



Participant User Guide
Getting Started

About this Guide

The AffinityHealth compliance system provides access to participants in monitoring programs. This user guide has been designed to provide detailed instructions maximizing your use of the AffinityHealth compliance monitoring solution. Instructions for Participants are provided in a series of guides. This guide provides an overview of Getting Started.

Be sure to access the remaining guides in this series to fully optimize your experience with Affinity.

Who is this Quick Reference Guide designed for?

This guide is provided to assist participants associated with programs utilizing Affinity to understand the available features of the AffinityHealth system.

What's in it for me?

This guide will enable you to effectively utilize the system and ensure compliance tasks are completed. Within this guide, you will find instructions on how to:

- manage your online account
- manage your collection sites
- check-in
- find more information about your compliance program

How long will it take me to go through this guide?

This guide covers all features and procedures available to manage your compliance. It will take you approximately 30 minutes to go through the entire guide. You can save time by jumping to the applicable sections. Each topic on an average may take you around 2 – 10 minutes to complete, depending on the length and scope of the topic.

Getting Started

Now that you have activated your account, you are ready to use the AffinityHealth system to maintain compliance and assist your recovery.

First Steps

Prior to using AffinityHealth, there are several important steps you need to perform. Completion of these steps results in a more positive experience with our solution and ensures your compliance program runs smoothly. Detailed guidelines for each step are available in this guide. These steps are:

- 1) **Profile** - Ensure that your Profile (name, telephone, address, etc.) is up-to-date and accurate. Follow the **Manage Profile** instructions to update and manage personal information.
- 2) **Account Balance** - With Affinity, all drug test fees are debited from your Personal Online Account. Chain of Custody forms (COC) are provided at no cost, but are not valid without an Authorization code. You need to obtain this code on the day of testing. Keeping your account current is very important. We recommend maintaining a minimum balance sufficient to cover two tests. Follow the **Account Management** instructions in this guide to update and manage your account activity.
- 3) **Preferred Collection Site** - AffinityHealth provides the ability to manage your collection site. To do so:
 - a. *Preferred Collection Site* – Establishing a preferred site allows you to obtain test details more quickly on the days you are selected. To use the Interactive Voice Response (IVR) phone system for test results, you **MUST** establish and use a preferred collection site. For your convenience, you can maintain up to three collection sites in your profile: a preferred site and two alternatives.
 - b. *Recommend a Collection Site* - Affinity strives to maintain a comprehensive network of collection sites for specimen donation, but establishing this network requires your input. If the site you have been using is not listed in our network, please contact us at 1 877 267 4304 to recommend the site. We will do our best to add this site to our network, making it available for your use.

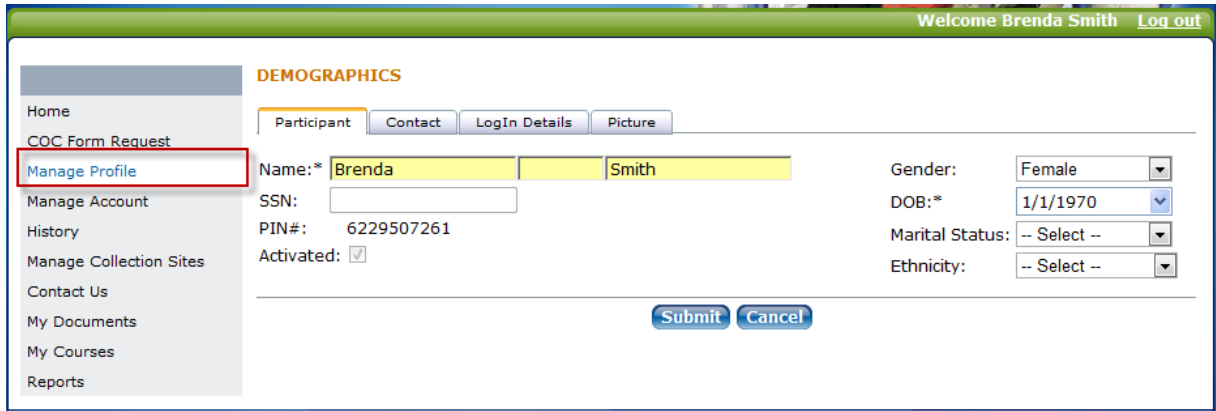
Don't have access to a computer?

