONFIRM DETAILS

Please confirm your details below.

If you notice an error, click **Cancel** and contact Affinity at 1-877-267-4304.

Name: Anna Smith
Address: AL
PIN#: 1780163290
Date of Birth: 9/1/1980

Cancel

Next

3 TERMS & CONDITIONS

Please carefully review the Terms of Agreement below, then select the checkbox to continue.

PARTICIPANT AGREEMENT

THIS AGREEMENT is made between Affinity eHealth and the Participant.

RECITALS

1. The Participant is under an administrative or disciplinary obligation.

On the **Look Up Account** tab, enter the PIN# provided to you in your welcome letter.

Specify your date of birth by clicking the calendar icon, and selecting the appropriate year, month and date in the drop-downs that appear. Click **Next** to continue.

Review your name, state, PIN# and date of birth. Confirm they are correct by clicking **Next**.

If you notice an error, click **Cancel** and contact Affinity at 1-877-267-4304.

Carefully read the **Terms of Agreement** and, if acceptable, check **I accept the Terms of Agreement**. Click **Next**.

4 ACCOUNT DETAILS

Please enter your account details.

Email *

croslow@affinityplace.com

Email is intended for administrative purposes only and does not constitute marketing purposes.

User name *

ASmith1

User name is intended for administrative purposes only and does not constitute marketing purposes.

5 LOGIN

Username / PIN # *

Username / Pin #

Password *

Password

[Forgot Password?](#)

Enter your login details. Make sure your username and password adhere to the guidelines shown onscreen, and write them down for future reference.

Enter a Security Question and Answer for password retrieval. Click **Activate Account**.

Note that your email is stored in your user profile for purposes such as password retrieval. It is not used for marketing purposes.

Once activated, use your account login credentials to login. After login, see **Guides and Documents** under the **Helpdesk** menu for a guide to using system features.

You can contact Affinity online or by phone. Our Affinity Care Team will be happy to assist you with any issues you might encounter to ensure successful participation in your compliance program.

Affinity Care
Toll Free 1-877-267-4304

ABOUT THE CHECK-IN PROCESS

1

Once your account is activated, you will use the Spectrum system to perform your regular check-ins. On the start date of your compliance program, you are required to check-in to be notified of random drug test requirements. The frequency of your check-ins are based on your contract requirements. In most cases, check-ins are required on a daily basis.

If you have questions about your check-in requirements, please consult your program.

When checking in, you have the option of using your computer, mobile device or by calling in to Spectrum's Interactive Voice Response (IVR) system.

Computer**Mobile****IVR**

This Quick Start Module covers:

Checking In On Your Computer

Checking In Through IVR

Completing Your Chain of Custody Form

For information about using the Spectrum system on your mobile device, please see the **Mobile Participant Experience** Module.

Checking In On Your Computer

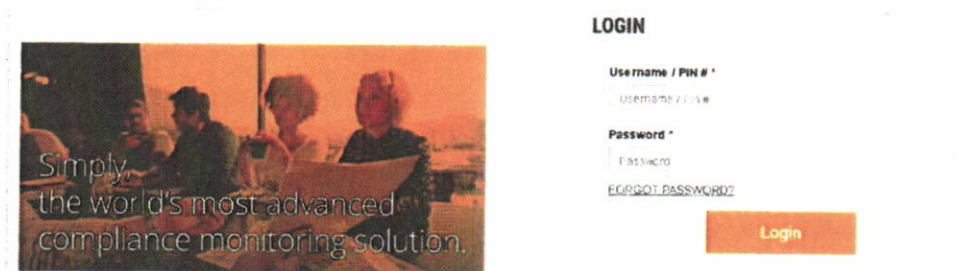
Use your computer or mobile device to check-in to Spectrum whenever and wherever you are. When you check-in online, you can quickly and easily find out if you have been selected for a drug test that day, and obtain and print your required drug test details.

NOTE:

Throughout the system, mandatory fields are marked with an asterisk (*).

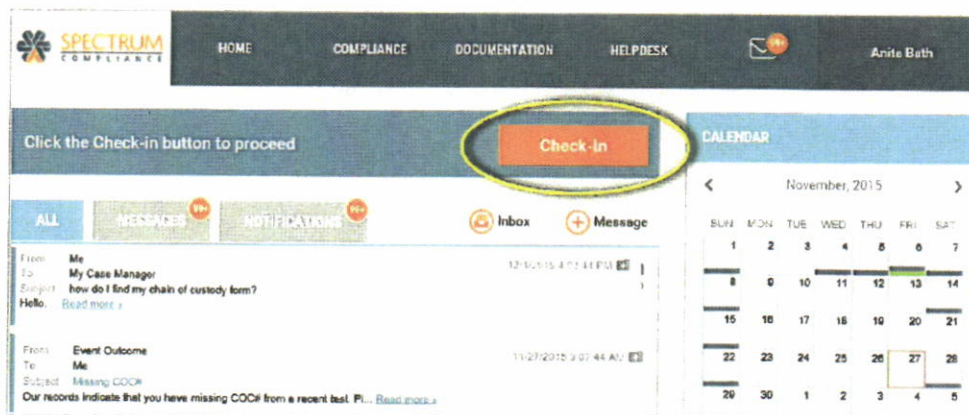
➤ To check-in online:

1. Visit www.spectrum360.com.
2. Login with the username and password you created when you activated your account.



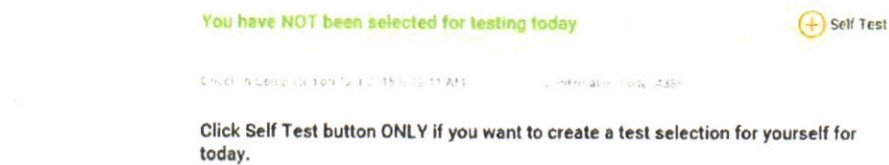
The Spectrum Home page appears.


3. At the top of the Home page, click the *Check-In* button.



Once checked-in, you will receive a unique Check-in Confirmation Code, and you will be informed whether you are required to test. One of two possible notifications appears:

- You are not selected for a drug test. No further action is required from you until your next required check-in.



Even when not selected for testing, your program may have provided you with the option of performing a Self Test. If this is the case, a  *Self Test* link appears in the notification window. Click this link, and complete the *PROCESS TEST* page following the procedures outlined in step 4 below.

- You are selected for a drug test.



