

HPHConnect for Providers User Guide

Adding, Deleting, and Modifying Users of Your HPHConnect Account

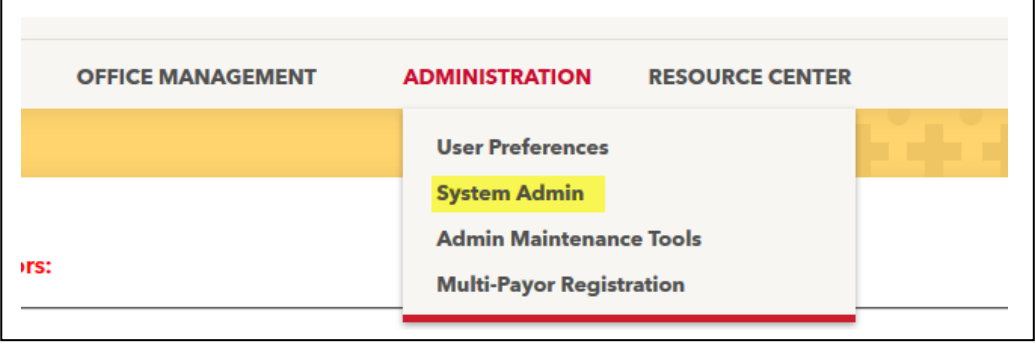

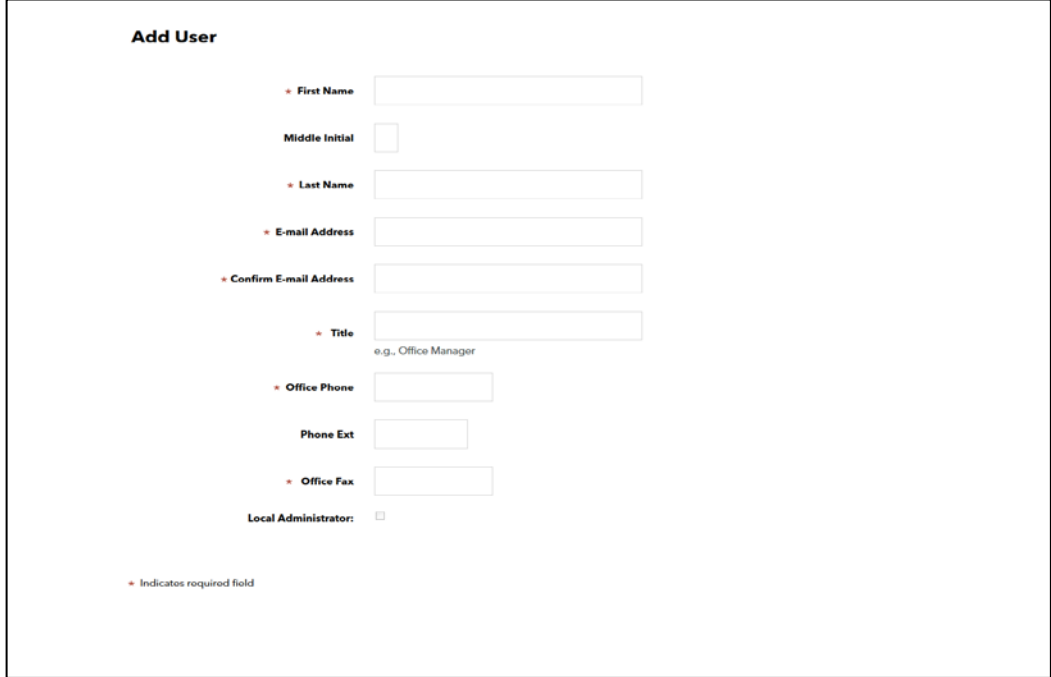
November 2019

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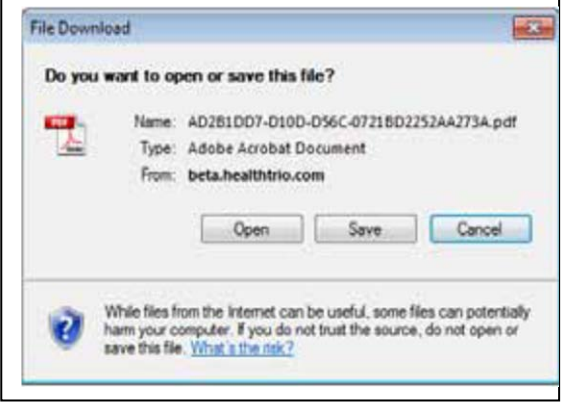

