

# Lyra User Manual

## For BPSConnect Users

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## 1. OVERVIEW

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Lyra is the hub for real-time communication with the Business Performance Services billing platform accounts.

Currently available modules include Patient Inquiry, RAI Notes and Payment Ledger. Manuals for individual module are posted separately in Help menu.

- **Patient Inquiry** is a real-time web view of patient account information, including history for billed claims.
- **RAI Notes** is an interface for viewing current Requests for Additional Information for a practice, and allows for communication between billing staff and practice staff by entering notes to answer the requests in the request detail view.
- **Payment Ledger** is an interface for tracking time of service patient payments that allows for billing staff to track and post transactions entered by practice staff.

For the Lyra version 2.0 release, Lyra has been integrated with McKesson BPSConnect Single Sign On. BPSConnect is the McKesson Business Performance Services solution for single sign-on between multiple BPS web applications. With your BPSConnect account, you may sign in once and then switch between BPSConnect applications without having to remember multiple user names and passwords.

Lyra is available at <https://bpsconnect.mckesson.com>

## 2. NEW USER REGISTRATION PROCESS

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### 2.1 PROCESS OVERVIEW

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The process for setting up new users with access to Lyra consists of an invitation and initial setup by a client manager, then self-registration completed by the invited user. Please see the workflow as figure 1.

Lyra user roles:

- Administrator: IT Administrator
- Manager: User responsible for managing access for a group of users on the Lyra web application
- User: Internal McKesson employees or external client staff.

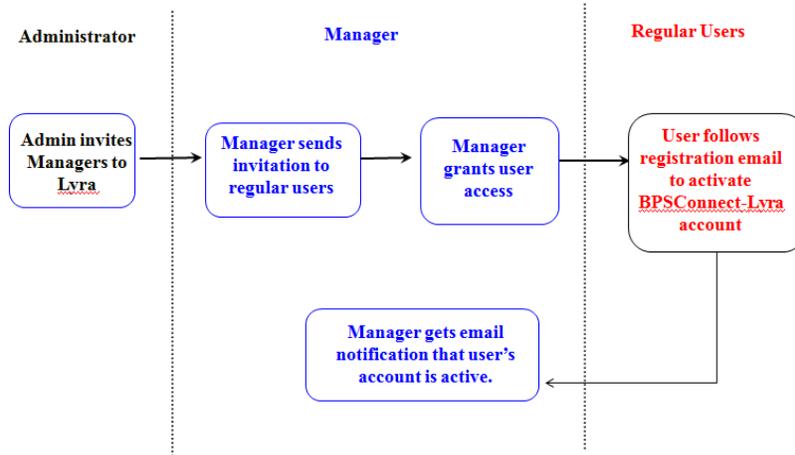


Figure 1: User registration process

## 2.2 NEW USER REGISTRATION

- 1) The invited user will receive one email invitation from BPSSConnect (figure 3).
- 2) The user should follow the “BPSSConnect Portal Account Activation” link in the BPSSConnect registration email to activate their BPSSConnect account.
  - Client users need to fill in activation form (figure 4).
  - McKesson internal user accounts will be auto-provisioned with Lyra access, and will not need to fill in an activation form.
- 3) The client user will receive a confirmation email after completing their BPSSConnect account activation.
- 4) The user’s inviting manager will receive a notification email once the user has accessed Lyra with their BPSSConnect user account for the first time.

 **Note:** The registration email link is only active for a limited period of time.

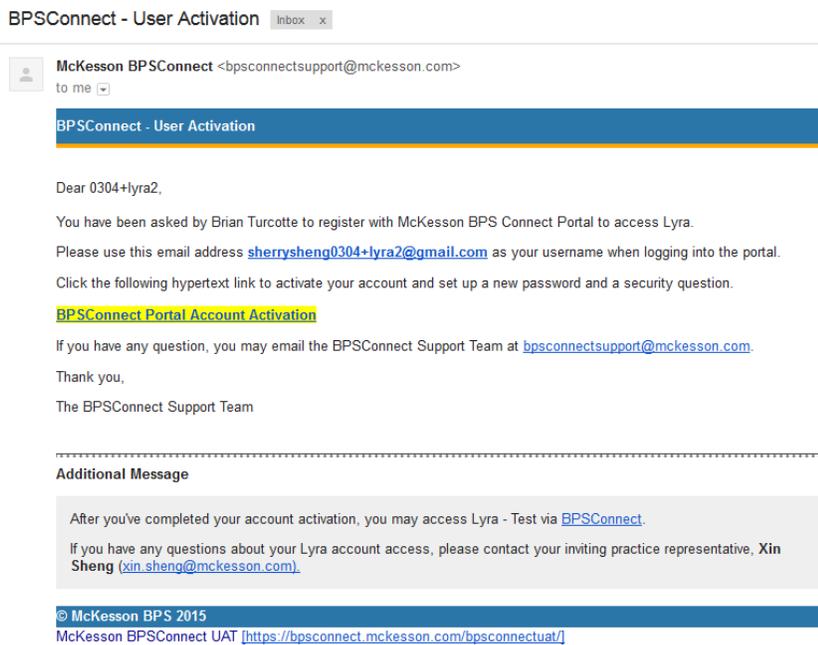


Figure 2: BPSSConnect invitation email

User Account Activation

Select Security Question  
What was the name of your elementary / primary school? ▼

Security Answer  
Abc123

Enter your New Password  
\*\*\*\*\*

Confirm your New Password  
\*\*\*\*\*|

Note: A confirmation message will be emailed to you when your account has been successfully activated. Check the email address you had registered with McKesson BPS Connect Portal.