We highly recommend that all participants access a computer to perform these and the Activation process steps, even if you will not be using a computer for daily check-in activities. If, however, you have no access to a computer, call our customer support line at 877.267.4304 and leave a message. One of our customer support specialists will be happy to assist you.

Manage Personal Profile

You can make modifications to your personal profile at any time. It is an important first step to ensure that the information in our system is correct.

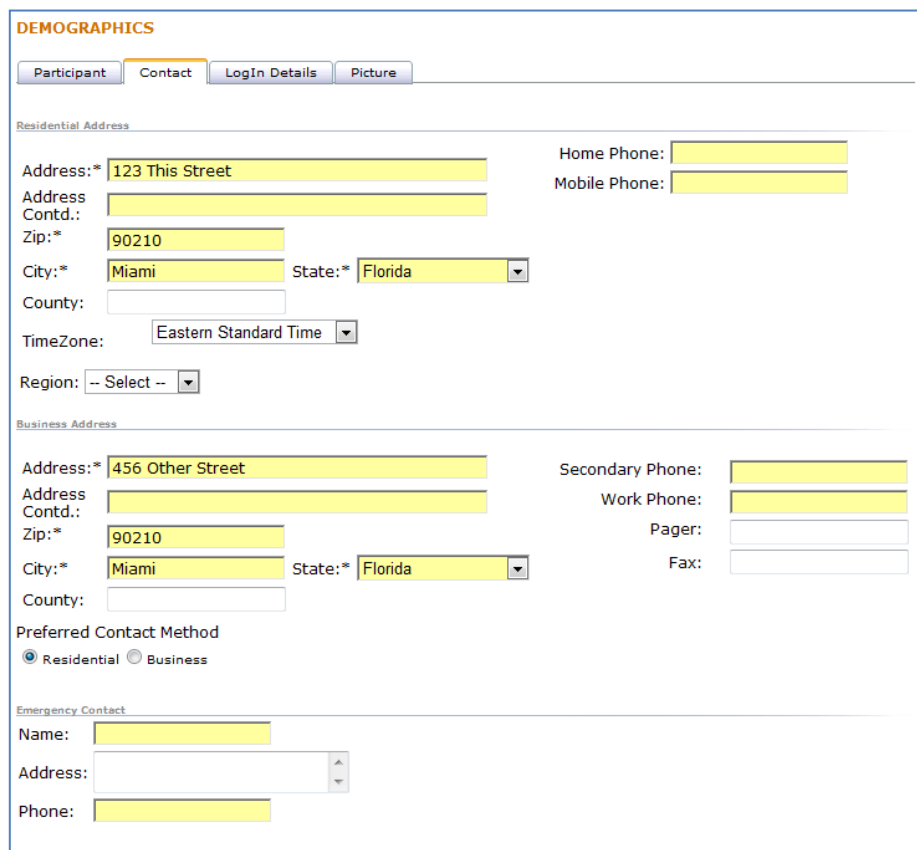
To access your Personal Profile, click the **Manage Profile** link in the menu.



The screenshot shows a web application interface for managing a personal profile. At the top right, it says "Welcome Brenda Smith" with a "Log out" link. On the left is a navigation menu with items like "Home", "COC Form Request", "Manage Profile" (highlighted with a red box), "Manage Account", "History", "Manage Collection Sites", "Contact Us", "My Documents", "My Courses", and "Reports". The main content area is titled "DEMOGRAPHICS" and has four tabs: "Participant" (selected), "Contact", "LogIn Details", and "Picture". The "Participant" tab contains the following fields: Name (Brenda Smith), Gender (Female), SSN (empty), DOB (1/1/1970), PIN# (6229507261), Marital Status (-- Select --), Ethnicity (-- Select --), and an Activated checkbox (checked). There are "Submit" and "Cancel" buttons at the bottom.