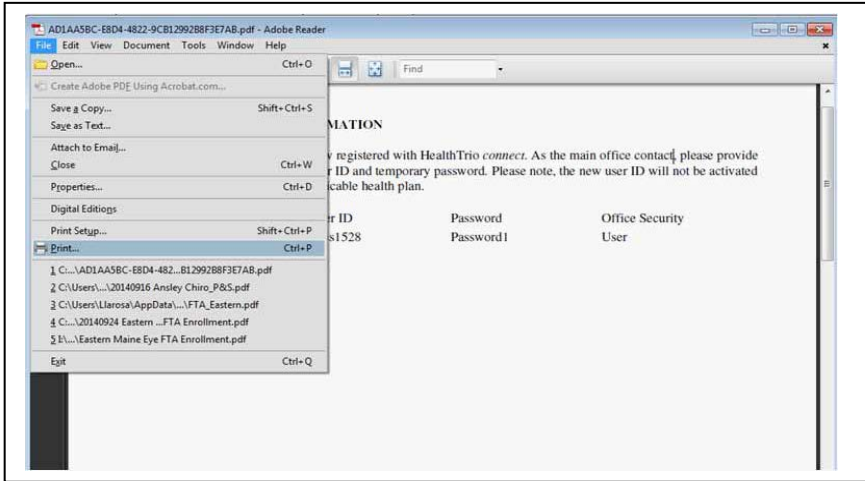
How to Add New Users to Your HPHConnect Account

Adding Users Instructions




Step	Action																				
1.	<p>Log into HPHConnect and click on the “System Admin” link located in the Administration section on the top left side of the screen.</p> 																				
2.	<p>Click on the “Add User” button at the bottom of the User Maintenance screen.</p>  <table border="1" data-bbox="326 884 1357 1125"> <tbody> <tr> <td><input type="checkbox"/></td> <td>Zwink, Gail</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>GaZwi3</td> <td>07/22/2019</td> <td>05/07/2020</td> <td>Confirmed</td> <td>100755776</td> </tr> <tr> <td><input type="checkbox"/></td> <td>zysman, roberta</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>rozys2</td> <td>01/29/2016</td> <td>05/07/2020</td> <td>Confirmed</td> <td>13291</td> </tr> </tbody> </table>	<input type="checkbox"/>	Zwink, Gail	User	Harvard Pilgrim Health Care	720	GaZwi3	07/22/2019	05/07/2020	Confirmed	100755776	<input type="checkbox"/>	zysman, roberta	User	Harvard Pilgrim Health Care	720	rozys2	01/29/2016	05/07/2020	Confirmed	13291
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<input type="checkbox"/>	zysman, roberta	User	Harvard Pilgrim Health Care	720	rozys2	01/29/2016	05/07/2020	Confirmed	13291												
3.	<p>Fill in all required fields on the Add User screen. (Required fields are designated by a blue dot next to the field name.)</p> 																				