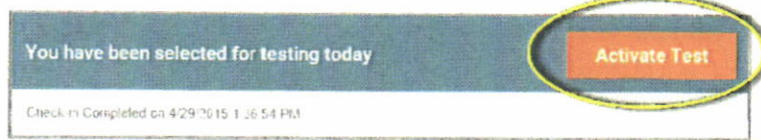
NOTES

Your check-in is registered and recorded on the History page. For information on viewing your check-in history, with confirmation codes, see the ***Viewing Check-In & Selection History*** Quick Start Guide.

Under certain conditions, the *Check-In* button does not appear on the Home page:

- You are not required to check-in at the current time as per your check-in requirements.
- You already checked in today.
- You were required to check-in today, but you are outside the defined check-in window. If the check-in window has passed, it is recommended you contact your case manager as soon as possible.
- Your contract does not require you to check-in.


- In the event you are selected for a drug test, click the *Activate Test* button that appears in the testing notification.



The *PROCESS TEST* page appears.

PROCESS TEST

1 COLLECTION SITE



OCCUPATIONAL DRUG TESTING, LLC

Address: 98 North Washington St, Suite 107, BOSTON, Massachusetts 02114

Services: Hair - \$30.00, Urine - \$25.00

Collection Fee Payable at the site

Phone: 617-722-9388

Fax: (877) 426-9616

Working hours: Monday - Friday Walk-ins 9:00am-1:00pm Appointments 2:00pm-4:00pm

Note: Participant to provide Chain of Custody form on site prior to screening. *This site accepts CASH only*

[Change](#)

2 PAYMENT

Test Fee:	\$45.00	Account Balance:	\$100.00
Collection Site Fee:	\$25.00 *		
Total Amount Due:	\$45.00		

* Collection fee is payable at the site

Authorize

- Review your *COLLECTION SITE* and *PAYMENT* details, and if no change or deposit is required, click the *Authorize* button at the bottom of the page to process your test.

Test Fee:

\$45.00

Collection Site Fee:

\$25.00 *

Total Amount Due:

\$45.00

* Collection fee is payable at the site

Account Balance:

\$100.00

Authorize

NOTES:

- If you need to change your collection site, click *Change* on the *PROCESS TEST* page. For more information, see the *Managing Your Collection Sites* Quick Start Guide.

PROCESS TEST

1 COLLECTION SITE

LABCORP TEST CODE: D

Address: 713 OMAHA STREET, RAPID CITY, South Dakota, 57701

Services: Blood - \$10.00, Hair - \$15.00, Urine - \$10.00

Phone: (605) 346-6041

Change

You **must** go to the collection site specified in your test details. When you click the *Authorize* button, a FAX with your test details is sent to the designated collection site. If you go to a different site, you may be denied from testing as this new site does not have your test details.

- If you need to refill your account, a *Deposit* button replaces the *Authorize* button on the Process Test page. Click the *Deposit* button. In the *Deposit* window that appears on the screen, enter your amount, credit card details and billing address.

DEPOSIT

Deposit *

10.00

Account Balance

\$528.92

CREDIT CARD DETAILS

- To finish processing your test, review the notification pop-up that appears from the *Authorize* button. It provides instruction on what to do before you go to the collection site and the details (i.e. authorization code and panel) you need to record on your COC form.

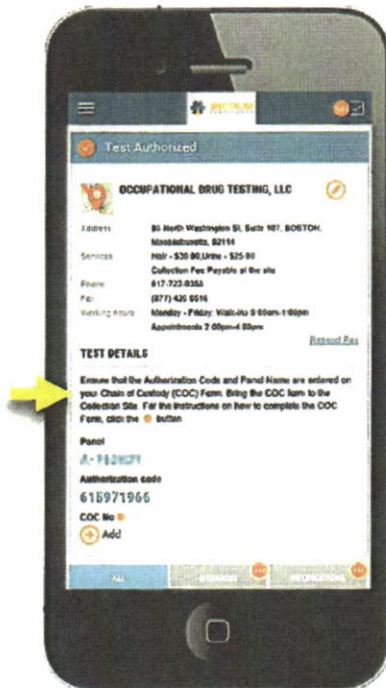
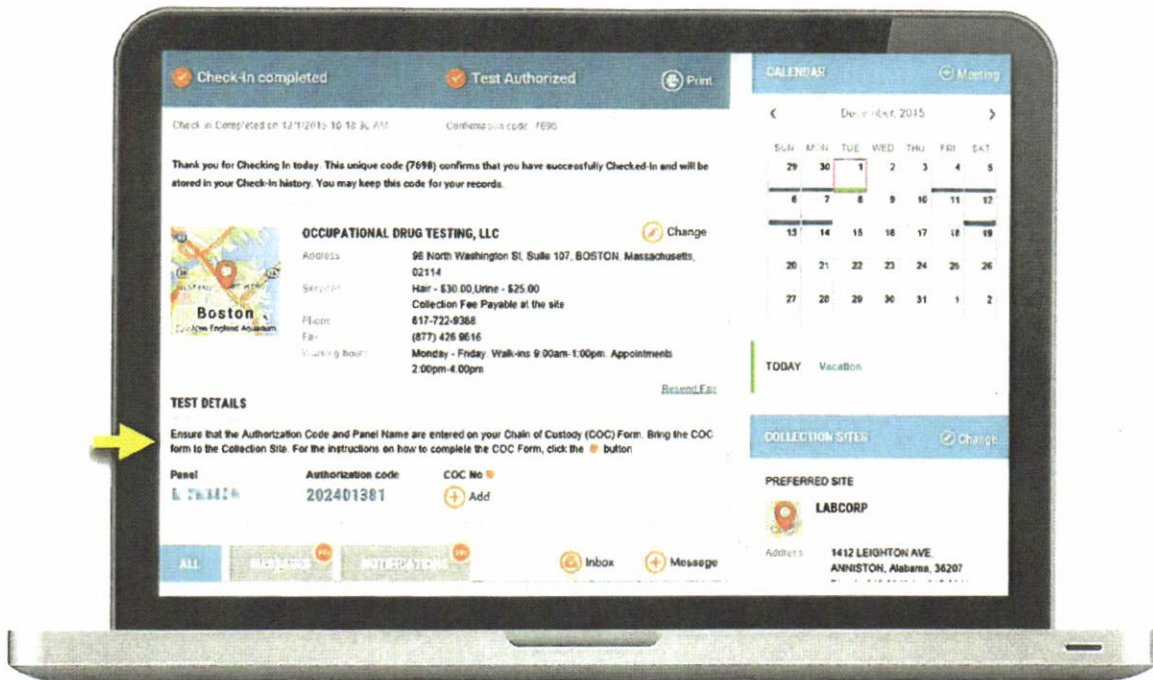
NOTIFICATION

