



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

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*For Contracted Providers Only*

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## Complete the Registration Paperwork

### Access the Harvard Pilgrim Website

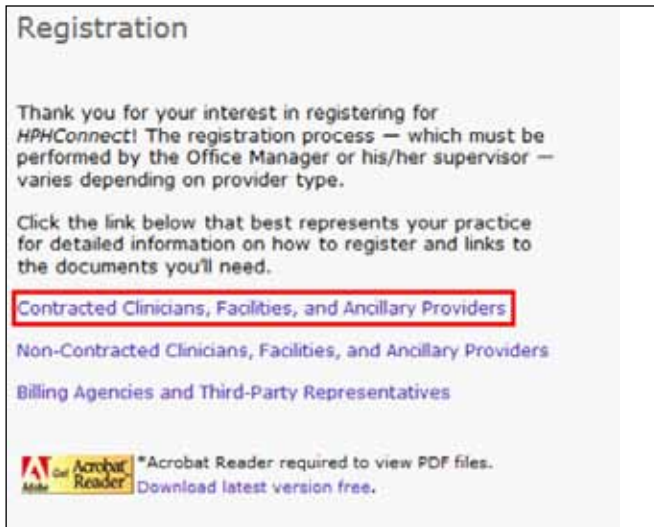
Go to the following URL: [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers).

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 link for Contracted Clinicians, Facilities and Ancillary Providers



The registration link for Contracted Clinicians, Facilities, and Ancillary Provider contains the Enrollment Form and the online registration link to register and obtain your User Agreement.

### 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.

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## Complete the Online Registration

### 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.

### Contracted Clinicians, Facilities, and Ancillary Providers

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

1. Begin by downloading and completing the [Enrollment Form](#).
2. Once you’ve completed the Enrollment Form, [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.
3. Please submit the completed Enrollment Form 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).

For more complete information to assist you throughout this process, refer to these [registration instructions](#).


### 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.

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## Complete the Online Registration, *continued*



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### User Information

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

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

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.**

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

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## 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. Billing agencies should register using the billing agency name.

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.


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## 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 9). 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.



### 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).

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## Complete the Online Registration, *continued*

### Registration Complete

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*

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 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  <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  <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
- 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).