Step	Action
4.	<p>When all required fields have been completed, scroll down and click on the “Add” button in the User Role Maintenance section.</p> <div data-bbox="331 317 1411 695" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <h2 style="text-align: center;">User Role Maintenance</h2> <p style="text-align: center;">There are currently no User Roles defined for this user.</p> <div style="text-align: center; margin-top: 20px;"> ADD </div> </div>
5.	<p>Select the appropriate role (access level) for the new user from the “Roles” drop-down and click “Select Role.”</p> <div data-bbox="331 814 1070 1360" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <h2 style="text-align: center;">User Role Selection</h2> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 10px;"> <div style="width: 30%;"> <p>Roles</p> </div> <div style="width: 60%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Provider - Back Office ▼ </div> <div style="background-color: #007bff; color: white; padding: 2px 5px; margin-bottom: 5px;">Provider - Back Office</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-bottom: 5px;">Provider - Front Office</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">Provider - Office Manager</div> </div> </div> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 10px;"> <div style="width: 30%;"> <p>Entity Lists</p> </div> <div style="width: 60%;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> 71 ▼ </div> </div> </div> <div style="text-align: center; margin-top: 20px;"> SELECT ROLE CANCEL </div> </div>

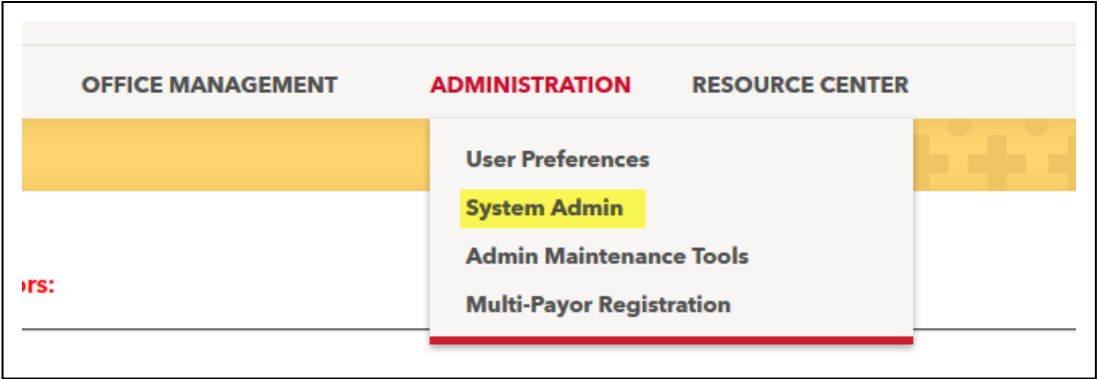
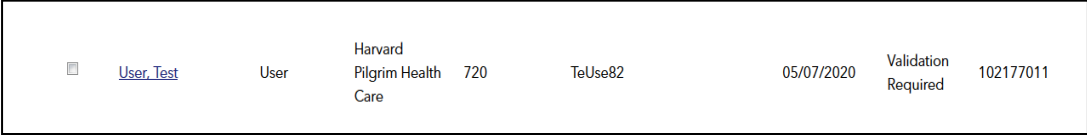
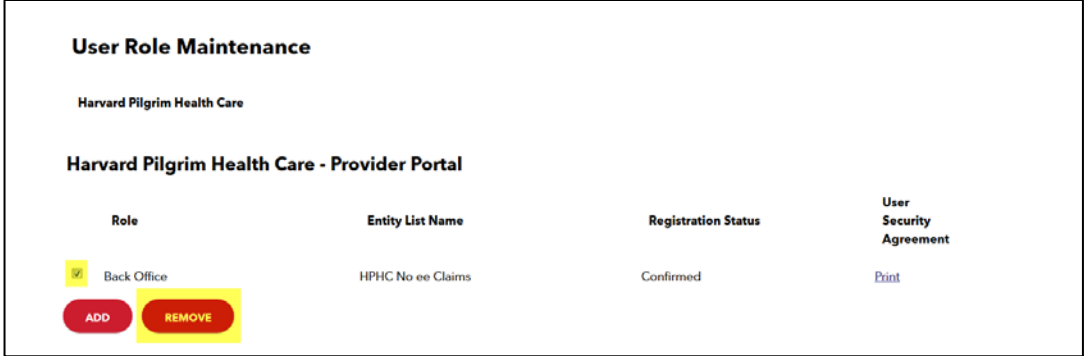
Step	Action
6.	<p>When the User Information screen redisplay, click “Submit.”</p> <div data-bbox="324 275 1474 1146" style="border: 1px solid black; padding: 10px;"> <div style="text-align: right;">View Audit</div> <h3 style="margin-top: 0;">User Information</h3> <p>* First Name <input type="text" value="Test"/></p> <p>Middle Initial <input type="text"/></p> <p>* Last Name <input type="text" value="User"/></p> <p>* E-mail Address <input type="text" value="provider_ebusiness_services@harvardpilgrim.org"/></p> <p>* Confirm E-mail Address <input type="text" value="provider_ebusiness_services@harvardpilgrim.org"/></p> <p>* Title <input type="text" value="Back Office"/> e.g., Office Manager</p> <p>* Office Phone <input type="text" value="(999) 999-9999"/></p> <p>Phone Ext <input type="text"/></p> <p>* Office Fax <input type="text" value="(999) 999-9999"/></p> <p>Local Administrator: <input type="checkbox"/></p> <p style="text-align: center;">SUBMIT</p> <p>* Indicates required field</p> </div>

