

## DiagnosticSite Online Quick Reference for Certification Renewal

### Program Support:

- Email: [SiteSupport@HealthHelp.com](mailto:SiteSupport@HealthHelp.com)
- Phone: 1 800 506 2560
- Fax: 1 800 546-7081



**Login and Assessment Access** - To login and access your HealthHelp password now, please go to: <https://portal.healthhelp.com>. Please contact us if you would like your login resent or if you need any assistance logging in. Remember, your password is case-sensitive. Contact our program support team above if you need assistance with your password. To request your user ID and password, contact **Site Program Support**.

Your DiagnosticSite updates can be made by following a few simple steps

1. Your DiagnosticSite Summary page has a link to add an application. Please click the link next to the facility you would like to renew certification, click *Add Application*, and follow the prompts to create a new application. The information provided on your previous survey will be completed in your new application.



Count	Assessment #	Facility ID	Facility	Certification	Payer	Status	Data Attested	Expiration Date	Action
1	77919	799102	NICOLE MED OFFICE	DiagnosticSite	Humana	In Progress			<a href="#">Add Application</a>   <a href="#">Select</a>

2. To update your DiagnosticSite assessment, please review the information in the four sections listed below:
  - *Imaging Provider Information* - Please make sure we still have your correct phone number and contact information and make any updates as needed.
  - *Imaging Systems and Equipment* - Some items that may need updating include accreditations and the date of your last physics report. Please remember to report the date of any upgrades and all performance capabilities for each device
  - *Professional Qualifications* - You may only need to make changes to this section if key personnel have changed since the last time you submitted your information. Please make sure all licensure and dates are up-to-date.
  - *Quality & Patient Safety* - Please review and update any changes.
3. Once all updates have been made and you review your information, please submit your assessment using the ATTEST link. An attest link will appear once all required questions are completed. The information you provide will be carefully examined. The accuracy of your responses is very important. The information you submit should be reviewed by the medical director, practice manager, or officer of the company.

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An Attest link will appear once all required survey responses have been completed.

**Status of your DiagnosticSite Assessment** - After you have completed your facility assessment your screen will display your results and any next steps. You will also be notified with any opportunities for improvement if deficiencies are found. Facilities that are granted DiagnosticSite Certification are listed online at <https://www.healthhelp.com/benefits-management-offerings/diagnostic-site/>.