On the **Participant** tab, use the text fields and drop-down menus to add or modify your user profile. Since your date of birth (DOB) is used when you log into the IVR, it is very important that you ensure the correct information is entered in the DOB text field.

The **Contact** tab provides all of your contact information.



The screenshot shows the "Contact" tab of the "DEMOGRAPHICS" section. It is divided into three main sections: Residential Address, Business Address, and Emergency Contact. The Residential Address section includes fields for Address (123 This Street), Address Contd., Zip (90210), City (Miami), State (Florida), County, TimeZone (Eastern Standard Time), and Region (-- Select --). It also has Home Phone and Mobile Phone fields. The Business Address section includes fields for Address (456 Other Street), Address Contd., Zip (90210), City (Miami), State (Florida), County, Secondary Phone, Work Phone, Pager, and Fax. The Preferred Contact Method section has radio buttons for Residential (selected) and Business. The Emergency Contact section includes fields for Name, Address, and Phone.

It is very important that you keep your contact information up to date since Affinity will use this information to contact you. To ensure confidentiality and protect your privacy, you are provided with the ability to provide both a Residential and Business contact (Address and Phone). Only the contact information specified as “Preferred Contact Method” will be used to contact you.

Preferred Contact Method

Residential Business

You can also set and change your password or security question (required when you have forgotten your password) on the **Log In Details** tab.

The screenshot shows the 'DEMOGRAPHICS' form with the 'Log In Details' tab selected. The form contains the following fields: 'User Name:*' with the value 'brendas1', 'Password:*', 'Retype the Password:*', 'E-mail:*' (highlighted in yellow), 'Security Question:*' with the value 'brendas1', and 'Security Answer:*' with the value 'brendas1'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

The **Picture** tab enables you to upload a Picture to your file. Please contact your Case Manager before uploading a picture.

The screenshot shows the 'DEMOGRAPHICS' form with the 'Picture' tab selected. It features a diagram of a person's head and shoulders with the following dimensions: a width of 2 inch, a height of 2 inch, a height from the top of the head to the bottom of the neck of 1 inch to 1 3/8 inch, and a height from the bottom of the neck to the bottom of the shoulders of 1 1/8 inch to 1 3/8 inch. Below the diagram, there is a text prompt: 'Provide a digital photograph that meets the specifications of the diagram.' followed by a link: 'Click here for Steps to Successful Photos.' At the bottom, there is a file selection area with a 'Browse...' button and an 'Upload Photo' button.

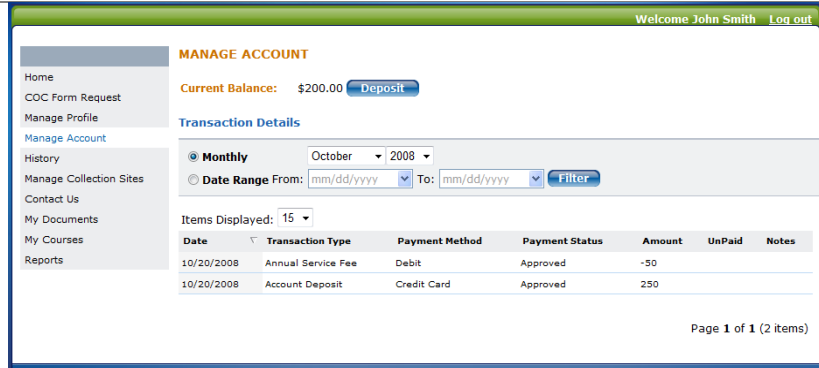
Be sure to click the **Submit** button at the bottom right of the screen, otherwise the information you enter will not be stored.

Submit **Cancel**

Account Management

You will need to deposit money into your account prior to performing any drug testing activities. To deposit money to your account using a *credit card* follow these steps:

The Manage Account screen shows all your financial transactions with Affinity. From here, you can review transaction history and make deposits into your account.