Step	Action
8.	<p>This will open the File Download window. (Note: If this screen does not open, go to Step 12.) Click on “Open.”</p> <div style="display: flex; justify-content: space-around;">   </div>
9.	<p>This will open the <i>Important User Information</i> and the <i>User Agreement</i> in Adobe Acrobat.</p> 
10.	<p>Click on the “File” menu at the top left corner of the screen and select “Print.”</p> 

Step	Action
11.	<p>A copy of the User Agreement and Important User Information will now print. The Important User Information page includes the user ID and the user’s temporary password.</p> <p>Please Note: This is the only time you will have access to the user’s temporary password. Please ensure that you print and retain this page.</p> <ul style="list-style-type: none"> • Forward this information to the new user and retain a copy for your records. • Have the user sign the <i>User Agreement</i>, and complete section one by selecting his/her “Role.” • The signed <i>User Agreement</i> is required only for users requesting the following roles: Clinician, Clinician Designee-Office Manager, and Clinician Designee- Back Office. • Forward the signed <i>User Agreement</i> to the <i>HPHConnect</i> Administrator. (See contact information below.) • You will be notified by email, when the user has been confirmed. • Users will be required to sign an electronic <i>User Agreement</i> upon their first login to <i>HPHConnect</i>. <p><i>HPHConnect</i> documents may be sent to the <i>HPHConnect</i> Authorization Team via fax or mail:</p> <p>Fax: 866-884-3844</p> <p>Email: Provider_eBusiness_Services@HarvardPilgrim.org</p> <p>Mail: Harvard Pilgrim Health Care</p> <p>Attn: <i>HPHConnect</i> Administrator, 3rd Floor 1600 Crown Colony Drive Quincy, MA 02169</p> <div data-bbox="331 1020 1255 1423" style="border: 1px solid black; padding: 10px; margin-top: 20px;"> </div>

