



*HPHConnect* for Providers  
Completing the Registration Paperwork  
and the Online Registration Process

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*For Non-Contracted Providers Only*

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## Complete the Registration Paperwork

### Access the Harvard Pilgrim Website

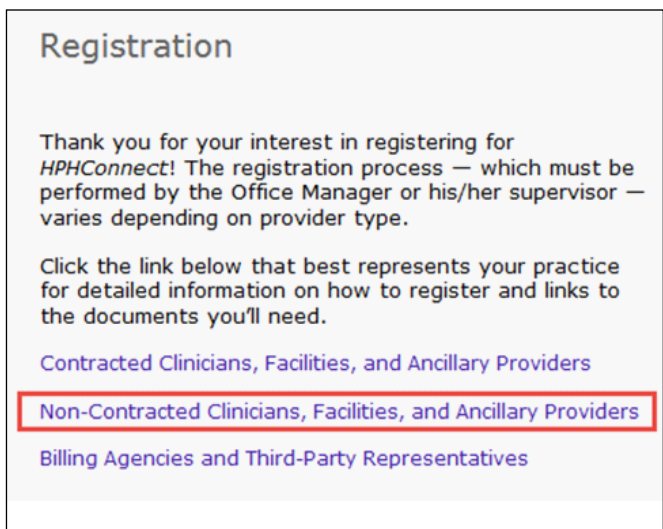
Go to the following URL: [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers).

This will open the Providers Home page of the Harvard Pilgrim website.



Click on the "Sign Up for HPHConnect" link on the left side of the screen.

### Select the Non-Contracted Clinicians, Facilities, and Ancillary Providers link to open registration instructions.



(continued)

## Complete the Online Registration

### Non-Contracted Clinicians, Facilities, and Ancillary Providers

To register as a non-contracted clinician, facility, or ancillary provider:

1. Begin by downloading and completing the [Enrollment Form](#).
2. Once you've completed the Enrollment Form, download and complete the [Privacy and Security Agreement](#).
3. Next, [complete the online registration](#) to create an account, including username and password. During this process, you'll need to print your User Security Agreement(s), which must be signed and completed.
4. Please submit the completed Enrollment Form, Privacy and Security Agreement, and User Security Agreement(s) to Harvard Pilgrim via fax at 1-866-884-3844, or via email at [Provider\\_eBusiness\\_Services@HarvardPilgrim.org](mailto:Provider_eBusiness_Services@HarvardPilgrim.org).

**The registration link for Non-Contracted Clinicians, Facilities, and Ancillary Providers contains the following:**

- 2-page *HPHConnect for Providers Enrollment Form*
- 6-page *Privacy and Security Agreement*
- Link to the HealthTrio website for online registration. The User Agreement will be printed as part of your registration.

### ***HPHConnect for Providers Enrollment Form***

The *HPHConnect for Providers Enrollment Form* is a two-page document on which you will supply information about the providers for which you require access. This may include:

- Organization name
- Tax identification number(s)
- Provider name
- NPI

This form must be completed and submitted with the completed *HPHConnect* registration documents.

(continued)

## Complete the Online Registration, *continued*

### Page 1 of the Privacy & Security Agreement

On page 1 you will need to fill out the date, group name, type and address.

**HARVARD PILGRIM HEALTH CARE, INC.  
PRIVACY AND SECURITY AGREEMENT**

THIS PRIVACY AND SECURITY AGREEMENT (“Agreement”) is made effective as of \_\_\_\_\_, 20\_\_ (the “Effective Date”) by and between Harvard Pilgrim Health Care, Inc., a Massachusetts corporation with a place of business at 93 Worcester Street, Wellesley, MA (hereinafter “HPHC”) and \_\_\_\_\_ [entity name], a \_\_\_\_\_ [type of entity] with a place of business at \_\_\_\_\_ [entity location] (hereinafter “Contractor”)

### Page 6 of the Privacy & Security Agreement

Privacy Officer Name: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

On the bottom of page 6 you will need to have a person that holds signatory authority for the group:

- Sign under the Contractor section on the Signature line
- Print their name on the Printed Name line
- Print their title on the Title line
- Fill in today’s date on the Date line.
- The Harvard Pilgrim Health Care, Inc. section can be left blank.