Ensure that the Authorization code and Panel Name are entered on your Chain of Custody (COC) form. Bring the COC form to the Collection Site

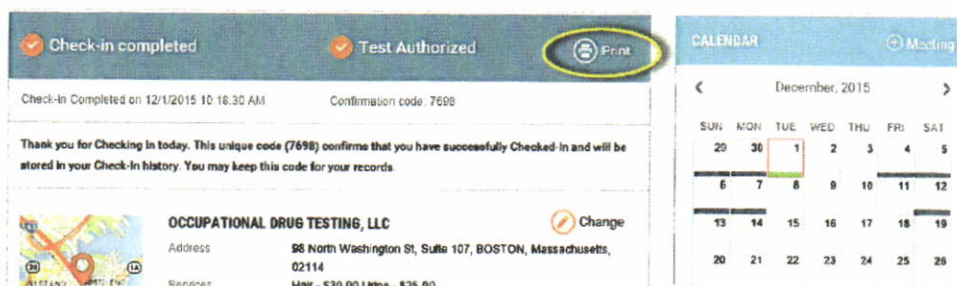
Note: A fax with your test details will be sent to the collection site

OK

- Click *OK* from the notification pop-up. Your *Test Details* appear on your Home page, and remain conveniently displayed there until your next required check-in.



8. If you have a printer connected to your computer, click *Print* to print a copy of your test details, ensuring you will have the correct information for your test when you go to the collection site.



The screenshot displays a confirmation page with the following elements:

- Check-in completed** and **Test Authorized** status indicators.
- A **Print** button circled in yellow.
- Check-in details: Completed on 12/1/2015 10:18:30 AM, Confirmation code: 7698.
- A thank-you message: "Thank you for Checking In today. This unique code (7698) confirms that you have successfully Checked-in and will be stored in your Check-In history. You may keep this code for your records."
- A map showing the collection site location.
- Company information for **OCCUPATIONAL DRUG TESTING, LLC**:
 - Address: 98 North Washington St, Suite 107, BOSTON, Massachusetts, 02114
 - Services: Hair - \$30.00, Urine - \$25.00
 - A **Change** button next to the address.
- A **CALENDAR** for December 2015, with the 1st of the month highlighted.

Checking In Through IVR

Use a phone to call and check-in to the Spectrum system at anytime, from anywhere. As with a computer check-in, an IVR check-in indicates if you have been selected for a drug test that day and provides your necessary drug test details. However, IVR check-in does not allow you to change your collection site or print test details.

➤ To check-in by phone:

1. Call 877-267-4304.
2. Login using your PIN number and date of birth (MMYY). For example: If your birthday is January 1965, login using your PIN number and press 0165 when prompted for your date of birth.
3. Press 1 to check-in for the day.

As with a computer check-in, the system provides 1 of 2 possible notifications:

- You are not selected for drug testing. No further action is required from you until your next required check-in.
- You are selected for drug testing. The system notifies you over the phone and gives you the option of obtaining the drug test details (authorization code and panel) required for taking the test at your preferred collection site.

The Spectrum system sends a fax with your drug test details to your preferred collection site, and your check-in is registered and recorded on the *History* page. You can view your history online at any time.

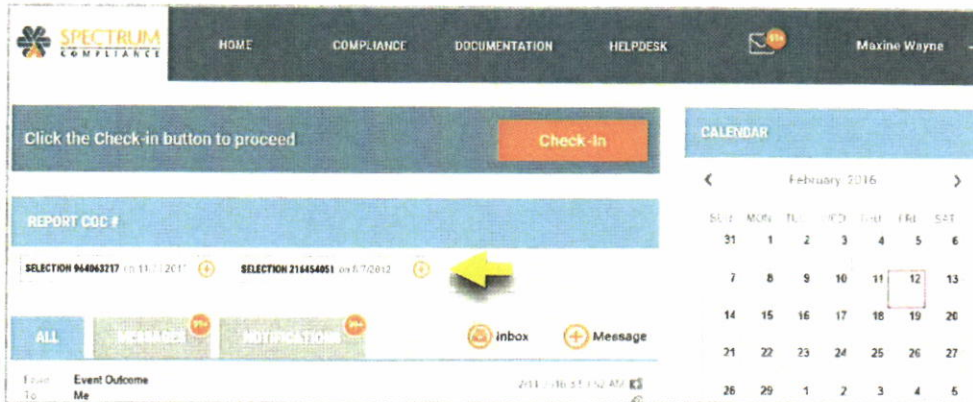
NOTE:

If you have not selected a preferred collection site, you cannot obtain your test details through IVR. You first need to go online and select a preferred collection site.

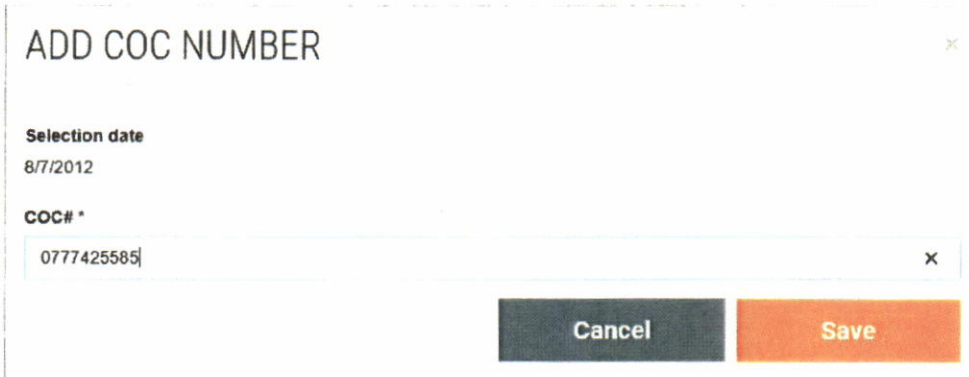
Completing Your Chain of Custody Form

For your convenience, you have been provided with several Chain of Custody (COC) Forms in your registration package. Additional COC forms can be ordered at any time from your online account or by calling Spectrum customer support. It is important to note that these COC forms ARE NOT VALID without a unique Spectrum Drug Test Authorization Code and Test Panel. Forms received at the lab without a valid Authorization Code or Test Panel will be marked as *Test Suspended* until an Authorization Code or Test Panel is provided.

- The next time you login to Spectrum, record your COC number by clicking the current selection that now appears in the *COC #* section of the Home page.



- Enter the COC number, and click *Save*. This should be done within 24 hours after a drug test.