The screenshot shows the 'MANAGE ACCOUNT' interface. At the top right, it says 'Welcome John Smith' and 'Log out'. Below this, the current balance is '\$200.00' with a 'Deposit' button. The 'Transaction Details' section includes a 'Monthly' radio button selected, a date range selector for 'October 2008', and a 'Filter' button. Below this is a table with columns: Date, Transaction Type, Payment Method, Payment Status, Amount, UnPaid, and Notes. The table contains two rows: one for an 'Annual Service Fee' of -50 and one for an 'Account Deposit' of 250. A 'Back' button is visible at the bottom right of the screenshot.

Date	Transaction Type	Payment Method	Payment Status	Amount	UnPaid	Notes
10/20/2008	Annual Service Fee	Debit	Approved	-50		
10/20/2008	Account Deposit	Credit Card	Approved	250		

To make a Deposit:

- 1) From the Manage Account screen, click the **Deposit** button.
- 2) Click the radio button beside the method of payment you wish to select and then click the **Continue** button to proceed to the next step.

Select Payment Method

Credit Card Certified Check/Money Order

[Back](#)

NOTE: Payment by Certified Check or Money order is discouraged, and should only be used where absolutely necessary. This option requires at least 10 business days processing time, and your account will NOT be updated until payment confirmation is received.

3) Fill in the Credit Card Details:

a) type the dollar amount you want to deposit in the **Amount** box

b) ensure the name on the credit card matches the billing information you insert into the CMS

c) select the credit card type

d) type your credit card number

e) **you must** type your security code found on the back of your card

f) select the expiry month and year of your card

4) In order to confirm the payment, click the **Continue** button.

The screenshot shows a web form titled "MANAGE ACCOUNT" with a sub-header "Account Refill : Credit/Debit Card". Under "Transaction Details", it shows "Item:" (blank), "Account Deposit Date:" (Monday, October 20, 2008), and "Current Balance: \$200.00". There is a radio button for "Bill To: John Smith" and a selected radio button for "Or Enter New Billing Address:". The "Or Enter New Billing Address:" section includes fields for "First Name:", "Last Name:", "Address:", "City:", "State:" (a dropdown menu currently showing "-- Select --"), and "Zip:". Below this is a "Phone:" field. The "Credit Card Details:" section includes "Amount(\$):" (a text input field), "Card Type:" (a dropdown menu currently showing "Visa"), "Card Number:" (a text input field), "Secure Code:" (a text input field), and "Expiry Date:" (two dropdown menus currently showing "10" and "2008"). At the bottom of the form are three buttons: "Back", "Continue", and "Cancel".

NOTE: This transaction will be processed on a secure server.

NOTE: You are also able to deposit funds and check your account balance on the IVR phone system.

Manage Collection Sites

With the Affinity Collection Site Management tool, you can easily manage your Collection Site activities. This tool enables you to perform the following functions:

- 1) Search for a Collection Site in your area
- 2) Establish up to three Preferred Collection Sites

The screenshot shows the 'MANAGE COLLECTION SITES' interface. On the left is a navigation menu with items: Home, COC Form Request, Manage Profile, Manage Account, History, **Manage Collection Sites** (highlighted with a red box), Contact Us, My Documents, My Courses, and Reports. The main content area has tabs for 'Search', 'Preferred Sites', and 'History'. Below the tabs is a search form with fields for State (dropdown), City, Zip Code, and Name, and a 'Search' button.

Collection Site Search

To find a Collection Site, enter the information in the search fields and click **Submit**.

This screenshot shows the search form with 'Kansas' selected in the State dropdown and 'Kansas City' entered in the City field. The 'Search' button is highlighted with a red box.

Click Show Map to display a map that provides a map of all sites listed.