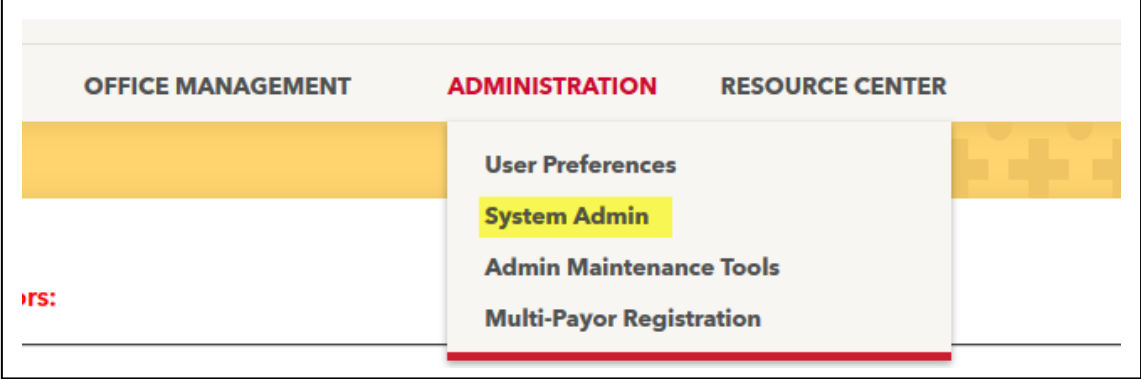
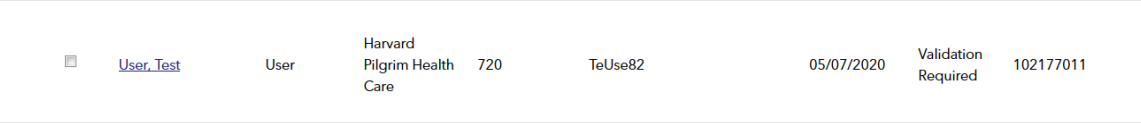
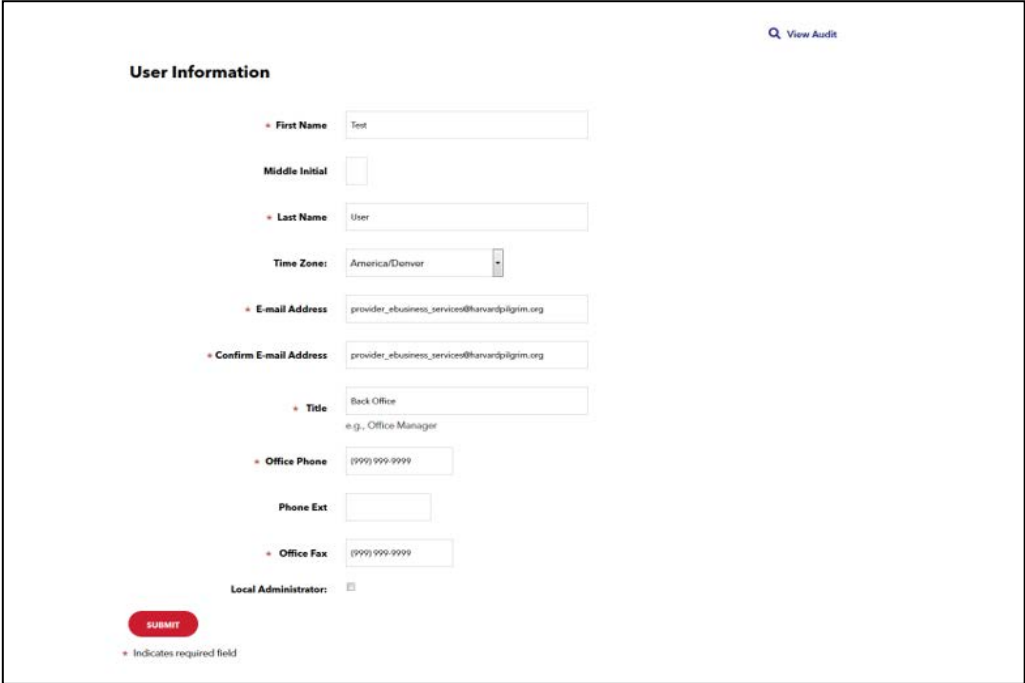
Step	Action									
<p>12.</p>	<p>If you were not able to print the <i>User Agreement</i>, click on the “System Admin” link.</p> <div data-bbox="326 281 1260 1020" style="border: 1px solid black; padding: 10px;"> <p style="text-align: right;">View Audit</p> <p>User Information</p> <p> <input type="text" value="Text"/> </p> <p>Middle Initial <input type="text"/></p> <p> <input type="text" value="User"/> </p> <p>Time Zone: <input type="text" value="America/Denver"/></p> <p> <input type="text" value="provider_ebusiness_services@harvardpilgrim.org"/> </p> <p> <input type="text" value="provider_ebusiness_services@harvardpilgrim.org"/> </p> <p> <input type="text" value="Back Office"/> </p> <p>e.g., Office Manager</p> <p> <input type="text" value="(999) 999-9999"/> </p> <p>Phone Ext <input type="text"/></p> <p> <input type="text" value="(999) 999-9999"/> </p> <p>Local Administrator: <input type="checkbox"/></p> <p>SUBMIT</p> <p>* Indicates required field</p> <p>User Role Maintenance</p> <p>Harvard Pilgrim Health Care</p> <p>Harvard Pilgrim Health Care - Provider Portal</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Entity List Name</th> <th>Registration Status</th> <th>User Security Agreement</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Back Office</td> <td>HPHC No ee Claims</td> <td>Confirmed</td> <td>Print</td> </tr> </tbody> </table> <p>ADD REMOVE</p> </div>	Role	Entity List Name	Registration Status	User Security Agreement	<input type="checkbox"/> Back Office	HPHC No ee Claims	Confirmed	Print	
Role	Entity List Name	Registration Status	User Security Agreement							
<input type="checkbox"/> Back Office	HPHC No ee Claims	Confirmed	Print							
<p>13.</p>	<p>On the User Maintenance screen, click on the “Name” of the newly added user.</p> <div data-bbox="326 1136 1393 1213" style="border: 1px solid black; padding: 5px;"> <table border="1"> <tbody> <tr> <td> test, test</td> <td>User</td> <td>hphc</td> <td>362</td> <td>Validated</td> <td>tetes1528</td> <td>08/21/2015</td> <td>Confirmed</td> <td>110375</td> </tr> </tbody> </table> </div>	 test, test	User	hphc	362	Validated	tetes1528	08/21/2015	Confirmed	110375
 test, test	User	hphc	362	Validated	tetes1528	08/21/2015	Confirmed	110375		


