



Harvard Pilgrim
HealthCare

HPHConnect for Providers

***HPHConnect* Non-Utilizer Report User Guide**



March 2015

HPHConnect Non-Utilizer Report

Non-Utilizer Report Instructions

The Non-Utilizer Report provides the Main Office Contact with the account status for all users attached to their *HPHConnect* account. This report should be used during the annual Account Revalidation process or at any time the Main Office Contact would like to view the status of users attached to their *HPHConnect* account.

Below are instructions for running the Non-Utilizer Report:

Step	Action										
1	Log in to <i>HPHConnect</i> for Providers.										
2	<p>Click on “<i>Reports</i>” in the navigation bar under the Office Management section. This will bring up the list of available reports.</p>  <p>The screenshot shows a navigation menu with two main sections: OFFICE MANAGEMENT and ADMINISTRATION. Under OFFICE MANAGEMENT, there are links for Eligibility, Referrals/Auths, and Code Lookup. Under ADMINISTRATION, there are links for Claims, Provider Directory, and Reports.</p>										
3	<p>Click on “<i>Non-Utilizer Report</i>.” This will open the Non-Utilizer Report screen where report criteria may be selected.</p>  <p>The screenshot shows the Non-Utilizer Report screen with two tabs: Report List and Batch Report Status. Below the tabs is a section titled 'Available Reports' with a table listing report names and descriptions.</p> <table border="1"> <thead> <tr> <th>Report Name</th> <th>Report Description</th> </tr> </thead> <tbody> <tr> <td>Member Roster</td> <td>get a list of members with a particular Primary Care Physician</td> </tr> <tr> <td>Non-Utilizer Report</td> <td>get a list of users and their utilization and login status</td> </tr> <tr> <td>Provider Report</td> <td>get a list of providers</td> </tr> <tr> <td>Transaction Reports</td> <td>view the number of transactions for a length of time you specify</td> </tr> </tbody> </table>	Report Name	Report Description	Member Roster	get a list of members with a particular Primary Care Physician	Non-Utilizer Report	get a list of users and their utilization and login status	Provider Report	get a list of providers	Transaction Reports	view the number of transactions for a length of time you specify
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4 Choose the report criteria.

Reporting Period—*Days Since Last Sign-on*

Allows the Main Office Contact to determine the number of days he/she wants reported since the user's last sign-on.

- The range is from 5 days to 65 days. Harvard Pilgrim recommends selecting 5 days.

Sort Criteria

Allows the Main Office Contact to determine how the report should be sorted. The options are:

- Access Group
- Status (Active, Account Expired)
- User Name (recommended)
- User ID

Additional Selection Criteria—*Include Locked Out Users*

Select this option to see users whose accounts have been locked for inactivity or for too many failed login attempts.

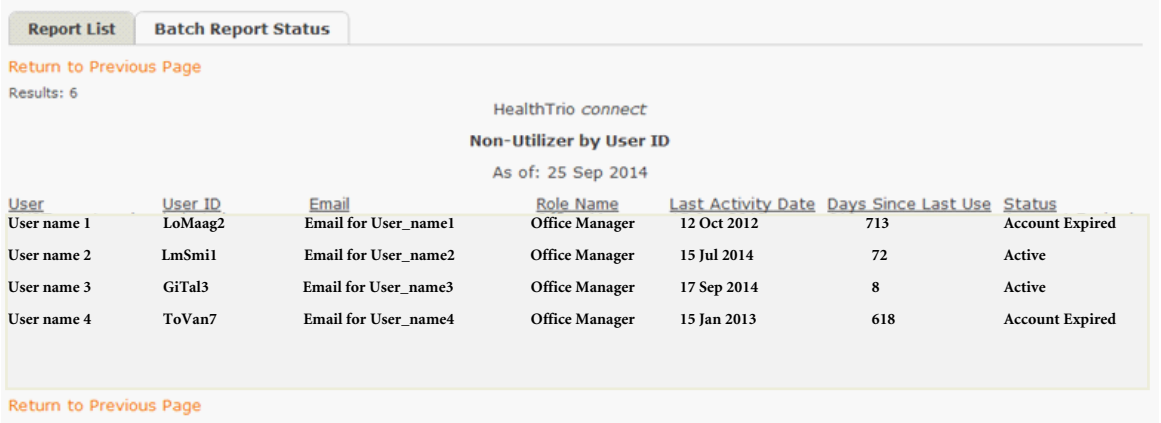
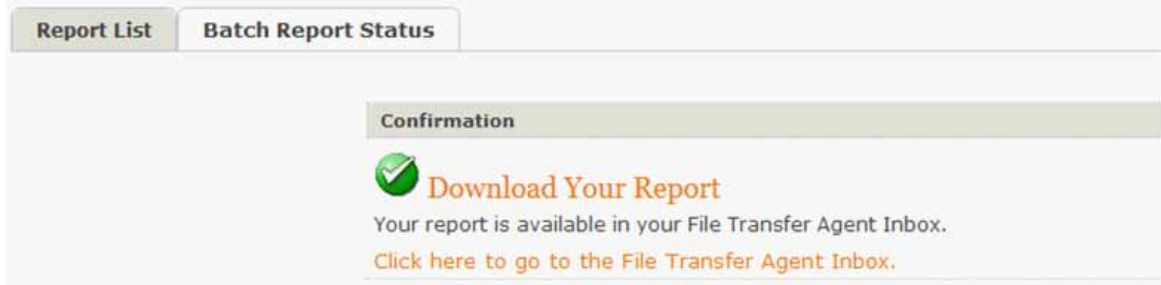

