

Provider FAQ: Update of Referral Page in *HPHConnect*

Overview

Question

Answer

What is changing?

Harvard Pilgrim is updating the referral page of our online provider transaction portal, *HPHConnect*, with a fresh design that makes it even easier for users to enter referrals quickly.

Why is Harvard Pilgrim making this change?

We're committed to improving the experience of our provider partners, and this is one of the many ways we're working to make it even easier for you to do business with us. The new referral page is part of an overall project to update the look and feel of *HPHConnect* for providers. In January, we launched a new home page in *HPHConnect* — featuring handy access tools for transactions and resources as well as news sections — and later this year we'll be introducing an updated authorizations page, too.

What are the benefits of the redesign?

The new design offers many benefits, including:

- Smart searches in fields, allowing for quicker entry — simply start typing and result options appear
- Ability to save incomplete requests that you can return to later
- Templates for frequently used requests

When will the new referral page be available?

The new referral page will be available in May.

Is the referral process itself changing?

No, the process — for both initiating or checking on a referral — is exactly the same. Only the look and feel of the *HPHConnect* referral page is changing.

Is the information that I'm required to submit for a referral changing?

No, you'll be submitting the same information as you do today. The only change is that we've revamped our referral page to make it even easier to use.

Using <i>HPHConnect</i>	
Question	Answer
How do I initiate a referral request in <i>HPHConnect</i>?	Access the Referral link under the Office Management tab, click on the New Request dropdown list and then select Specialist to start a new request.
If I need to pause when entering a referral into <i>HPHConnect</i>, can I save my work and come back to it later?	<p>Yes, you can save incomplete requests to come back to later, and all the data entered will be retained.</p> <p>You'll also be able to create templates for frequent requests, to help save you time in the future. The template will include all the data you entered for request other than the request date; when a saved template is loaded it will default to the current date.</p>
I don't use <i>HPHConnect</i> today. What are the benefits of using <i>HPHConnect</i>?	<p><i>HPHConnect</i> allows you and your office staff the convenience of being able to complete a range of transactions with Harvard Pilgrim — quickly, securely, and conveniently. This HIPAA-compliant portal is available whenever you need it, 24-hours a day, 7 days a week, and it supports the following transactions:</p> <ul style="list-style-type: none"> • Submit claims -- claim batch files (HIPAA 837 format) and single claim direct data submission for professional claims • Verify patient eligibility • Check the status of a claim, referral or authorization • Send/receive specialty referrals • Request authorization or submit a notification • Access claims and PCP membership reports • Access a variety of resources including Provider Manuals, drug formulary, medical and payment policies, and newsletter articles.
How do I get started with <i>HPHConnect</i>?	It's easy to get started with <i>HPHConnect</i> . You can find registration information on our provider website (www.harvardpilgrim.org/providers).
Where can I find user guides for <i>HPHConnect</i>?	Our <i>HPHConnect</i> user guides can walk you through conducting online transactions. You'll find them here , in the <i>HPHConnect</i> section of our provider website. We are updating our referral user guide to include new screen shots and step-by-step instructions for the new referral section of the <i>HPHConnect</i> . We anticipate replacing the existing referral user guide with the updated version by March 25, 2019.

Training Information	
Question	Answer
<p>Will Harvard Pilgrim offer training sessions?</p>	<p>Yes, we will begin offering online training sessions beginning in late April. You may view the training dates and register for a session on our Updated HPHConnect Referral web page.</p> <p>In addition, our eBusiness team is offering drop-in conference calls. If you have a question about the updated referrals page, join us between 9–9:30 a.m. any Tuesday or Thursday throughout May by calling 1-240-454-0887 and entering access code 162 317 66.</p>
<p>Where can I find resource materials?</p>	<p>You can find a user guide, quick reference guide, training presentation and this FAQ on the Updated HPHConnect Referral web page. We will post an online training video in late April.</p>
<p>What if I have a question and it can't wait until the call-in sessions?</p>	<p>Don't hesitate to contact the Provider eBusiness Services team at 800-708-4414 (Option 1, option 6).</p>