**CONTRACTOR**

Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**HARVARD PILGRIM HEALTH CARE, INC. (HPHC USE ONLY)**

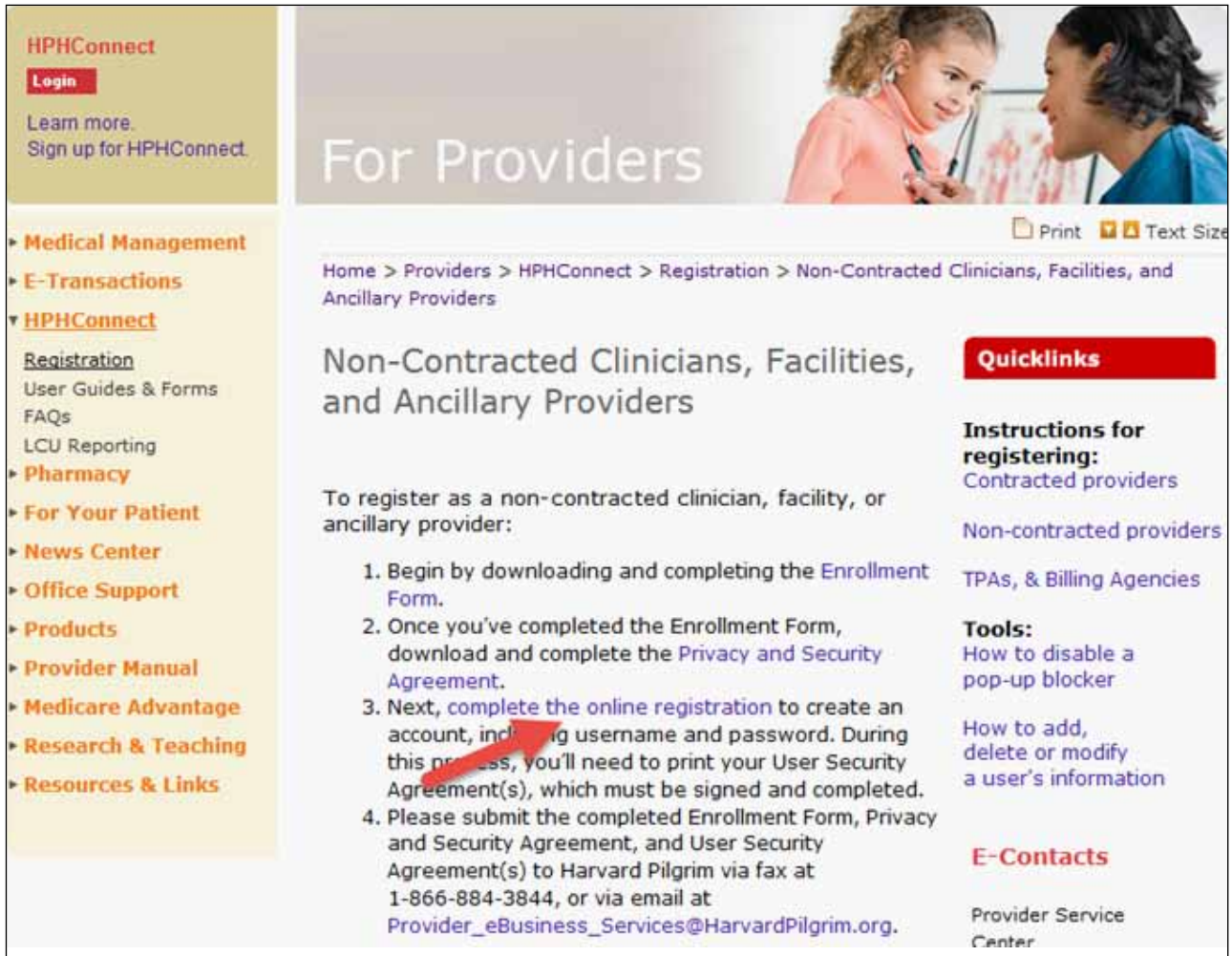
Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

(continued)

## Complete the Online Registration, *continued*

### Online Registration Process

Click on the “complete the online registration process” link. This will direct you to the HealthTrio Connect website, Harvard Pilgrim Health Care *User Information* registration screen.



The screenshot shows the HPHConnect website interface. On the left is a navigation menu with categories like Medical Management, E-Transactions, and HPHConnect. The main content area is titled "For Providers" and "Non-Contracted Clinicians, Facilities, and Ancillary Providers". It includes a breadcrumb trail, a list of steps for registration, and quicklinks for instructions and tools. A red arrow points to the "complete the online registration" link in step 3.