Step	Action										
<p>14.</p>	<p>IMPORTANT: IF YOU HAVE A POP-UP BLOCKER, YOU WILL NEED TO DISABLE IT AT THIS POINT.</p> <p>When the User Information screen displays, scroll down and click on “Print” under the User Role Maintenance section.</p> <div data-bbox="337 380 1417 1209" style="border: 1px solid black; padding: 10px;"> <p>The screenshot shows a 'User Information' form with fields for First Name (test), Middle Initial, Last Name (test), Time Zone (America/Denver), E-mail Address (test@abcmcdical.com), Confirm E-mail Address (test@abcmcdical.com), Title (Front Desk), Office Phone ((617) 555-1212), Phone Ext, Office Fax ((617) 444-1212), and Local Administrator (checkbox). Below the form is a 'Submit' button. Underneath is a 'User Role Maintenance' section for 'Harvard Pilgrim Health Care' with a table:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Entity List Name</th> <th>Entity List ID</th> <th>Registration Status</th> <th>User Security Agreement</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Front Office</td> <td>Harvard Pilgrim All Claims</td> <td>261</td> <td>Confirmed</td> </tr> </tbody> </table> <p>Buttons for 'Add' and 'Remove' are present above and below the table. A 'Print' button is located in the 'User Security Agreement' column of the table row.</p> </div>	Role	Entity List Name	Entity List ID	Registration Status	User Security Agreement	<input type="checkbox"/>	Front Office	Harvard Pilgrim All Claims	261	Confirmed
Role	Entity List Name	Entity List ID	Registration Status	User Security Agreement							
<input type="checkbox"/>	Front Office	Harvard Pilgrim All Claims	261	Confirmed							
<p>15.</p>	<p>When the File Download screen displays, click “Open.”</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="375 1352 829 1759" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Firefox</p> <p>The screenshot shows a Firefox dialog box titled 'Opening AD337E5E-BA48-5E43-101824E9E468F81D.pdf'. It asks 'What should Firefox do with this file?' and has options for 'Open with Adobe Reader 9.5 (default)', 'Save File', and 'Do this automatically for files like this from now on'.</p> </div> <div data-bbox="870 1352 1395 1759" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Internet Explorer</p> <p>The screenshot shows an Internet Explorer dialog box titled 'File Download' asking 'Do you want to open or save this file?'. It displays file details: Name: AD2B1DD7-D10D-D56C-0721BD2252AA273A.pdf, Type: Adobe Acrobat Document, From: beta.healthtrio.com. It has 'Open', 'Save', and 'Cancel' buttons. A warning message at the bottom states: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?'.</p> </div> </div>										