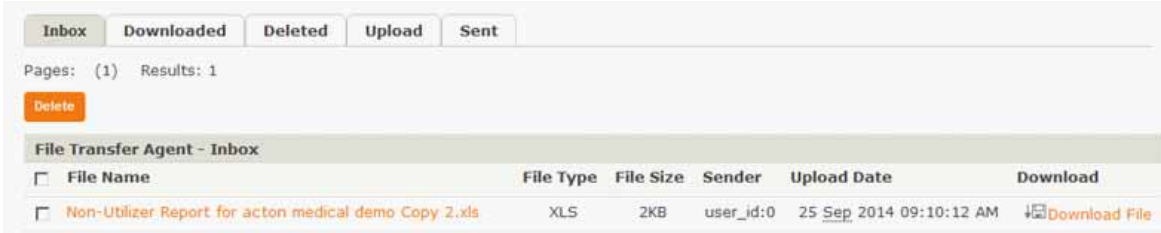



Download This Report—*Select Download Format*

- Display (on screen display)
- Download Delimited file
- Download MS Excel file
- Download PDF file

5 Once report criteria have been selected, click on the "Generate" button.

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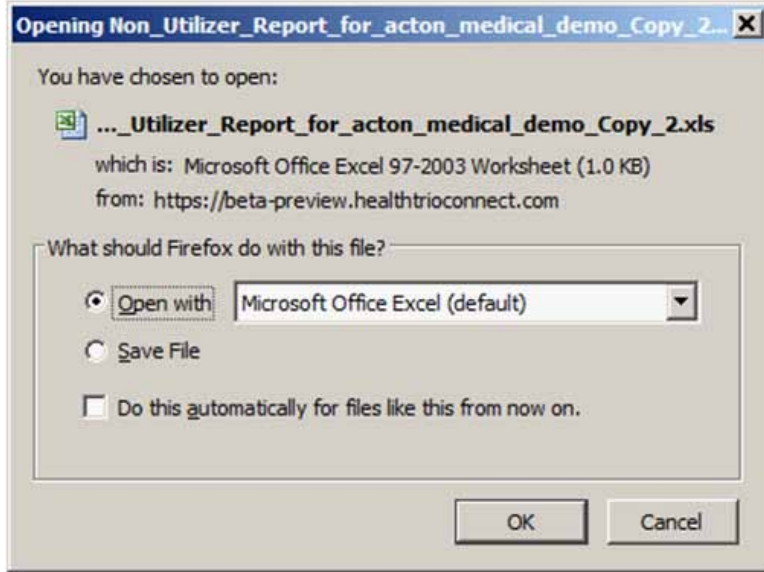
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6	<p>View the report.</p> <table border="1"> <thead> <tr> <th data-bbox="302 331 878 373">If</th> <th data-bbox="878 331 1456 373">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="302 373 878 443">"Display Results" was selected</td> <td data-bbox="878 373 1456 443">The report results will be displayed on screen. See Step 7.</td> </tr> <tr> <td data-bbox="302 443 878 512">One of the other options was selected</td> <td data-bbox="878 443 1456 512">The report will be available from the File Transfer Agent. See Step 8.</td> </tr> </tbody> </table>	If	Then	"Display Results" was selected	The report results will be displayed on screen. See Step 7.	One of the other options was selected	The report will be available from the File Transfer Agent. See Step 8.																													
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7	<p>Review the report and proceed to Step 9.</p>  <p>Report List Batch Report Status</p> <p>Return to Previous Page</p> <p>Results: 6</p> <p>HealthTrio connect</p> <p>Non-Utilizer by User ID</p> <p>As of: 25 Sep 2014</p> <table border="1"> <thead> <tr> <th>User</th> <th>User ID</th> <th>Email</th> <th>Role Name</th> <th>Last Activity Date</th> <th>Days Since Last Use</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>User name 1</td> <td>LoMaag2</td> <td>Email for User_name1</td> <td>Office Manager</td> <td>12 Oct 2012</td> <td>713</td> <td>Account Expired</td> </tr> <tr> <td>User name 2</td> <td>LmSmi1</td> <td>Email for User_name2</td> <td>Office Manager</td> <td>15 Jul 2014</td> <td>72</td> <td>Active</td> </tr> <tr> <td>User name 3</td> <td>GiTal3</td> <td>Email for User_name3</td> <td>Office Manager</td> <td>17 Sep 2014</td> <td>8</td> <td>Active</td> </tr> <tr> <td>User name 4</td> <td>ToVan7</td> <td>Email for User_name4</td> <td>Office Manager</td> <td>15 Jan 2013</td> <td>618</td> <td>Account Expired</td> </tr> </tbody> </table> <p>Return to Previous Page</p>	User	User ID	Email	Role Name	Last Activity Date	Days Since Last Use	Status	User name 1	LoMaag2	Email for User_name1	Office Manager	12 Oct 2012	713	Account Expired	User name 2	LmSmi1	Email for User_name2	Office Manager	15 Jul 2014	72	Active	User name 3	GiTal3	Email for User_name3	Office Manager	17 Sep 2014	8	Active	User name 4	ToVan7	Email for User_name4	Office Manager	15 Jan 2013	618	Account Expired