**HPHConnect**  
**Login**  
Learn more.  
Sign up for HPHConnect.

**For Providers**

Print Text Size

Home > Providers > HPHConnect > Registration > Non-Contracted Clinicians, Facilities, and Ancillary Providers

### Non-Contracted Clinicians, Facilities, and Ancillary Providers

**Quicklinks**

**Instructions for registering:**  
[Contracted providers](#)  
[Non-contracted providers](#)  
[TPAs, & Billing Agencies](#)

**Tools:**  
[How to disable a pop-up blocker](#)  
[How to add, delete or modify a user's information](#)

**E-Contacts**  
[Provider Service Center](#)

To register as a non-contracted clinician, facility, or ancillary provider:

1. Begin by downloading and completing the [Enrollment Form](#).
2. Once you've completed the Enrollment Form, download and complete the [Privacy and Security Agreement](#).
3. Next, [complete the online registration](#) to create an account, including username and password. During this process, you'll need to print your User Security Agreement(s), which must be signed and completed.
4. Please submit the completed Enrollment Form, Privacy and Security Agreement, and User Security Agreement(s) to Harvard Pilgrim via fax at 1-866-884-3844, or via email at [Provider\\_eBusiness\\_Services@HarvardPilgrim.org](mailto:Provider_eBusiness_Services@HarvardPilgrim.org).

## Complete the Online Registration, *continued*

### User Information

The *User Information* screen is where the office manager or main office contact, who is completing the registration process, must enter his/her information. Fields marked with a red asterisk (\*) are required.

- As the registrant, you will create your own Username, which must contain a minimum of five characters and a maximum of 20. If the Username entered is taken, you will receive an error message with suggestions of similar user names that are available. You can either select one of the suggested names or enter a different user name to see if that is available.
- You will also need to create your own Password. Passwords are case sensitive. They must be at least 8 characters long and contain a mix of upper-case and lower-case characters as well as a mix of letters and numbers, for example, FlowerPot1.
- The Security Questions and Security Answers are used if you need to call the help desk to have your password reset.

**Harvard Pilgrim HealthCare**

### User Information

If you are an existing user of the Connect system please login [Click here to start your session.](#)

Welcome to HPHConnect for Providers! And thank you for taking the first step in obtaining an HPHConnect account. Please go to [HarvardPilgrim.org](http://HarvardPilgrim.org) to obtain your required HPHConnect Registration documents.

**Please note:** the HPHConnect registration should be completed by the Office Manager or Main Office Contact.

**Helpful Information:**  
**All contact information must be valid** - e.g., phone numbers, fax number, etc.  
**User ID Requirements:** The User ID must contain a minimum of five characters and a maximum of 20.  
**Password requirements:** Passwords are case sensitive; they must be at least 8 characters long and must be a mix of alpha and numeric characters.  
**Password Reminder Question:** Cannot contain the password.  
**Local Admin:** is the account administrator. They are responsible for adding and deleting Users for the account.  
**Your online registration is not complete until you print your User Agreement.**

First Name \*  
 Middle Initial  
 Last Name \*  
 Title \*  
 E-Mail \*  
 Confirm E-Mail \*  
 Office Phone \*  
 Example: (555) 555-5555  
 Extension #  
 Example: 123456  
 Office Fax \*  
 Example: (555) 555-5555  
 Clinician  Check this box if you are a clinician  
 User Name \*  
 Password \*  
 Confirm Password \*  
 Security Question 1 \*  
 Security Answer 1 \*  
 Your answer may not contain your username.  
 Security Question 2 \*  
 Security Answer 2 \*  
 Your answer may not contain your username.  
 Security Question 3 \*  
 Security Answer 3 \*  
 Your answer may not contain your username.  
 Local Admin  As the primary registrant, you are automatically a local admin

Cancel Back Next

When you have completed all required fields, click "Next." This will open the *Office Information* screen.

(continued)

## Complete the Online Registration, *continued*

### Office Information

On the *Office Information* screen, enter the organization information. Fields marked with a red asterisk (\*) are required.

The "Organization Name" should be the legal name of the provider, group, facility or entity.

When you have completed all required fields, click "Next." This will open the *Register Additional Users* screen.