ABOUT CHAIN OF CUSTODY (COC) FORMS

3

Maintaining a ready supply of Chain of Custody (COC) Forms for specimen donation is a very important part of your recovery. When selected to test, you are required to bring a copy of the Spectrum COC Form provided to you to the collection site for processing.

In some instances, an electronic COC Form might be generated at the lab and you will not need to use your copy. In the case of special tests—hair tests, for example—Spectrum Customer Support may have provided your COC forms to the collection site. In this case, please use the COC form given to you at the site. In most other situations, however, it is a good idea to always bring your own COC form just in case.

Spectrum makes it easy to ensure you always have enough COC forms available to you by allowing you to request additional forms online.

This Quick Start Module covers:

- Requesting COC Forms

Requesting COC Forms

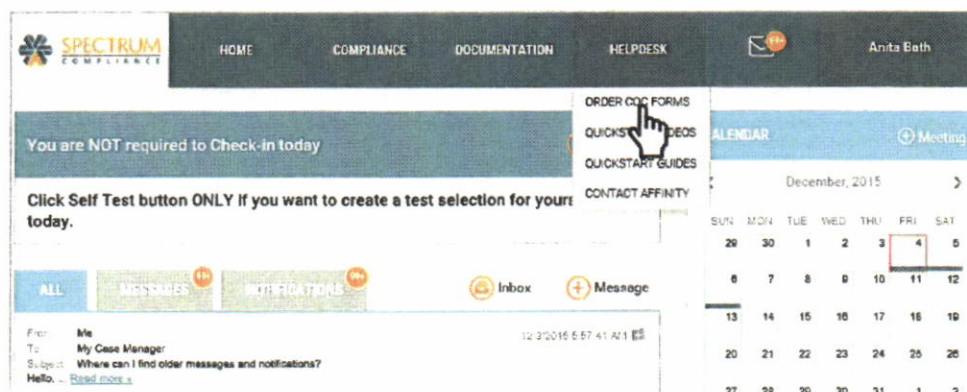
COC Forms are available for ordering from the Spectrum *HELPDESK* menu.

NOTE:

Throughout the system, mandatory fields are marked with an asterisk (*).

➤ To request COC Forms:

1. Ensure you are logged into the Spectrum system, then click *ORDER COC FORMS* on the *HELPDESK* menu.



A MESSAGE window appears with the COC Form Request.

MESSAGE


To*
Affinity HelpDesk

Topic*
COC Form Request

Residential - 123 Main Street, Boston, Massachusetts, 12245

☒ I confirm that this address is correct

Message*

 Attach files

2. Check the mailing address displayed.

- If it is correct – check *I confirm that this address is correct*.

☒ I confirm that this address is correct

- If you need to change your mailing address and you have entered a secondary address in the system, click the arrow and select your secondary address from the drop-down list that appears in the address field.

COC Form Request

Residential - 1101 Quintard Ave, Anniston, Alabama, 36201
Business - 100 Allstate Parkway Drive, Seattle, Washington, 90210

☐ I confirm that this address is correct

3. Type a message in the box provided.

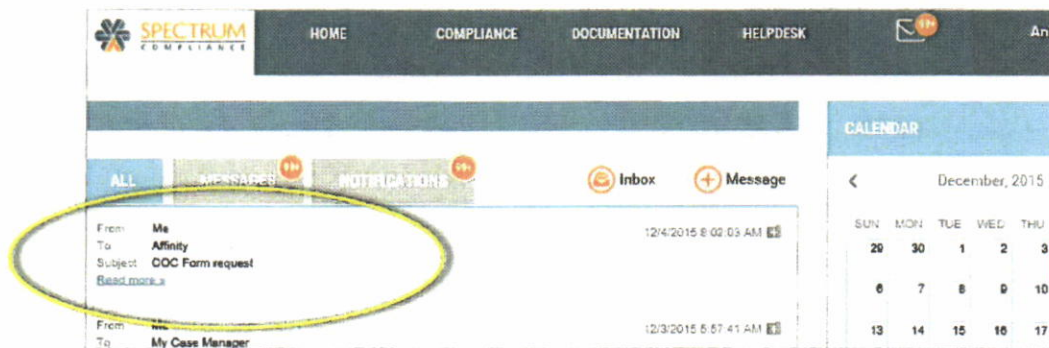
Message *

Please send me more COC forms. |

4. Click *Send*.



Once your request has been received, Spectrum sends an automatic confirmation message to your Spectrum inbox.



Spectrum Customer Support processes your request and mails new COC Forms to the address you specified in your request. Please wait up to 10 business days to receive your new COC Forms.

NOTES:

- Please ensure that your mailing address is correct so that you receive your new COC Forms in a timely manner. If you need to update or add a new mailing address, visit your **PROFILE** page, easily accessed under your name at the top of the page. For more information, see the **Editing Your Profile and Login Details** Quick Start Module.
- Note that the *To* and *Topic* fields are pre-defined and auto-filled. You cannot modify them.

THE SPECTRUM MOBILE APP

The SPECTRUM Mobile App enables you to keep up with required check-ins, messages, reminders and notifications from anywhere, anytime. Simply launch the App from your mobile device and you can access everything you need from SPECTRUM on the go. All the functionality available from the Web portal is available to you in the App, in addition to features made possible through the technology on your device—your camera, touch ID (iOS), Geo Location, and push notifications.

This Quick Start Guide describes general navigation in the SPECTRUM App, and outlines how to get the most from additional App features that take advantage of the mobile capabilities built into your device. It includes the following:

Navigating the Mobile App

Home Page	2
Menu Icon	3
Settings Icon.....	4

Getting the Most from Additional Mobile Features

Logging in with Fingerprint Authentication (iOS)	5
Receiving Push Notifications.....	6
Tracking Meeting Attendance with Geo Location Capabilities.....	7
Capturing Documents with Your Device Camera.....	9
Recording COC Forms Through Barcode Scanning	11

