



Harvard Pilgrim
HealthCare

HPHConnect for Providers

***HPHConnect* Notifications to
Servicing Providers and PCPs —
Activity Summary User Guide**

March 2015

Activity Summary – Home Page

Home Page – Activity Summary Overview

Providers who use *HPHConnect* can receive notification from Harvard Pilgrim of new or modified referral/authorization transactions on the home page.

The Activity Summary, which can be enabled by the user, contains the list of notifications for providers on the access list of new and modified referral/authorization transactions to:

- Servicing providers
- PCPs (if the transaction was entered by another provider for a Harvard Pilgrim member on the PCP’s panel)

Note: New users will need to add the Activity Summary to their homepage (Refer to “Adding or Modifying Your Activity Summary”).

The screenshot shows the user interface of the HPHConnect system. At the top right, it says "Hello Maura" with links for "Home", "Log Out", and "Mess". The Harvard Pilgrim Health Care logo is on the left. A navigation bar contains "HOME", "PATIENT MANAGEMENT", "OFFICE MANAGEMENT", "ADMINISTRATION", and "REFERENCES". Below this is a "Notification Summary" section with a sub-header "Activity Summary for Documentation Updates".

Count	Provider
1	SMITH, JANE
10	ABC HOSPITAL
2	PHYSICIAN, JOSEPH
1	PROVIDER, UNSPECIFIED
4	PROVIDER, UNSPECIFIED
4	PROVIDER, UNSPECIFIED
5	XYZ HOSPITAL

Count	Status
1	changed
16	new

(continued)

Activity Summary – View the Notification

1. Click on the number in the “Count” column for the provider or status whose records you want to view.

Notification Summary	
Activity Summary for Documentation Updates	
Referrals/Authorizations	
Count	Provider
1	SMITH, JANE
10	ABC HOSPITAL
2	PHYSICIAN, JOSEPH
1	PROVIDER, UNSPECIFIED
4	PROVIDER, UNSPECIFIED
4	PROVIDER, UNSPECIFIED
5	XYZ HOSPITAL
Referrals/Authorizations	
Count	Status
1	changed
16	new

2. The summary of referral/authorization (R/A) records for the provider or status appears.

Service Request Search Results									
Service Request Number	Status	Patient	Service Request Type	Requested Service	Requesting Provider	Servicing Provider	Start Date	End Date	Remove from Notification List
PHI26785M	Approved (None)	PATIENT, MARY HP222222200 (31 jan 0000)	Specialist	Phy Visit - Office: Well	DOCTOR, SUSAN	DOCTOR, JOHN	1 Aug 2013	13 May 2014	<input type="checkbox"/>
<input type="button" value="Remove"/>									

3. Click on the “Service Request Number” to view a record.
4. To remove a record from the Activity Summary, check the box in the column labeled “Remove from Notification List,” then click on the “Remove” button.

Note: Removing the transaction from the Activity Summary does not remove the transaction from R/A history. R/A transactions remain online for two years.

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Adding or Modifying the Activity Summary

Adding or Modifying the Activity Summary Introduction

The Activity Summary can only be enabled if the user's access list contains less than 100 providers. If your access list contains over 100 providers, you will not be able to add the Activity Summary to your *HPHConnect* home page.

Activity Summary Options

The user can control the Activity Summary display via the "User Preferences/Notification" screen. This option can be turned on or shut off by the user. You can:

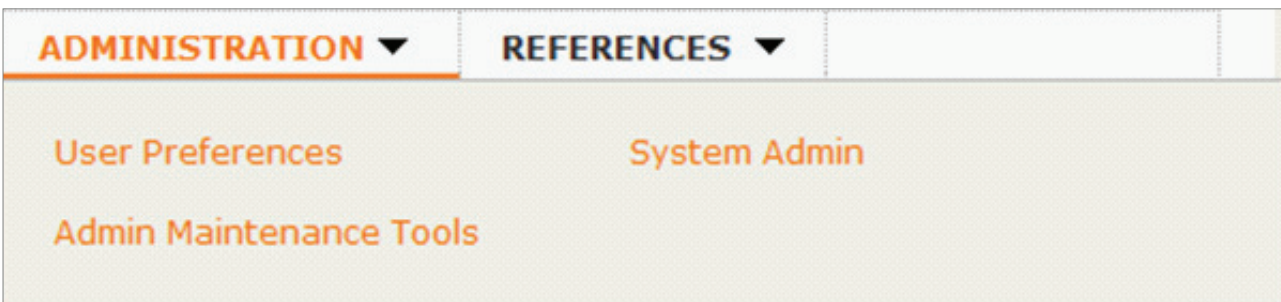
1. Add the Activity Summary to your home page
2. Change the number of days that records remain on the Activity Summary list(s)
3. Add or remove a list from your Activity Summary
4. Select the way in which Referral/Authorization records are sorted on Activity Summary list(s).

(continued)

How to Configure the Activity Summary

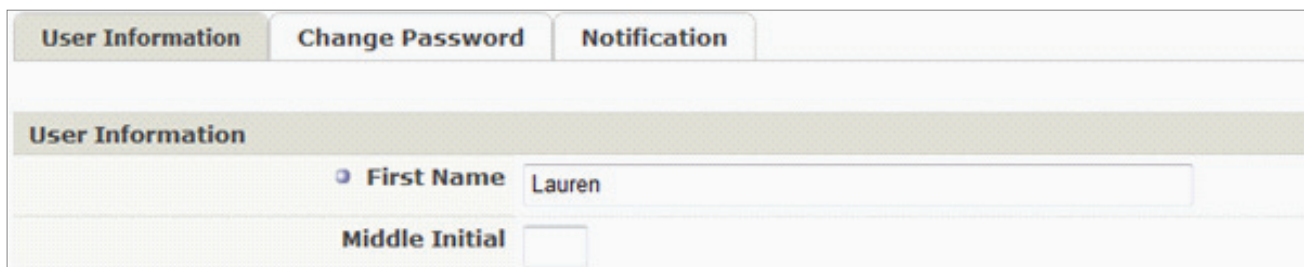
I. Access the Notification: Activity Configuration Maintenance screen.

