



Accessing the Payer Information Intranet

Mass General Brigham is contracted with a vast and everchanging array of Health Insurance providers such as Aetna, Tufts Health Plan and Harvard Pilgrim HealthCare to name just a few. The Payor Information Operations team has worked to make the information as accessible as possible [by way of a SharePoint Online intranet site](#). The group has also published a shortcut to the Payer Information intranet site via the Citrix and Win10 Apps menu. The shortcut is available to all MGB employees in good standing. If an individual doesn't have access to the shortcut or has other questions regarding accessing the SharePoint site, the below procedures should be followed.

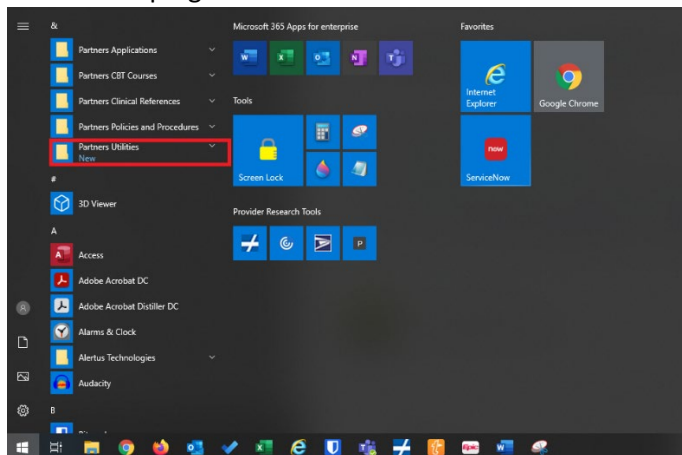
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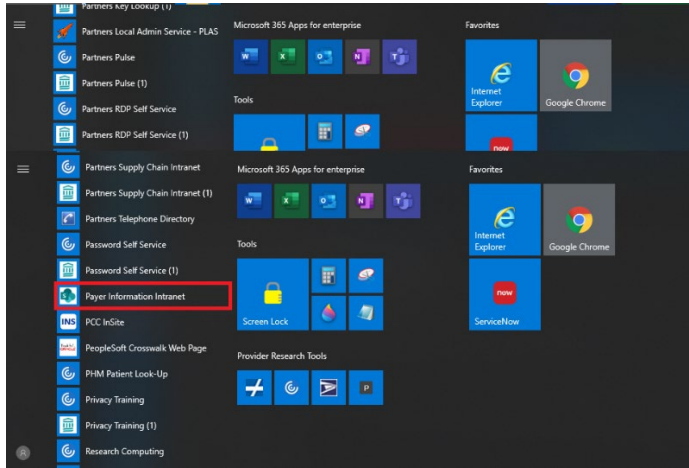
Accessing the Shortcut

Accessing the shortcut via Win 10 Partners Utilities folders

1. Open the Start Menu by clicking the Windows Flag in the lower left corner of the desktop.
2. Find and click on the Partners Utilities folder. The Partners Utilities folder is at the bottom of the Partners' folder list in the top right-hand corner of the start menu.



3. Find *Payer Information Intranet*. The icon which is attached to the shortcut is that of SharePoint Online.

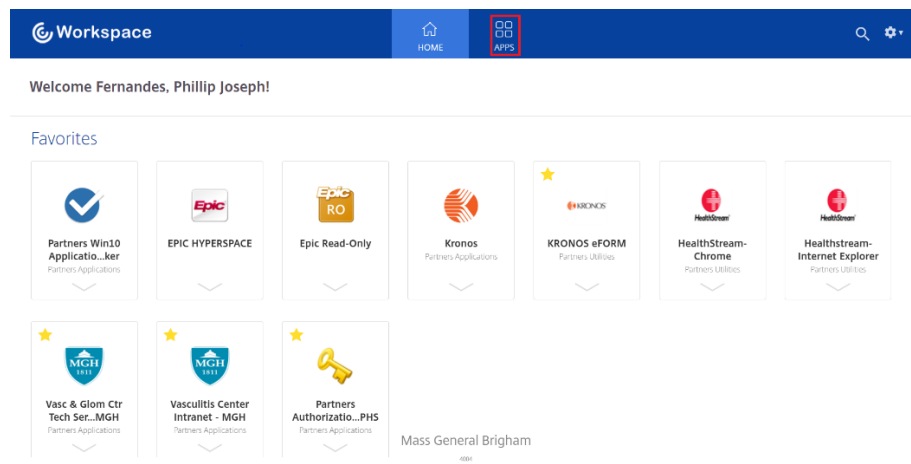


Tip: Search for *Payor Information* by opening the Start Menu and simply typing the word “Payer.”

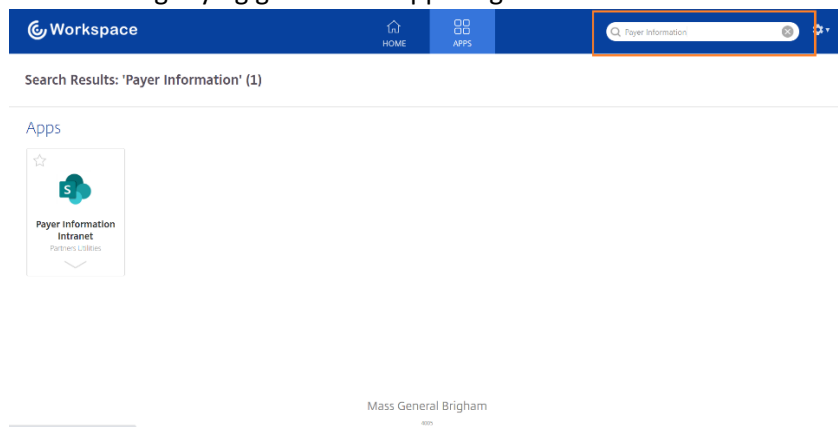


Accessing the shortcut via Citrix Storefront (<https://workspace.partners.org/>)

1. In Google Chrome or Microsoft Edge navigate to <https://workspace.partners.org/>.
2. Click *Apps* in the top center of the Citrix Storefront page.



3. Click the magnifying glass in the upper right corner of the screen and type *Payer Information*



4. Select the Payer Information Intranet card and then click **Open**.

Tip: Click the star in the top left corner of the card to pin this shortcut to your Citrix favorites.

Need Help?

Should any issues arise users should open a ticket with the MGB IS Service Desk and request it be escalated to the Payer Information SharePoint – mgb assignment group.

Tickets Requiring Escalation

For requests whose delineation are not clear, assign them to the Payer Information SharePoint – mgb ServiceNow queue for further assistance. Users should always be added to the Internal Worknotes notification list. Requests related to a specific plan or other coverage related question should be directed to Payor Operations – mgb.