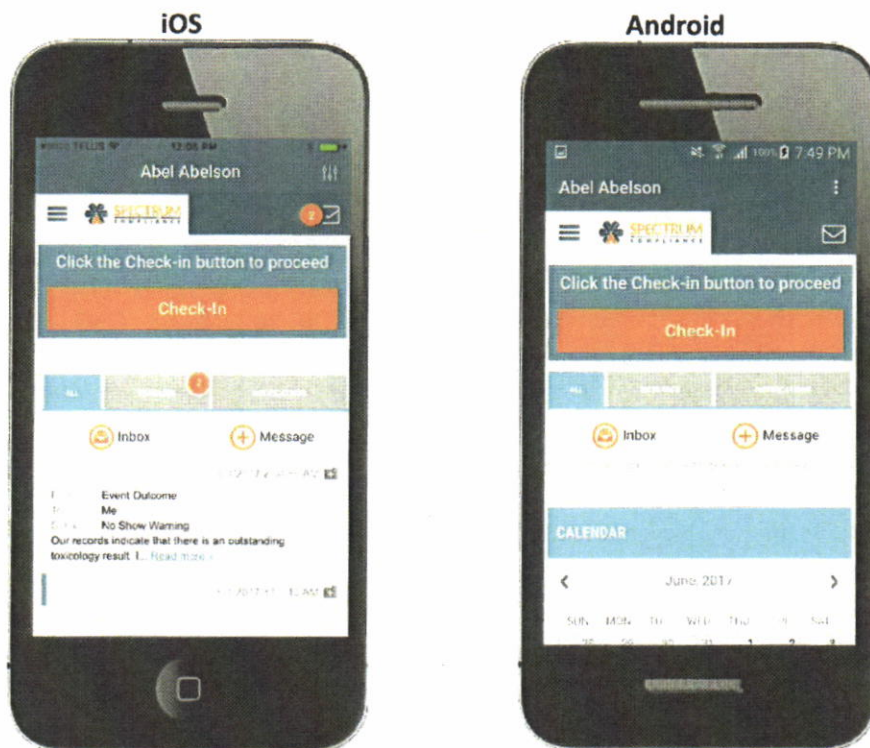
NOTES:

- Download the SPECTRUM App to your device as you would any other App.
iOS: Go to the Apple App Store.
Android: Go to the Google Play Store.
- To send and receive data with the SPECTRUM App, your mobile device must be connected to the internet through Wi-Fi or your cellular data must be enabled. If you choose to use cellular data, note that data charges may be incurred depending on the plan you have in place with your service provider.
- For more information on the standard features and functions available to participants in SPECTRUM—both in the Web Portal and the Mobile App—see the Participant Quick Start Guides available from the Portal Help menu.

Navigating the Mobile App

Home Page

When you launch the SPECTRUM Mobile App, the Home page appears on your device.

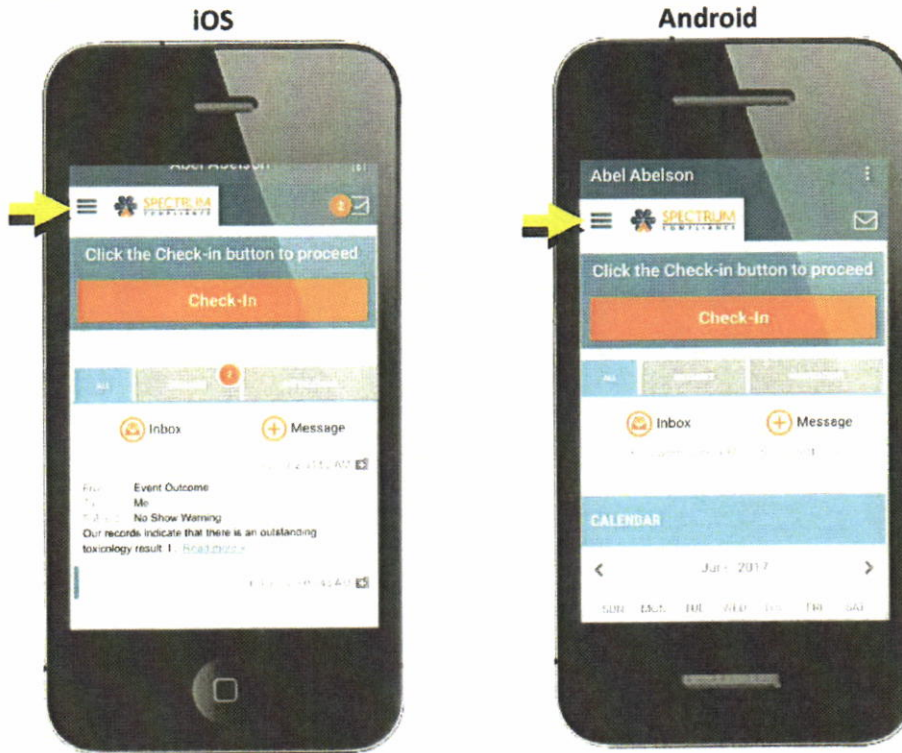


Navigate the Home page as you would on your desktop:

- **Check-In and Selection Notifications**
Check-In and Selection notifications appear at the top of the page. Click the button/link provided in the notification if action is required on your part—to check in or activate a test, for example.
- **Inbox**
To navigate recently received messages and notifications in your Inbox, tap the appropriate tab—*ALL* to view all, *MESSAGES* to view message threads only, or *NOTIFICATIONS* to view recent notifications generated by SPECTRUM.
- **Frequently Accessed Information**
To view other frequently accessed information—your calendar, preferred and nearby collection sites, account balance (if applicable) and requirements summary—swipe up to view the tiles at the bottom of the page. See next page.

Menu Icon

The Menu icon, displayed at all times in the upper left corner of the page, enables you to navigate to other SPECTRUM data and functionality.

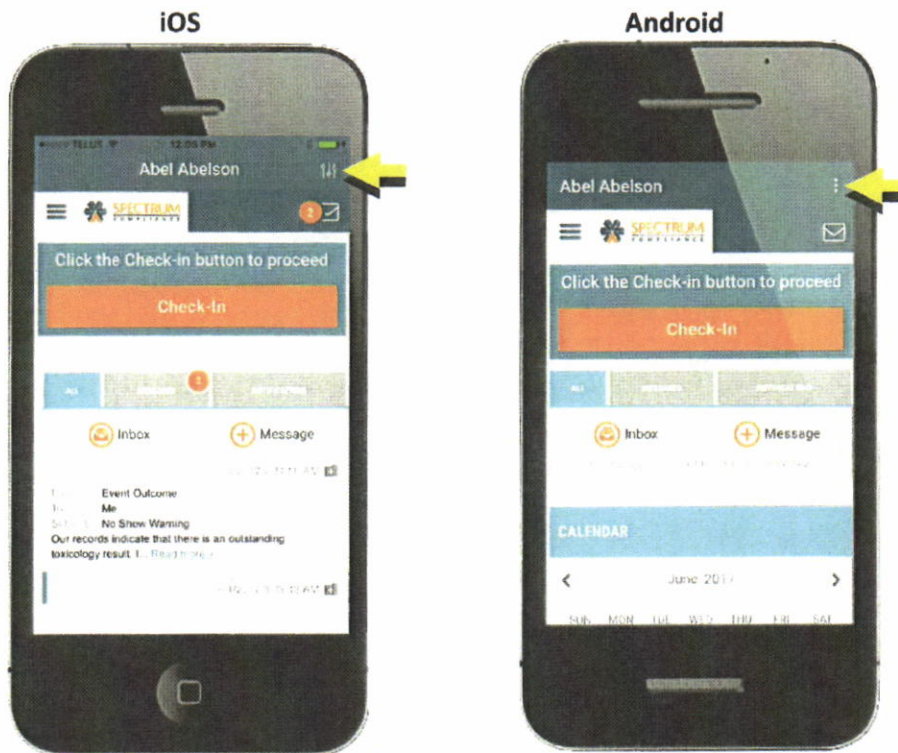


Use the Menu icon to navigate to:

- Compliance data such as collection sites, account information and history.
- Documentation (if applicable) such as attendance, reports, prescriptions and monitoring interruptions.
- HelpDesk features such as COC form orders, Quick Start Videos, Guides, Documentation and Affinity contact details.
- Account profile and login details such as user name, security question and answer

Settings Icon

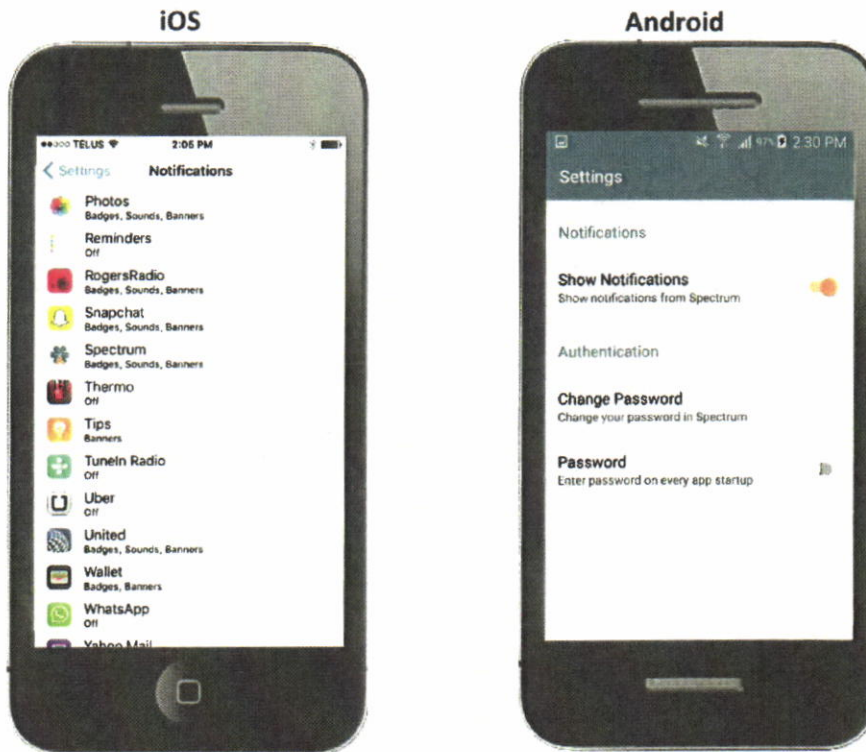
The Settings icon, displayed at all times in the upper right corner of the page, enables you to change your SPECTRUM password, and depending on your device, to view and/or manage other SPECTRUM configuration settings.



iOS: Change your password, review your touch ID (fingerprint authentication) status, and log out. Note that your ability to use a fingerprint to login to SPECTRUM, and the enabling/disabling of SPECTRUM push notifications are both managed from your device settings.

Android: Enable/disable SPECTRUM push notifications, change your password, and indicate whether a password is required every time the App is launched.

See next page.



NOTE:

For more information on fingerprint authentication and push notifications, see ***Getting the Most from Additional Mobile*** FEATURES below.

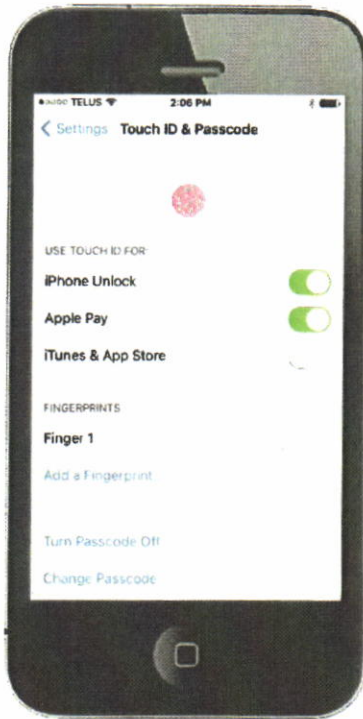
Getting the Most from Additional Mobile Features

Logging In with Fingerprint Authentication (iOS)

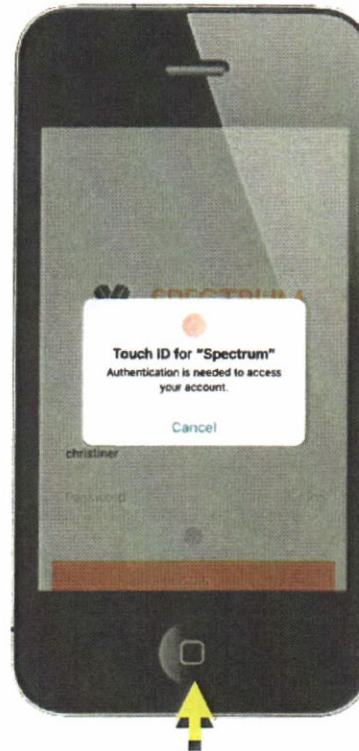
If you own an iOS device, and you have enabled touch ID (fingerprint authentication) to unlock the device, touch ID will be enabled for login to the SPECTRUM App as well.

To enable/disable touch ID on your iOS device, go to your device Settings.

Touch ID Setup (iOS)



Touch ID Enabled



Touch to login
to SPECTRUM

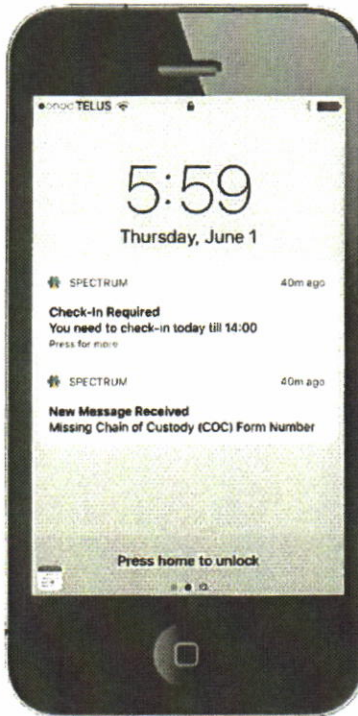
Receiving Push Notifications

If you enable SPECTRUM push notifications, you will receive notifications, alerting you to events such as received messages and required check-ins, even when your device is locked.