Search Results

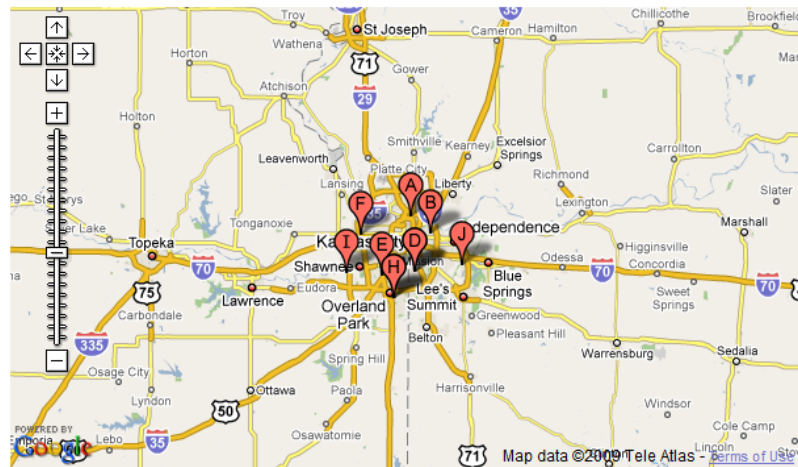
Marker	Name	City	State	ZipCode
A	LABCORP	KANSAS CITY	Missouri	64118
B	LabCorp Services	KANSAS CITY	Missouri	64120
C	LabCorp Services	KANSAS CITY	Missouri	64132
D	LABCORP	KANSAS CITY	Missouri	64132
E	LABCORP	SHAWNEE MISSION	Kansas	66204
F	LABCORP	KANSAS CITY	Kansas	66112
G	LabCorp Services	LEAWOOD	Kansas	66211
H	LABCORP	LEAWOOD	Kansas	66211
I	LABCORP	SHAWNEE	Kansas	66226
J	LABCORP	INDEPENDENCE	Missouri	64055

Below the table is a navigation bar with left and right arrows and a 'Show Map' button highlighted with a red box.

Zooming in on the map will limit the sites available to the specified location.

The letter on the map corresponds to the letter beside the site name on the search results list.

[Hide Map](#)



To obtain details from the search results list, click the name of the site.

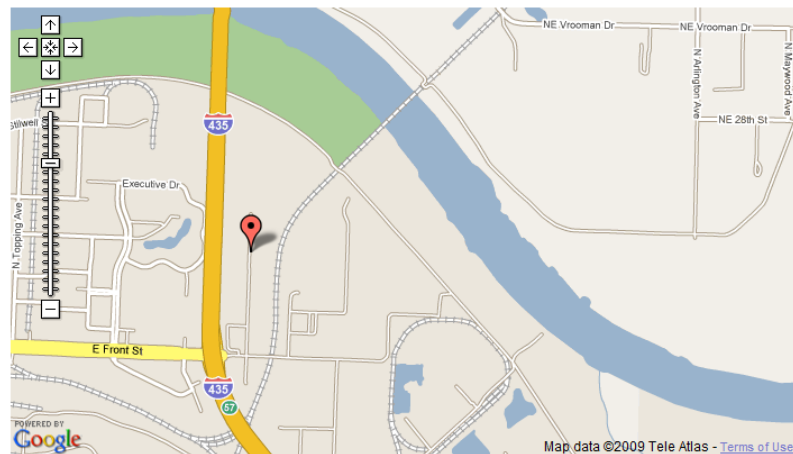
Search Results

Marker	Name	City	State	ZipCode
A	LABCORP	KANSAS CITY	Missouri	64118
B	LabCorp Services	KANSAS CITY	Missouri	64120
C	LabCorp Services	KANSAS CITY	Missouri	64132

Details are provided including cost and a map.

COLLECTION SITE DETAILS

Map



Name: LabCorp Services
Address: 1706 N CORRINGTON AVE
City: KANSAS CITY
State: Missouri
Zip: 64120
Owner: LabCorp
Phone: 816-483-1177
Fax: 816-483-5760
Hours: M-F CLOSED LUNCH SAT HOURS, 8:00AM-4:30PM 12:30-1:30 8:00AM-12:00P
Cost:
COC Forms Available: No

Note: To make this site your Preferred Collection Site, click the “Make this my Preferred Collection Site” check box.

Notes:
 Make this my Preferred Collection Site:

Preferred Collection Sites

It is highly recommended that you establish a Preferred Collection Site as soon as you activate your account. This will help you obtain test details more quickly on the day you are selected for a urine drug screen analysis.

IMPORTANT: Please note, to use the IVR phone system to obtain test details, you **MUST** establish and use a preferred collection site.

To establish a preferred site, locate the site using the search tools described above and check the “Make this my Preferred Collection Site” check box. Make sure you click the **Submit** button to complete the process.