Step	Action									
16.	<p>This will open the <i>User Agreement</i> in Adobe Acrobat.</p> 									
17.	<p>Click on the “File” menu at the top left corner of the screen and select “Print.”</p>  <table border="1" data-bbox="334 758 1414 892"> <tr> <td><input type="checkbox"/></td> <td>User_Test</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>TeUse82</td> <td>05/07/2020</td> <td>Validation Required</td> <td>102177011</td> </tr> </table>	<input type="checkbox"/>	User_Test	User	Harvard Pilgrim Health Care	720	TeUse82	05/07/2020	Validation Required	102177011
<input type="checkbox"/>	User_Test	User	Harvard Pilgrim Health Care	720	TeUse82	05/07/2020	Validation Required	102177011		
18.	<p>A copy of the <i>User Agreement</i> will now print.</p> <ul style="list-style-type: none"> • Have the user sign the <i>User Agreement</i>, and complete section one by selecting their “Role.” • The signed <i>User Agreement</i> is required only for users requesting the following roles: Clinician, Clinician Designee-Office Manager, and <i>Clinician</i> Designee-Back Office. • Forward the signed User Agreement to the HPHConnect Administrator. (See contact information below.) • You will be notified by email when the user has been confirmed. • All users will be required to sign an electronic <i>User Agreement</i> upon their first login to HPHConnect.  <p>HPHConnect documents may be sent to the HPHConnect Authorization Team via fax or mail:</p> <p>Fax: 866-884-3844 Email: Provider_eBusiness_Services@HarvardPilgrim.org Mail: Harvard Pilgrim Health Care Attn: HPHConnect Administrator, 3rd Floor 1600 Crown Colony Drive Quincy, MA 02169</p>									