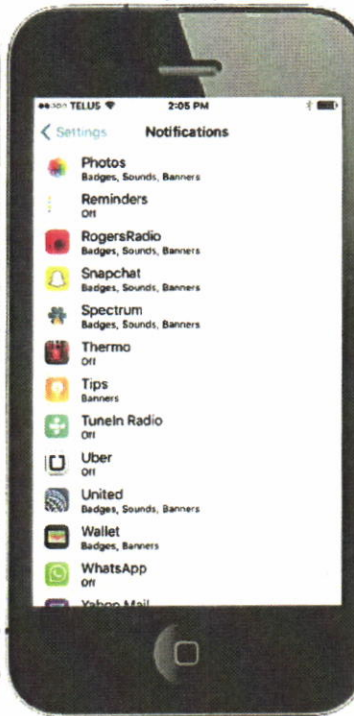
- **iOS:** To enable/disable SPECTRUM push notifications, go to your device Settings.
- **Android:** To enable/disable SPECTRUM push notifications, tap the Settings icon in the upper right corner of the page. For more information, see *The Settings Icon* above.

See next page.

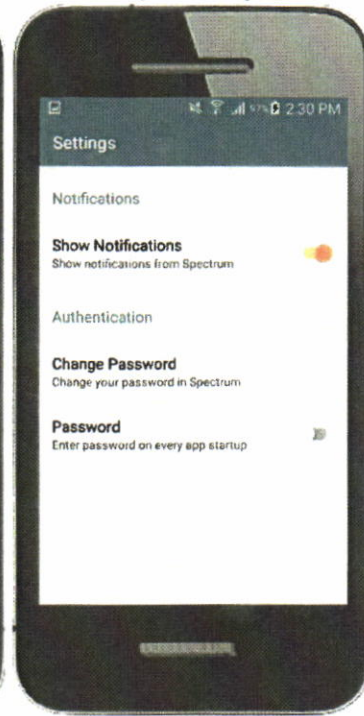
Push Notification



Enabling Notifications (iOS)



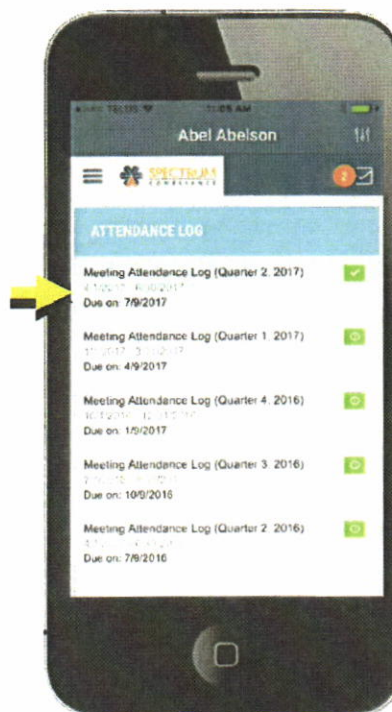
Enabling Notifications (Android)



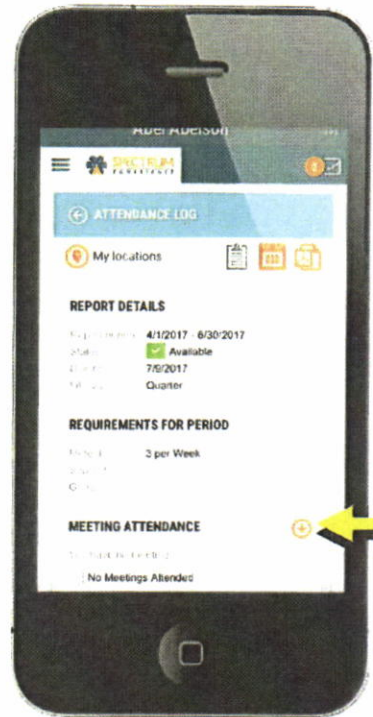
Tracking Meeting Attendance with Geo Location Capabilities

Use the SPECTRUM App's Geo Location capabilities to document your meeting attendance in real-time, while at the meeting.

1. From the Menu icon, navigate to *Documentation*, then *Attendance*.
2. In the Attendance Log, tap the appropriate meeting attendance log.



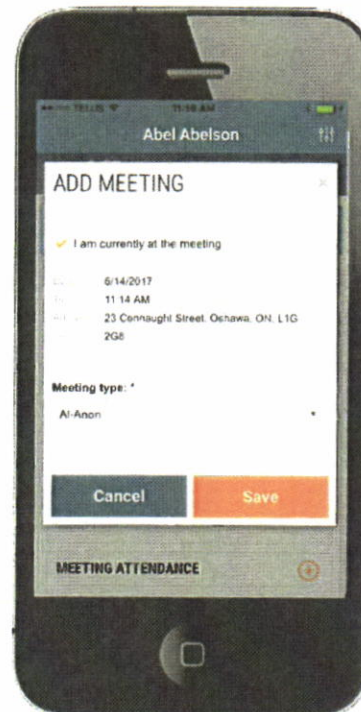
3. With the attendance log open, tap  in the **MEETING ATTENDANCE** section.



4. In the **ADD MEETING** pop-up, tap *I am currently at the meeting*.
When prompted that your device would like to access your current location, click **OK**.

Your device's geo-location features and calendar populate the appropriate *Date*, *Time* and *Address* automatically

5. Tap the *Meeting Type* drop-down to select the meeting type.
6. Click the **SAVE** button to submit your meeting attendance.




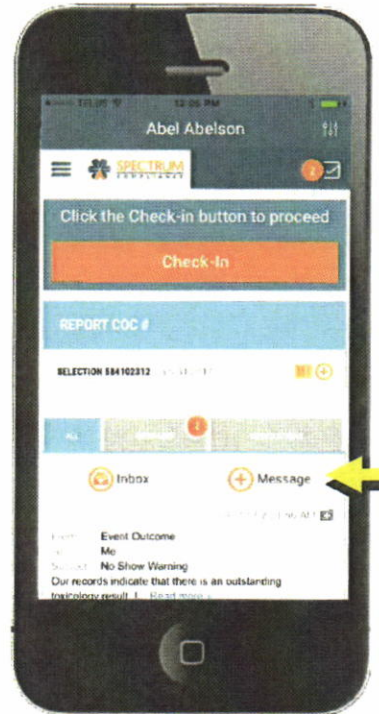
NOTE:

This procedure describes how to use Geo Location capabilities to track meeting attendance from an iOS device. The process is very similar on an Android device.

