Harvard Pilgrim Health Care

HPHConnect Home Health Care Transaction Quick Reference Guide

Prior to Submitting a Home Health Care Revision Request:	
1	Check the end date of the transaction. • Edit requests can only be submitted prior to the end date. On or after the end date, submit a new request.
2.	Print the approved transaction "Detail" to keep a copy for your records of what has been authorized.
	Review the diagnosis code(s) to determine if any additional codes need to be submitted. If additional diagnosis codes are needed, use the Office Management/Code Lookup to pre-select them.
4.	Review the procedure code(s) to determine if any additional codes need to be submitted to reflect all the services that are being provided. If additional procedure codes are needed, refer to your list of contracted procedure codes from your Harvard Pilgrim contract.

To Submit a Home Health Care Revision Request:	
1.	Click on the "Edit" button.
2.	Enter the revised data in the appropriate fields.
3.	Click on "Submit."
4.	The response will be returned to you directly and display the status "Pended."

The Revision Request Response:	
1.	Home care transaction revision requests may "Pend" for review.
2.	If the transaction is pended: • The "Approved Units" and "End Date" are blank. (Refer to your printed copy of the transaction "Detail" for what was previously approved.) • The "Additional Information" section indicates what's needed for the review of the request and the fax number of the reviewer.

To Submit the Required Additional Information:	
1.	Select "Home Care" from the "New Request" drop down.
2.	Complete the required information for the patient, requesting provider, and servicing providers (name or NPI).

Helpful Hints:	
1.	To submit additional information: • Enter "Remarks," or • Attach the UHHA form via the "Clinical Upload" section.
2.	To advance from field to field, use the TAB key instead of using your mouse. Use the magnifying glass for advanced searches. Do not hit "Enter" unless you are using the advanced search option.
3.	To move the cursor back a field, use the SHIFT + TAB keys together.

Troubleshooting Problems:	
1	If you receive an error message and need to correct data in one or more fields, scroll up to the section marked in red to correct the mistake(s) and resubmit the request.
2.	If you receive the message "Your request has not been returned from the server. You will receive a communiqué shortly," click your browser "Back" button to resubmit the request. You may also check the status of your request via Patient Management.
3.	If you have not used HPHConnect for 15 minutes, you will need to "Sign In" again before you can create a new admission transaction.