How to Delete Users from Your HPHConnect Account

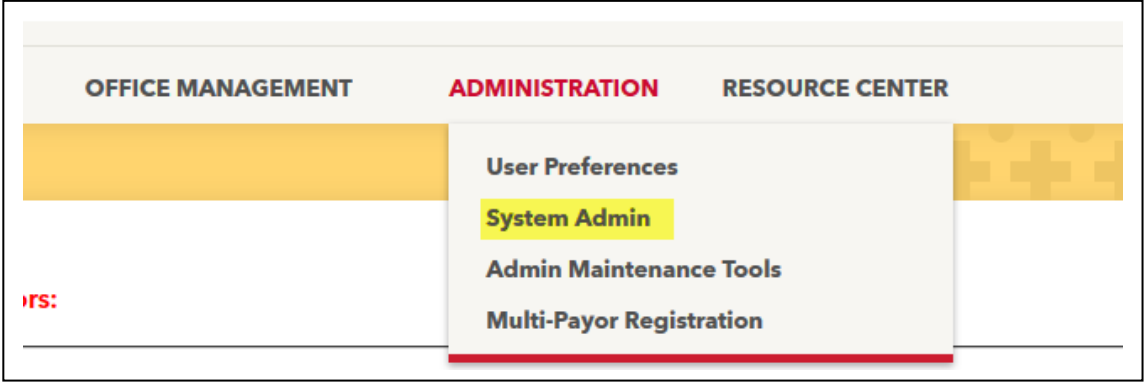

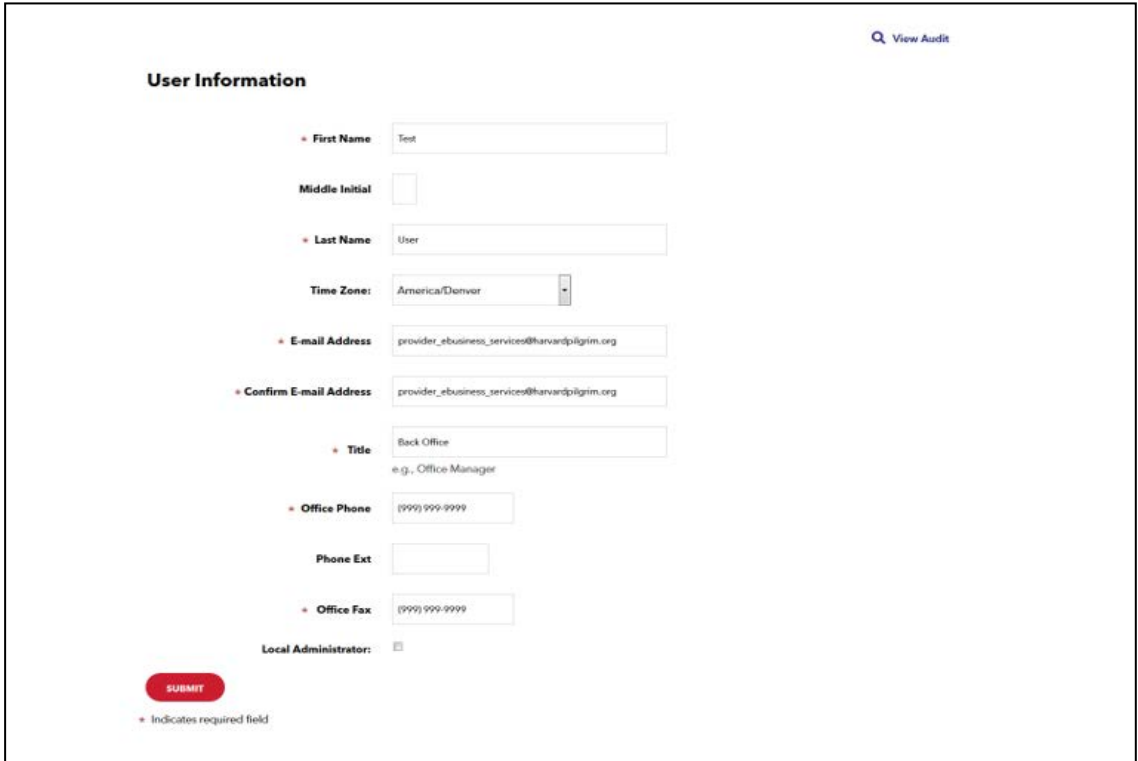
Deleting Users Instructions

Step	Action
1.	<p>Log into <i>HPHConnect</i> and click on the “System Admin” link located in the Administration section on the top left side of the screen.</p> 
2.	<p>When the User Maintenance screen displays with the lists of all users attached to your group. Click on the “name” of the user that needs to be deleted.</p> 
3.	<p>When the User Information screen displays, scroll down and click the box next to the User Role under the User Role Maintenance section. Then, click “Remove.”</p>  <p style="text-align: right;">This will open the</p> <p>Verification screen. You may enter a reason for the deletion and then click “Yes” or simply click “Yes.” The user has now been removed from your account.</p>

Step	Action
4.	<p data-bbox="318 205 800 233">You will receive the following confirmation.</p> <div data-bbox="329 254 1333 592" style="border: 1px solid black; padding: 10px;"><p data-bbox="553 300 768 333" style="text-align: center;">Information</p><p data-bbox="553 411 1133 508" style="text-align: center;"> User Registration Successfully Removed</p><p data-bbox="553 533 1057 560">The user registration has been successfully removed.</p></div>

How to Modify User Information in Your HPHConnect Account

Modifying User Information Instructions

Step	Action
1.	<p>Log into HPHConnect and click on the “System Admin” link located in the Administration section on the top of the screen.</p> 
2.	<p>When the User Maintenance screen displays with the list of all users attached to your group, click on the “name” of the user whose demographics need to be modified.</p> 
3.	<p>The user’s User Information screen displays where you can make changes to any of the demographic fields. When you have entered the needed changes, click on “Submit.”</p> 

Step	Action
4.	You will receive the following confirmation: Request Submitted Successfully.