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8	<p>a) When the confirmation message displays, click on the link to access the File Transfer Agent.</p>  <p>Report List Batch Report Status</p> <p>Confirmation</p> <p> Download Your Report</p> <p>Your report is available in your File Transfer Agent Inbox.</p> <p>Click here to go to the File Transfer Agent Inbox.</p> <p>b) At the File Transfer Agent inbox, click on "Download File."</p>  <p>Inbox Downloaded Deleted Upload Sent</p> <p>Pages: (1) Results: 1</p> <p>Delete</p> <p>File Transfer Agent - Inbox</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>File Name</th> <th>File Type</th> <th>File Size</th> <th>Sender</th> <th>Upload Date</th> <th>Download</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Non-Utilizer Report for acton medical demo Copy 2.xls</td> <td>XLS</td> <td>2KB</td> <td>user_id:0</td> <td>25 Sep 2014 09:10:12 AM</td> <td> Download File</td> </tr> </tbody> </table>	<input type="checkbox"/>	File Name	File Type	File Size	Sender	Upload Date	Download	<input type="checkbox"/>	Non-Utilizer Report for acton medical demo Copy 2.xls	XLS	2KB	user_id:0	25 Sep 2014 09:10:12 AM	 Download File																					
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8 con't. c) Select "Open" to open and view the file, or "Save" to save the file to your computer.



d) View of the report in MS Excel and proceed to Step 9.

	A	B	C	D	E	F	G	H	I	J
	ACCESS_LIST	ACCESS_LIST_ID	DAYS SINCE LAST USE	EMAIL	LAST_LOGIN	LAST_NAME	NAME	ROLE_NAME	STATUS_DESCRIPTION	USER_ID
2	Provider Office	16134	618	provider.office@ourmail.com	1/15/2013	User	Test1	Office Manager	Account Expired	1euse1
3	Provider Office	16134	120	provider.office@ourmail.com	5/26/2014	User	Test2	Back Office	Active	1euse2
4	Provider Office	16134	713	provider.office@ourmail.com	10/13/2013	User	Test3	Back Office	Account Expired	1euse3
5	Provider Office	16134	1199	provider.office@ourmail.com	6/14/2013	User	Test4	Front Office	Account Expired	1euse4
6	Provider Office	16134	72	provider.office@ourmail.com	7/15/2014	User	Test5	Front Office	Active	1euse5
7	Provider Office	16134	9	provider.office@ourmail.com	9/17/2014	User	Test6	Back Office	Active	1euse6

9. Delete users, if applicable
- Review the report and determine if any User accounts listed as expired need to be deleted.
 - If the user accounts do need to be deleted please refer to *How to Add, Delete or Modify a User's Information*.