Activate Account

Figure 4: BPSConnect account activation

### 3. LYRA ACCESS VIA MCKESSON BPSCONNECT

- 1) Log in to McKesson BPSConnect at <https://bpsconnect.mckesson.com>. If the only BPSConnect-enabled application the user has access to is Lyra, the browser session will be directed to the Lyra home page automatically after logging in.
  - For client users, please log in with your email address as User Id.
  - For McKesson internal users, please log in with your Windows EID as User Id and your Windows password.

BPSConnect Centralized Web Login

This screen provides a centralized login service to core web applications and resources at McKesson BPS.

Please Login using your McKesson User ID (e-ID) credential or email address.

NOTE: Five invalid login attempts will lock your account

User ID  
[input field]

Password  
[input field]

Login

[I have forgotten my password](#)

Disclaimer: This system is for the use of authorized users only. Individuals using this computer system are subject to having all of their activities on this system monitored and recorded by systems personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel will provide the evidence of such monitoring to law enforcement officials.

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Figure 5: BPSConnect logon page (<https://bpsconnect.mckesson.com>)

- 2) Client users will be directed to an Account Confirmation page after logging in for the first time. Please verify and confirm the information.

The screenshot shows the 'Lyra - Test SSO' Account Confirmation page. At the top, there are navigation links for 'Home' and 'Help'. The page title is 'Lyra - Test SSO' and 'Account Confirmation'. Below the title, there is a message: 'Hello, Xin. Since this is the first time you've logged in, we need to confirm some basic information about your account, and show you our legal notice for use of protected health information through Lyra - Test SSO. Once you've confirmed your profile information and accepted the terms of usage, your account referee or manager will be notified, and will assign access rights to you if they have not already done so.' The form includes fields for 'Title (Optional)' (Ms), 'First name' (Xin), 'Last name' (Shang), and 'Phone number' (123-456-7890). Below the form is a consent statement: 'This system is for the use of authorized users only. Individuals using this computer system are subject to having all of their activities on this system monitored and recorded by system personnel. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible criminal activity, system personnel will provide the evidence of such monitoring to law enforcement officials.' There is a checkbox for 'By checking this box and clicking the Confirm button, I am indicating that the identifying information I've provided is correct and I am authorized to access protected health information on a McKesson billing system.' At the bottom, there are 'Cancel' and 'Confirm' buttons.

Figure 6: “Lyra Account Confirmation” page when first time login to Lyra

- 3) Depending on the user’s access authorization, Lyra application module navigation links will be displayed in the top navigation bar. All clients available to the user are displayed on the home page. (Figure 7)

The screenshot shows the Lyra home page. At the top, there are navigation links for 'Home', 'Administration', 'Patient Inquiry', 'RAI Notes', and 'Help'. The page title is 'Lyra - Test' and 'Home'. Below the title, there is a list of clients: 'Generic Anesthesiology of New Jersey [TEST]', 'Generic Pathology of Maine [TEST]', 'Generic Radiology Assoc. of NY [TEST]', and 'Scottsdale - Master [TEST]'. To the right, there is a 'Release History' section with a table of releases. Below that is an 'About' section with the text: 'Lyra - Test is the hub for real-time communication with your McKesson Business Performance Services billing platform account.'

Release Date	Version	Release Notes
2014-10-10	Version 2.0	(Release Notes)
2014-3-10	Version 1.8	(Release Notes)
2013-10-15	Version 1.5	(Release Notes)
2013-8-15	Version 1.4	(Release Notes)
2013-7-18	Version 1.3	(Release Notes)
2013-6-12	Version 1.2	(Release Notes)
2013-4-29	Version 1.1	(Release Notes)
2012-12-21	Version 1.0 - Public release	

Figure 7 Lyra home page

- 4) To log out of Lyra, please click on the dropdown arrow next to user name at the right of the top navigation bar, and choose the ‘Log Out’ menu item.

### 3.2 USER ACCOUNT LOCKED/UNLOCKED

After five failed log on attempts within a ten minute window, the user account will be temporarily locked. The temporary lock will expire after five minutes.

### 3.3 FORGOT PASSWORD

If a user forgets their password, a password reset process can be initiated by clicking on the “I have forgotten my password” link at the BPSConnect login page (figure 5) (figure 8). An email containing further instructions will be sent to the address provided (figure 9).