1. Click on “User Preferences” to access the Activity configuration Maintenance screen.

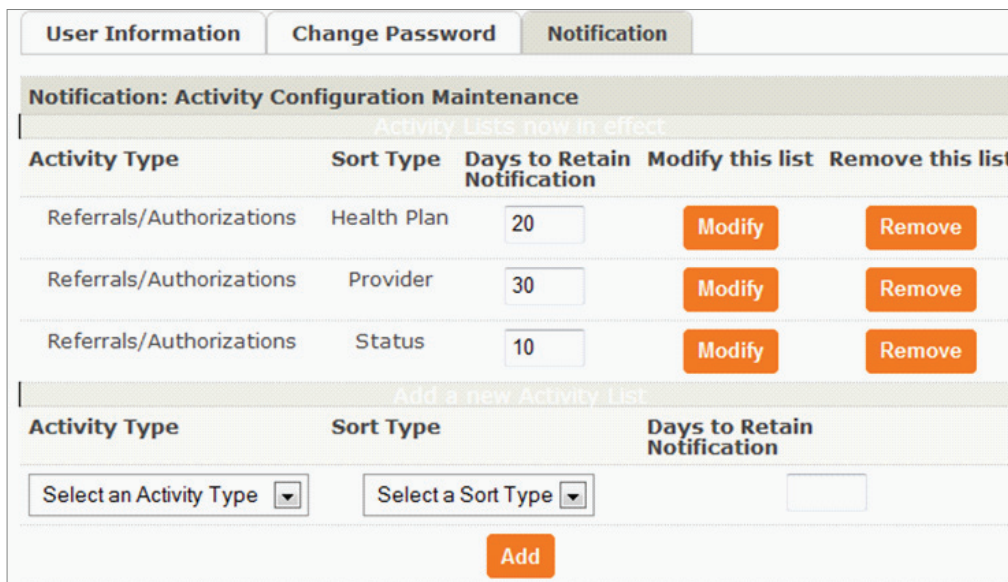


2. A screen appears with three tabs:

- User Information
- Change Password
- Notification



3. The Activity Configuration Maintenance Screen displays.



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II. Add a list to the Activity Summary

- From the Activity Type menu, select “Referrals/Authorizations.”

The screenshot shows the 'Notification: Activity Configuration Maintenance' page. It has three tabs: 'User Information', 'Change Password', and 'Notification'. The 'Notification' tab is active. Below the tabs is a section titled 'Activity Lists now in effect' with a table:

Activity Type	Sort Type	Days to Retain Notification	Modify this list	Remove this list
Referrals/Authorizations	Health Plan	20	Modify	Remove
Referrals/Authorizations	Provider	30	Modify	Remove
Referrals/Authorizations	Status	10	Modify	Remove

Below this table is a section titled 'Add a new Activity List' with a form:

Activity Type	Sort Type	Days to Retain Notification
Select an Activity Type Select an Activity Type Referrals/Authorizations	Select a Sort Type Health Plan Provider Status	

An orange 'Add' button is located below the form. An arrow points from the 'Add' button to the 'Sort Type' dropdown menu.

- From the “Sort Type” menu, select how you would like your notification list sorted.

If you select:	Your list will be sorted by:
Provider	Provider last names (alphabetically)
Status	Changed — (a recently modified record) New — (a recently entered record)

- In the “Days to Retain Notification” box, enter the number of days you would like to keep records on your notification list(s). (If you leave this box blank, it will default to 30.)
 Click the “Add” button to add the list to the Activity Summary on you *HPHConnect* home page.

Error Message

If you attempt to add the Activity summary and your access list contains more than 100 providers, the following message displays.

The error message box has a title bar 'Information' and an information icon. The text inside reads:

Notification Service not allowed for this user
 This users access list is too broad to set up Notification.
 If you want Notification Service, contact your administrator to arrange for a more restrictive access list.

III. Change the number of days records remain on the Activity Summary list(s).

1. Choose the appropriate row for the type of list you want to modify.

Notification: Activity Configuration Maintenance				
Activity Lists now in effect				
Activity Type	Sort Type	Days to Retain Notification	Modify this list	Remove this list
Referrals/Authorizations	Health Plan	<input type="text" value="20"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Provider	<input type="text" value="30"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Status	<input type="text" value="10"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Add a new Activity List				
Activity Type	Sort Type	Days to Retain Notification		
<input type="text" value="Select an Activity Type"/>	<input type="text" value="Select a Sort Type"/>	<input type="text"/>		
<input type="button" value="Add"/>				

2. Enter the number of days you would like to keep records on your notification list.
3. Click on "Modify."

IV. Remove a list from your Activity Summary.

1. Choose the appropriate row for the type of list you want to remove.

Notification: Activity Configuration Maintenance				
Activity Lists now in effect				
Activity Type	Sort Type	Days to Retain Notification	Modify this list	Remove this list
Referrals/Authorizations	Health Plan	<input type="text" value="20"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Provider	<input type="text" value="30"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Status	<input type="text" value="10"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Add a new Activity List				
Activity Type	Sort Type	Days to Retain Notification		
<input type="text" value="Select an Activity Type"/>	<input type="text" value="Select a Sort Type"/>	<input type="text"/>		
<input type="button" value="Add"/>				