### Register Additional Users

On the *Register Additional Users* screen, select "Yes" or "No" and click "Next."

Keep in mind, you can also add additional users later once your account has been confirmed.

| If  | Then you will be routed to this screen |
|-----|--|
| Yes | <i>Additional User Information</i>     |
| No  | <i>Registration Summary</i>            |

(continued)



## Complete the Online Registration, *continued*

### Additional User Information

To add additional staff as “Users” you will need to complete *User Information* for each person. Fields marked with a red asterisk (\*) are required.

The system will automatically create a valid User ID and a temporary password for each additional user. You will retrieve this information as part of the last step of the online registration.

### Additional User Information

First Name \*

Middle Initial

Last Name \*

Title \*

E-Mail \*

Confirm E-Mail \*

Office Phone \*   
Example: (555) 555-5555

Extension #   
Example: 123456

Office Fax \*   
Example: (555) 555-5555

Clinician  Check this box if the user is a clinician.

**Helpful Information:**

All contact information must be valid - e.g., phone numbers, fax number, etc. **Local Admin:** The Local Admin is the account administrator. They are responsible for adding and deleting Users for the account.

**User name and password will be provided later in the registration for all of the additional users.**

Complete the required fields and click Add User. Repeat this process for each user that you want to add. When all your additional users have been added, click on Next.

Note: Users will appear at the bottom of the screen as they are added.

Complete the required fields and click “Add User.” Repeat this process for each user that you want to add. When all your additional users have been added, click on “Next.” This will open the *Registration Summary* screen.


(continued)

## Complete the Online Registration, *continued*

### Registration Summary

The *Registration Summary* lists the office and user(s) that you have entered.

- If you wish to make corrections,
  - Click on the "Edit" link beside the information to access the appropriate screen
  - Enter the correction
  - Click on "Finish" to resume the registration process.
- If you are satisfied with the accuracy of the information on this screen, click on "Next." This will open the *Print Security Agreements* screen.



### Registration Summary

**Office Contact Info:** [edit]  
▸ [Doctors Office Group](#)

**User Information:** [edit]  
▸ [Smith, Jane](#)

**New Additional Users:** [edit]  
▸ [Jones, John](#)  
▸ [Queue, Suzie](#)

**Your online registration is not complete!! You still need to print your User Agreement.**

**Please Note:** This is the last opportunity to make changes before the on-line registration is final. The arrows can be clicked to expand the section. If you find an error you may fix what you submitted by clicking on the edit link.

**Reminder:** Please go to [HarvardPilgrim.org](http://HarvardPilgrim.org) to obtain your required HPHConnect Registration documents.

## Complete the Online Registration, *continued*

### Print Security Agreements


On the *Print Security Agreements* screen, you will need to print the Important User Information Page for each User you have added. When you click on the link beside the user’s name, the Adobe Acrobat document will open in a new window.

**Note: if you have a Pop Up Blocker enabled you will need to turn it off to print the User Agreement(s).**

This page contains the User ID for each user as well as their temporary password (see example on page 11). You should retain each user’s Important User Information page for your records.

All pages of the User Agreement will need to be printed, signed and completed for the roles of Office Manager, Clinician, or Clinician Designee-Office Manager only.

When you have printed all of the User Agreements or Important User Information Pages, click on “Next.” This will open the *Registration Complete* screen.


Harvard Pilgrim  
Health Care

### Print Security Agreements

Please print a security agreement for each user that was created.

| Name         | User ID     | User Type        | Security Agreement                       |
|--------------|-------------|------------------|--|
| Smith, Jane  | TestUser123 | Provider Contact | <a href="#">Print Security Agreement</a> |
| Jones, John  | JoJon865    | Provider User    | <a href="#">Print Security Agreement</a> |
| Queue, Suzie | SuQue1      | Provider User    | <a href="#">Print Security Agreement</a> |

Please print your User Security Agreement(s)

Please print all of the pages of each User Security Agreement. Each agreement will include a page titled "Important User Information". This page contains the User ID for each user as well as their temporary password - **retain these pages for your records.**

The registering User is required to sign and complete their individual User Security Agreement.

**Please go to [HarvardPilgrim.org](http://HarvardPilgrim.org) to obtain your required HPHConnect Registration documents**

**Please Note:**  
Please disable any pop-up blockers. You will need acrobat to access the User Agreements. If you do not currently have Adobe Reader you may download it free from the following website: [Adobe.com](http://Adobe.com).

