

# HPHConnect for Providers User Guide

## Revalidation of Users for Your Account

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October 2019

## Table of Contents

Revalidation of Users Overview .....	3
Introduction .....	3
Role of Main Office Contact .....	3
Account Revalidation Timeframe .....	3
Account Revalidation Email .....	4
Sample Email .....	4
How to Revalidate Users of Your HPHConnect Account .....	5

## Revalidation of Users Overview

### Introduction

The Health Insurance Portability and Accountability Act (HIPAA) and other state and federal regulations require robust user access controls and processes for users who have access to protected health information (PHI). Regular validation of user account access is a key process in safeguarding PHI. Account revalidation is a regular review of user accounts to ensure that access is limited to only those functions which are needed to accomplish the user’s job.

### Role of Main Office Contact

The main office contact will perform an annual revalidation of all user accounts attached to his/her online account in HPHConnect for providers.

- Delete user accounts for all those who no longer require access (i.e., any users who have changed positions or who have left the organization)
- Validate that any remaining user accounts have been attached to the correct roles

### Account Revalidation Timeframe

The annual account revalidation process should be completed within a 60-day timeframe. Failure to complete account revalidation by the due date will result in lock-out of provider access to HPHConnect for all users attached to the account.

<b>The following details the revalidation activity that will occur.</b>	
60 days prior to due date	An account revalidation reminder email is sent to the main office contact.
Prior to due date	The main office contact completes account revalidation of users attached to his/her account in HPHConnect for providers.
30 days prior to due date	If account revalidation has not been completed, a second reminder email is sent to the main office contact.
15 days prior to due date	If account revalidation has not been completed, a third reminder email is sent to the main office contact.
Past due date	If account revalidation has not been completed, all user access to HPHConnect is locked.

## Account Revalidation Email

### Sample Email

The following is a sample of the notification email that is sent to the main office contact prior to the account revalidation due date.

Dear |UserName|

You are receiving this notification as a reminder that the annual account revalidation of HPHConnect Users is due in 60/30/15 days.

Account revalidation is a regular review of user accounts by the main office contact. You should review all active users for whom you are the main office contact to ensure that access is limited to only those functions which are needed to accomplish the user's job. This is done by confirming the role each user has is appropriate for his/her job. You should also identify and delete any users who have left the organization and no longer require access to HPHConnect.

The Account Revalidation policy and instructions for completing the account revalidation process are located in the Provider Manual. The Provider Manual is available via the HPHC Resources link in HPHConnect (see the left navigation bar) or on the "For Provider" page at [harvardpilgrim.org](http://harvardpilgrim.org).

If you have any questions regarding this process please contact the Provider eBusiness Services team at 1-800-708-4414, select option 1 then option 6.

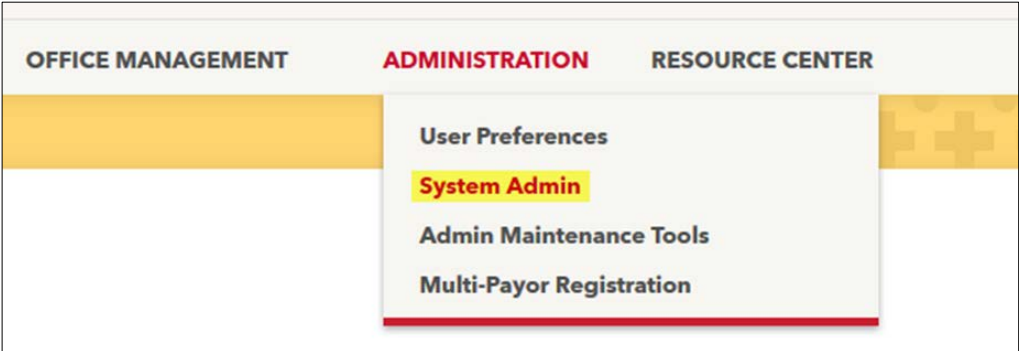
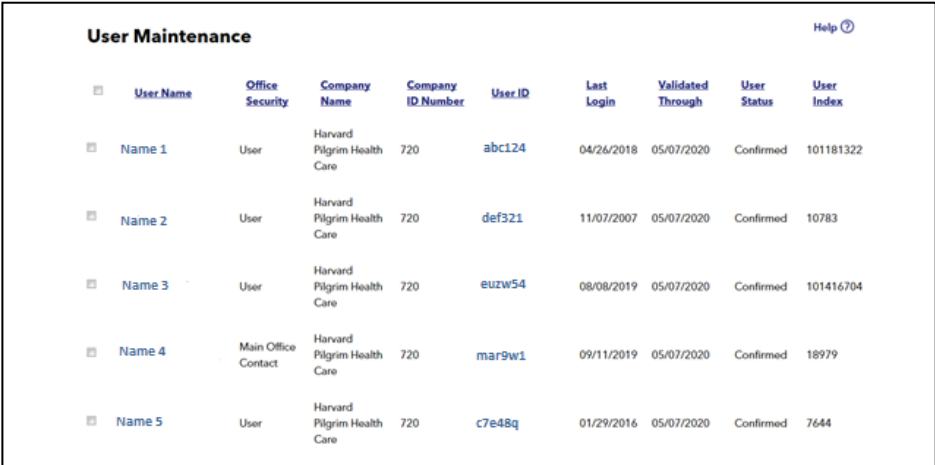
Sincerely,