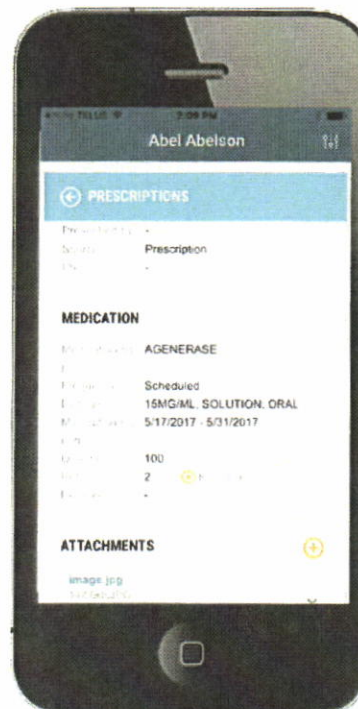
Capturing Documents with Your Device Camera

Capture document images quickly and easily using your device camera, and attach them to your messages, self-reports, prescriptions or meeting attendance logs in SPECTRUM.


1. Navigate to the document for which you want to upload a photo image.
 - To create a new message, ready for a photo attachment, tap  Message from the Home page.



- For attendance logs, self-reports and prescriptions, navigate to *Documentation* under the Menu icon. Tap the appropriate document type—*Attendance*, *Reports* or *Prescriptions*—then create or open the appropriate document record. This example shows a prescription.

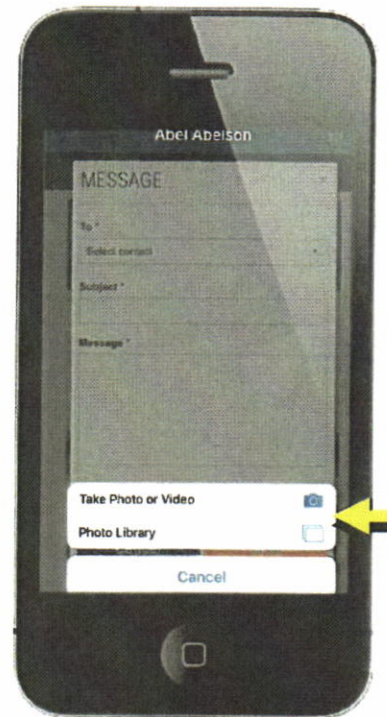


2. Activate your device camera:


- For new messages, tap  in the **MESSAGE** pop-up.

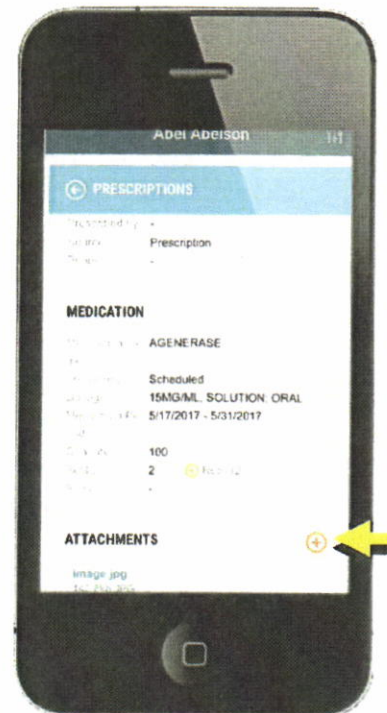
Tap *Take Photo or Video* to access your device camera, and take a photo for attachment to your message.

Tap *Photo Library* to access your previously captured photos, and select a photo for attachment to your message.



- For attendance logs, self-reports and prescriptions, swipe up until the **ATTACHMENTS** section comes into view at the bottom of the page.

Tap  to access your device camera, and take a photo for attachment to your document.





NOTE:

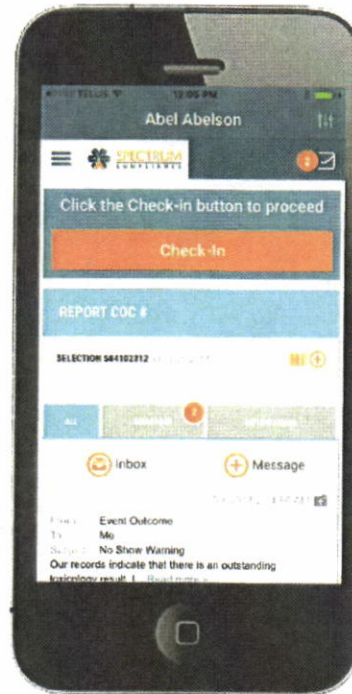
This procedure describes how to capture documents with the device camera on an iOS device. The process is very similar on an Android device.

Recording COC Forms Through Barcode Scanning

Report Chain of Custody forms in SPECTRUM without having to enter COC numbers manually. Simply scan the barcode on the COC form using the barcode scanning technology available from your device.

1. From the Home page, tap  to the right of the COC form you want to report.

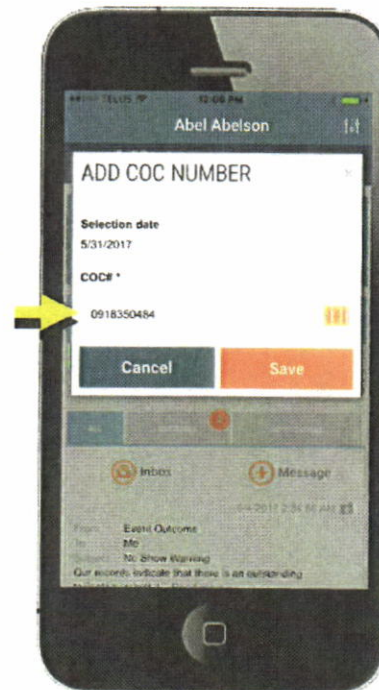
Note: If you prefer to enter the COC number manually, tap  to the right of the COC form.



2. Position your device so the barcode appears in your device window.

Your device captures the barcode automatically and fills in the COC number.

3. Click the **SAVE** button to submit the COC number to SPECTRUM.



NOTE:

This procedure describes how to report COC numbers with barcode scanning technology from an iOS device. The process is very similar on an Android device.