HPHConnect Home Health Care Transaction Quick Reference Guide

Prior to Submitting a Home Health Transaction:	
1	Check member eligibility.
2.	When you are sure that you have the correct member, click on "Select" to add the member to the patient list.
3.	Check to see if a home care authorization is already in place (See "To search for Home Care Transactions" below).
.	Have your provider number (NPI).
5.	Have the attending provider's NPI, which you can find via the Office Management/Provider Directory.
6.	Have the diagnosis/procedure code(s), which you can pre-select from the Office Management/Code Lookup.

To Submit a Home Care Transaction:	
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).
3.	Provide contact name/number and requested service information.
4.	Complete any additional optional fields. Note: If either the "Last Admission Period" or the "Patient Location" field is used, the other one is then required.
5.	Click on "Submit." The response will be returned to you directly and display the status.
6.	To print a copy or the response for your records, use the "Print Referral" link.

To Search for Home Care Transactions:	
1.	In Patient Management, select the member from the patient list.
2.	Click on the "Authorizations and Notifications" link to access the "Search Requests" screen that displays a list of the member's referrals and authorizations.
3.	(*Optional*) To filter the data on the "Requested Service Search Results" screen, click on the "Modify Search" link to select specific criteria (e.g., Requesting or Servicing Provider, Requested Service, Status, Date Range).
4.	Click on "View" on the right side of the screen to access the detail of an existing record.
5.	If no record exists for the service in question, click on "New Request" to enter a new Authorization.

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.
4.	Approved home care transactions will display the start date and end date and the # of visits approved (not to exceed the number of visits requested).
5.	Incomplete transactions can be saved by clicking the "Save" button the bottom of the screen. Enter a name for your request and click "Save". Saved/incomplete transactions may be accessed via the Referral & Authorizations start page. Click the request name, complete the required fields and click "Submit".

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.