Provider eBusiness Services

|Health Plan Name|

Email: [Provider\\_eBusiness\\_Services@HarvardPilgrim.org](mailto:Provider_eBusiness_Services@HarvardPilgrim.org)

# How to Revalidate Users of Your HPHConnect Account

Step	Action																																																																						
1.	<p>Log into HPHConnect and click on the System Admin link located in the Administration section on the top of the screen.</p> 																																																																						
2.	<p>The User Maintenance screen displays and allows the main office contact to view a list of users attached to his/her HPHConnect account. Information for each user includes:</p> <ul style="list-style-type: none"> <li>• Last Login: date when the user last logged on to the application</li> <li>• Validated Through: due date for revalidation of the user</li> <li>• User Status: Pending, Confirmed, Validation Required, or Validation Expired, Validated Through</li> </ul>  <table border="1" data-bbox="451 1125 1380 1587"> <thead> <tr> <th colspan="9">User Maintenance</th> <th>Help ?</th> </tr> <tr> <th><input type="checkbox"/></th> <th>User Name</th> <th>Office Security</th> <th>Company Name</th> <th>Company ID Number</th> <th>User ID</th> <th>Last Login</th> <th>Validated Through</th> <th>User Status</th> <th>User Index</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Name 1</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>abc124</td> <td>04/26/2018</td> <td>05/07/2020</td> <td>Confirmed</td> <td>101181322</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Name 2</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>def321</td> <td>11/07/2007</td> <td>05/07/2020</td> <td>Confirmed</td> <td>10783</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Name 3</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>euzw54</td> <td>08/08/2019</td> <td>05/07/2020</td> <td>Confirmed</td> <td>101416704</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Name 4</td> <td>Main Office Contact</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>mar9w1</td> <td>09/11/2019</td> <td>05/07/2020</td> <td>Confirmed</td> <td>18979</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Name 5</td> <td>User</td> <td>Harvard Pilgrim Health Care</td> <td>720</td> <td>c7e48q</td> <td>01/29/2016</td> <td>05/07/2020</td> <td>Confirmed</td> <td>7644</td> </tr> </tbody> </table>	User Maintenance									Help ?	<input type="checkbox"/>	User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	Validated Through	User Status	User Index	<input type="checkbox"/>	Name 1	User	Harvard Pilgrim Health Care	720	abc124	04/26/2018	05/07/2020	Confirmed	101181322	<input type="checkbox"/>	Name 2	User	Harvard Pilgrim Health Care	720	def321	11/07/2007	05/07/2020	Confirmed	10783	<input type="checkbox"/>	Name 3	User	Harvard Pilgrim Health Care	720	euzw54	08/08/2019	05/07/2020	Confirmed	101416704	<input type="checkbox"/>	Name 4	Main Office Contact	Harvard Pilgrim Health Care	720	mar9w1	09/11/2019	05/07/2020	Confirmed	18979	<input type="checkbox"/>	Name 5	User	Harvard Pilgrim Health Care	720	c7e48q	01/29/2016	05/07/2020	Confirmed	7644
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3.	<p>Review the full list of current users.</p> <ul style="list-style-type: none"> <li>• Delete user accounts for those who no longer require access (i.e., any users who have changed positions or who have left the organization).</li> </ul> <p>Verify that any remaining user accounts have been attached to the correct roles and make any necessary updates.</p> <p>See:</p> <ol style="list-style-type: none"> <li>1. How to Add, Delete, or Modify a User's Information</li> <li>2. Harvard Pilgrim Provider Manual, eServices and Online Solutions: User Role Information</li> </ol>																																																																						

Step	Action
4.	<p>When the review of user accounts has been completed, validate the user accounts that do require access and whose access is appropriate for the user's job:</p> <ul style="list-style-type: none"><li>• Click the check box beside the user's name</li><li>• Click on the "Validate Users" button</li><li>• Verify the "Validated Through" date has changed to a date next year</li></ul>