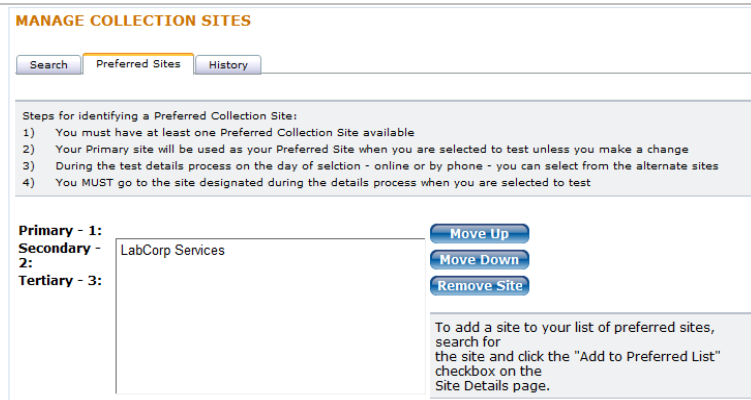


Make this my Preferred Collection Site:

Submit **Cancel**

The site is added to your list of **Preferred Sites** available on the Preferred Sites tab. You can add up to three preferred sites for ease of selection on the day you are selected.

Note, the Primary site will be selected by default when calling in on the IVR.



MANAGE COLLECTION SITES

Search Preferred Sites History

Steps for identifying a Preferred Collection Site:

- 1) You must have at least one Preferred Collection Site available
- 2) Your Primary site will be used as your Preferred Site when you are selected to test unless you make a change
- 3) During the test details process on the day of selection - online or by phone - you can select from the alternate sites
- 4) You **MUST** go to the site designated during the details process when you are selected to test

Primary - 1: LabCorp Services **Move Up**

Secondary - 2: **Move Down**

Tertiary - 3: **Remove Site**

To add a site to your list of preferred sites, search for the site and click the "Add to Preferred List" checkbox on the Site Details page.

The **History** tab provides a full history of all sites used including dates and COC# used.



MANAGE COLLECTION SITES

Search Preferred Sites History

Sites Used

Name	City	State	ZipCode
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Recommend a Site to Affinity

You can recommend a Collection Site to AOS. If you have been using a site in the past that is not on our network, use one of the following options to provide the information to us. Once we have added the site to our network, don't forget to make it your *Preferred Site*. To recommend a site, please contact AOS at 1 877 267 4304.

Daily Check-In

After account activation, use the system to perform your daily check-ins. As of the start date of your compliance program, you will be required to check-in daily for random drug test requirement notifications.

For check-in requirements, please consult your program.

Check-in can be performed online or by phone.



OR



www.affinityhealth.com/cms

1 877 267 4304

For information and guidelines relating to drug testing, view the document **Participant User Guide: Testing Process**.

Contact Us



You can contact AffinityHealth online or by phone. Our client support representatives (CSR) will be happy to assist you with any issues you might encounter to ensure successful participation in your compliance program.

Online

To contact us online, simply click the “Contact Us” link on your navigation menu. Click “Add” and fill in the contact form. A customer support specialist will address your issues and get back to you as soon as possible.

CONTACT US

Contact History

Items Displayed: 15

Date	Method	Phone	Topic	Status
09/17/2009	Online		Account Information	Open

Page 1 of 1 (1 items)

Add

Add Issue

Name: Brenda Smith
Primary Phone:
Email:
Topic: Collection Site
Comments: Hi, I would like to know...

Submit **Cancel**

By Phone

Call our IVR at **1 877 267 4304**. After logging in with your PIN# and date of birth, you will be prompted to press a key to contact a CSR. This will be followed by a prompt to key in your return phone number, provide a brief recorded message, and select a topic.

A customer support specialist will return your call as soon as possible.

Frequently Asked Questions

How do I deposit money if I do not have access to a computer?

Call an Affinity customer service representative, and have a debit or credit card available.

What do I need to bring with me to the collection site?

You MUST BRING your COC form with BOTH the Authorization Code and Panel Number you received when you were notified for testing. To confirm your identity, the collection site will ask to see your photo ID or driver's license.