*(continued)*

## Complete the Online Registration, *continued*

### Registration Complete

Unless you need to register for additional Health Plans, your online registration is now complete. Click on "Next" to exit the online registration program.

**Registration Complete**

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Thank you. Your registration with Harvard Pilgrim Health Care is now complete.

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Are there any additional health plans that you would like to register for?

Yes

No

## Finish the Registration Process

### The User Agreements

Page one of the User Agreement is the *Important User Information* page. You should retain a copy of this page for your records.

1. The Main Office contact's User Agreement displays the User ID created by the user during the online registration process. The password, created by the user, is suppressed.

| IMPORTANT USER INFORMATION   |             |          |                     |
|--|-------------|----------|---------------------|
| The user identified below is now registered with HealthTrio <i>connect</i> . As the main office contact, please provide the new user with his or her user ID and temporary password. Please note, the new user ID will not be activated until it is confirmed by the applicable health plan. |             |          |                     |
| User Name  | User ID     | Password | Office Security     |
| Jane Smith   | TestUser123 | *****    | Main Office Contact |

2. The User Agreement of each additional user displays the system-generated User ID and temporary password. The user will need this information to sign into the system as an authorized user.

| IMPORTANT USER INFORMATION   |         |            |                 |
|--|---------|------------|-----------------|
| The user identified below is now registered with HealthTrio <i>connect</i> . As the main office contact, please provide the new user with his or her user ID and temporary password. Please note, the new user ID will not be activated until it is confirmed by the applicable health plan. |         |            |                 |
| User Name  | User ID | Password   | Office Security |
| Suzie Queue  | SuQue1  | CQHITWAAYO | User            |

(continued)

## Finish the Registration Process, *continued*

### The User Agreements, *continued*

Have each user requesting a role of Office Manager, Clinician or Clinician Designee-Office Manager only, sign their User Agreement and select what level of access they require. You will need to return the completed last page of each User Agreement to Harvard Pilgrim for these users.

| User Name: Jane Smith  |   |   |
|--|---|---|
| User Signature _____   | Date _____  |   |
| Provider Organization _____  |   |   |
| Doctors Office Group<br>Administrator Confirmation Code: 10063195741   |   |   |
| <b>The following information must be completed before the signed User Agreement is forwarded to Harvard Pilgrim:</b> |   |   |
| Check (X) the User Role Required for this User   |   |   |
| Check One (X)  | User Role   | Functions   |
| <input type="checkbox"/>   | Office Manager  | Member Eligibility, Claims, Reports, Referrals and Authorizations, <i>HPHConnect</i> Administration   |
| <input type="checkbox"/>   | Back Office   | Member Eligibility, Claims, Reports, Referrals and Authorizations   |
| <input type="checkbox"/>   | Front Office  | Member Eligibility, Reports, Referrals and Authorizations   |
| <input type="checkbox"/>   | Clinician with Individual Harvard Pilgrim Provider ID Number(s) | Member Eligibility, Claims, Reports, Referrals and Authorizations, Medication Management  |
| <input type="checkbox"/>   | Clinician Designee - Office Manager                             | Member Eligibility, Claims, Reports, Referrals and Authorizations, Medication Management, <i>HPHConnect</i> Administration<br><br><b>Note: Access for Clinician Designee is only available to clinician practices. HPHC intervention is required to select this User Role type.</b> |
| <input type="checkbox"/>   | Clinician Designee - Back Office                                | Member Eligibility, Claims, Reports, Referrals and Authorizations, Medication Management<br><br><b>Note: Access for Clinician Designee is only available to clinician practices. HPHC intervention is required to select this User Role type.</b>                                   |

### Documents to fax to Harvard Pilgrim

At this point, you need to fax or e-mail your registration documents to Harvard Pilgrim, which should include:

- *HPHConnect* for Providers Enrollment Form
- Pages 1 through 6 of the Privacy and Security Agreement: signed and completed.
- The last page of each User Agreement: signed and completed. (only for the roles of Office Manager, Clinician and Clinician Designee-Office Manager)

Fax these documents to: 1-866-884-3844

**or**

Email these documents to: [Provider\\_eBusiness\\_Services@HarvardPilgrim.org](mailto:Provider_eBusiness_Services@HarvardPilgrim.org).

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