

Please complete all the steps listed below to change your User's Role.

**Step 1: Provide the following required information. All fields are required.**

Organization Name (as registered in HPHConnect):	Organization Tax Identification Number(s):	
Name of current Main Office Contact:	User ID of current Main Office Contact:	
<b>Complete parts A through D below, as needed.</b>		
A: Is this a request to change the Role of an existing User?	Yes:	No:
Name of existing User to be updated?	User ID of existing User to be?	
B: Is this a request to modify the Role of a new, pending User added to the existing account or created during a new online registration?	*Yes:	No:
*If Yes, forward the signed <i>User Agreement</i> for the new User along with this signed and completed form.		
Note: Instructions for completing the online registration may be found at <a href="http://www.HarvardPilgrim.org/Providers">www.HarvardPilgrim.org/Providers</a> under the <i>HPHConnect/Registration</i> section.		
C: Which Role does the User require access to? (please select only one Role.)		
<input type="checkbox"/> Clinician Designee Back Office <sup>†</sup> <input type="checkbox"/> Clinician Designee Office Manager <sup>†**</sup> <input type="checkbox"/> Office Manager <sup>**</sup> <input type="checkbox"/> Clinician <sup>†**</sup>		
**This role includes Main Office Contact access.		
†This role includes access to Member Medication data.		
D: Current Main Office Contact: Please sign and complete the section below.		
I, (print name) _____ authorize the Provider eBusiness Services team at Harvard Pilgrim Health Care to update User (print name) _____ by modifying their User account to the role specified above, and if applicable granting them Administrative rights and making them a Main Office Contact for (print organization name) _____		
(Signature)		

**Step 2: Forward the completed form(s) to the Provider eBusiness Team at Harvard Pilgrim Health Care via:**

- Fax to (866) 884-3844 or
- Email as attachments to [Provider\\_eBusiness\\_Services@harvardpilgrim.org](mailto:Provider_eBusiness_Services@harvardpilgrim.org)

\*\*The Main Office Contact has access to all administrative functions in *HPHConnect* (eligibility, claims, etc.) and is also responsible for the management of *HPHConnect* for their organization.

- Management responsibilities include: maintaining their organization's user list by adding new staff, deleting staff that have left the organization or no longer require access, and modifying existing user accounts as needed.

†Access to member medication data is restricted to clinicians and other medical personnel.