 **Note:** The email link is only active for a limited period of time.

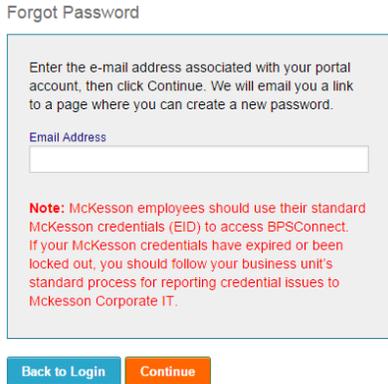


Figure 8: Retrieve password process in BPSConnect

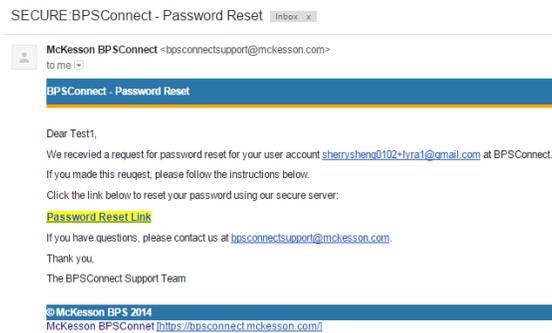


Figure 9: Password reset email from BPSConnect

## 4. USER PROFILE

### 4.1 UPDATE USER PROFILE

To view or update user's profile, please click on the dropdown arrow next to user name at the right top menu bar, and click on profile. (Figure 10) The user's profile information will be displayed. User is able to update name, phone number. (Figure 10) Managers associated with users are also able to update their managed user profiles.

### 4.2 LYRA MODULE/PRACTICE PREFERENCE CUSTOMIZATION

User may be directed immediately to a preferred module or practice after login. To set it up: (Figure 11)

- Step 1: Click on user name in the page header and then click on "Profile" in the drop down menu.
- Step 2: Click on "Customize Default Area/Practice" button.
- Step 3: Set up default area or practice. Click on the "Apply" button to save the change.

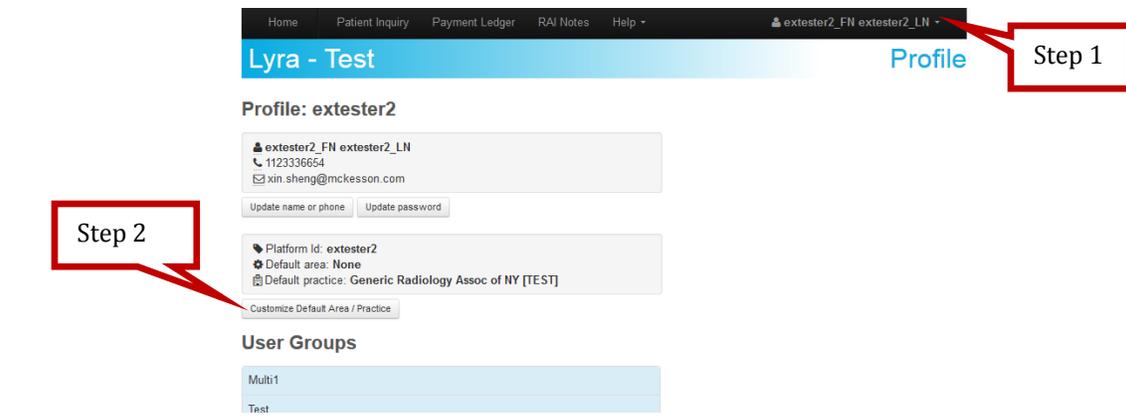


Figure 10

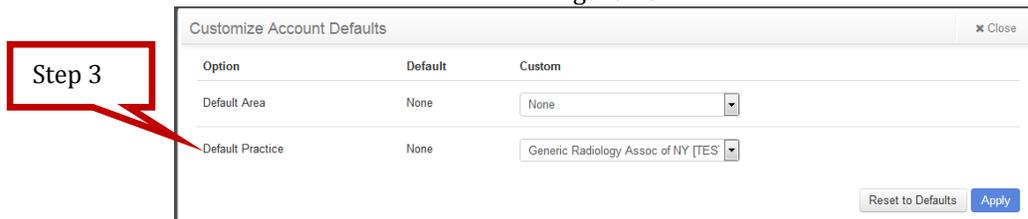


Figure 11

## 5. LYRA SUPPORT

### 5.1 USER MANUAL

A help menu is always available on the top navigation bar. The help menu contains links to the general user manual, as well as manuals for the Lyra application modules. Currently implemented Lyra modules include Patient Inquiry, RAI Notes and Payment Ledger. The manuals are PDF documents, and will open in a new browser tab or window.

### 5.2 NEED SUPPORT

To report an issue or need Lyra support, please following the steps to create a ticket for lyra support team:

- If you are a McKesson client, please contact your McKesson client manager with a description of the problem.
- If you are a McKesson employee
  - If you use Unicenter Service Desk (<http://itsupport.per-se.com>), please enter a support request under “**Billing Applications.Other.RMS Connect-(Lyra)**” category.
  - If you use BPSsupport (<https://bpsconnect.mckesson.com/bpsupport>)
    - For Lyra issue, please create the ticket for Lyra support team under “**Enterprise Applications: Lyra**” category.
    - If your user has trouble logging to BPSConnect, please create a ticket for BPSConnect under “**Enterprise Applications: BPSConnect**” category.