What if I can't provide funds for my urine drug screening/test?

You must contact your case manager, and s/he will advise you further.

What if I don't own a debit or credit card?

You can pay by purchasing a VISA or Master Card Gift Card available at most Wal-Mart, Kroger's, or Walgreen stores. Follow normal online payment management procedures at: www.affinityhealth.com/cms. You may also want to contact your bank to apply for a credit card.

How much do urine drug screenings cost?

Prices vary for urine drug screening/tests. The cost of the collection site fee will be confirmed during the payment process. As mentioned throughout the user guide, it is recommended that you maintain an account balance sufficient to cover two tests at all times.

When can I expect my credit card to be charged after I deposit funds?

Your credit card will be charged immediately.

Can I go to a collection site that is NOT my preferred site?

You must recommend the site online or by phone and an Affinity CSR will proceed accordingly. Visiting a collection site that has not been approved by an Affinity CSR will skew the data in your history and may result in your record displaying a "No Show."

Can I change my preferred collection site?

Yes. You can change your preferred collection site by clicking the Manage Collection Sites link on the Navigation bar.

Do I need to pay the collection site?

For collection sites in our network, please note the following: the collection site fee is deducted at the same time the urine drug screening/test is deducted. You will see the amount on your confirmation page. You can find the cost of a Collection Site fee by selecting the site in the Collection Site Management page. Some sites are marked "Participant Pays at Site". For these sites, you will need to pay directly at the site at the time you donate your specimen.

What happens if I get selected for a urine drug screening and my collection site is closed that day?

Do a search for collection sites within the Affinity and find the nearest open collection site. Your donation must be made on the testing date specified.

I have an employee sponsored collection site. How can I make this my preferred collection site?

Follow the steps outlined in the "Recommending a Collection Site" section of the user guide.

Do I need to call the collection site before going there?

It is recommended that you call your collection site prior to proceeding and inquire about wait times and lunch breaks. Most collection sites accept walk-ins; however, wait periods can be lengthy if the collection site does not accept appointments. Asking a collection site employee to suggest an ideal time

of day to arrive is beneficial as your collection site may experience both slow and busy periods throughout the day.

When can I begin using the AffinityHealth system?

You are set to use the Affinity service 24 hours after you have activated your Personal Identification Number (PIN).

Do I need to check in even if I am traveling?

Yes. You are required to call the Affinity Notification System unless your Case Manager has suspended you. If you are selected to submit a specimen while traveling, you may find an authorized site at www.affinityhealth.com/cms or by calling an Affinity CSR at **1 877 267 4304**.

Why do I have to provide the COC specimen number or tracking number within 24 hours of collection?

This helps Affinity track your specimen to ensure proper handling and provides immediate validation of your compliance. If there is an issue of a "no show" to drop and/or a lost specimen, the COC ID supports locating and reporting your compliance.

Where is the COC specimen or tracking number located on the COC form?

The number is located one inch from the top in the center of the COC form, and is labeled as "SPECIMEN ID NO."

Can I recommend a new collection site?

Yes. Follow the steps outlined in the "Recommending a Collection Site" section of the user guide.

What is evidence-based validation?

The AffinityHealth solution objectively tracks compliance requirements (i.e., urine drug screening, self-reports, daily check-in, etc.). Tracking and documenting compliance provides evidence validating the participant's compliance. The participant has 24/7 access to his/her account for access to compliance validation.

Why do I need a PIN number?

In order to safeguard your Social Security Number, we have assigned PIN numbers to track your compliance instead of Social Security Numbers.

If I have a PIN, why do I need an authorization code every time I am selected to test?

The authorization code verifies your payment, tracking and documenting a specific urine drug screening.

How do I obtain additional Chain of Custody forms (COC)?

Call Affinity (**1 877 267 4304**), or click the COC Form Request link on the menu of your Inbox page of AffinityHealth. The COCs will be mailed out within two working days.

Do I need an Orange Sticker?

No, this was a manual tracking device. AOS automated specimen tracking with the combination of your authorization number and COC number (Specimen ID).