Harvard Pilgrim
HealthCare

HPHC LCU Reporting User Guide

Accessing HPHC Reporting on HPHConnect

This overview describes the steps needed to access HPHC LCU reporting available on HPHConnect.

For questions regarding access and/or report content, please email HPHC_NMM@point32health.org

This User Guide is posted at www.harvardpilgrim.org/LCUReporting

1.0 Access to HPHC Reporting, via *HPHConnect*

To access the HPHC Reporting, the user must:
1. Have a valid *HPHConnect* Account (note that if you have not used the account in 120 days, the account is frozen and you will need to contact Customer Service at the number in the screenshot below to re-activate your account).
2. Have the LCU Reporting role assigned to that user account
3. Your *HPHConnect* account must be loaded into the security table authorizing you to access the appropriate practices (Local Care Units [LCUs] or Care Sub Units [CSUs]) for your organization).
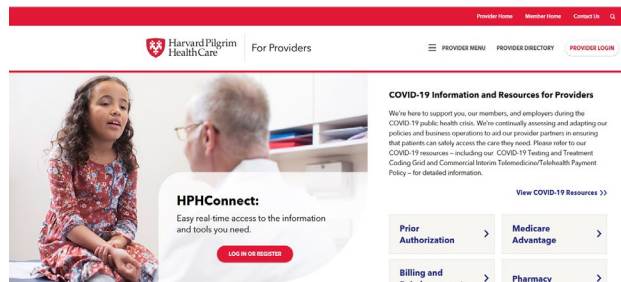
If you do not have a current *HPHConnect* account and/or access to the Quality Measures Reports (QMR), please complete the HPHC User Access form, available on the www.harvardpilgrim.org/LCUReporting website and email it to HPHC_NMM@point32health.org. We will validate that your LCU has a privacy and security agreement in place and will triage your request to the appropriate teams for setup.
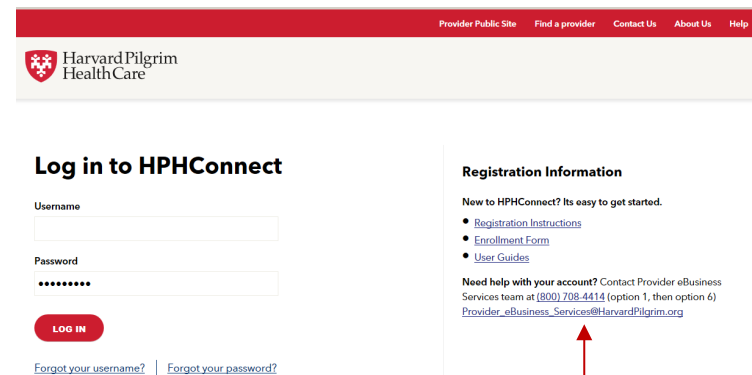
2.0 Logging on to HPHConnect

Log into the HPHC portal

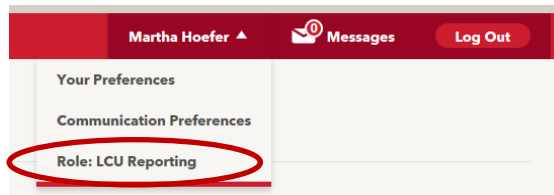www.harvardpilgrim.org/provider

Select

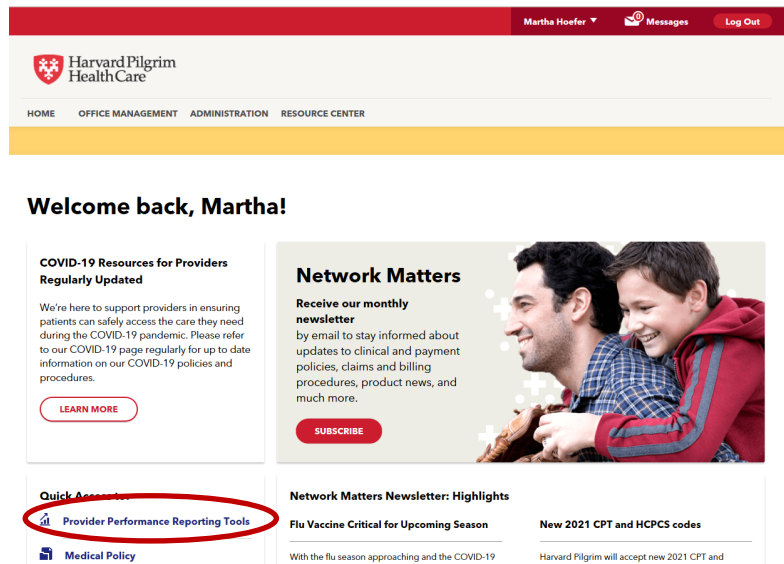Log into *HPHConnect* using your HealthTrio ID and password:

Call the Customer Service phone number if you are locked out for non-use in past 120 days

---

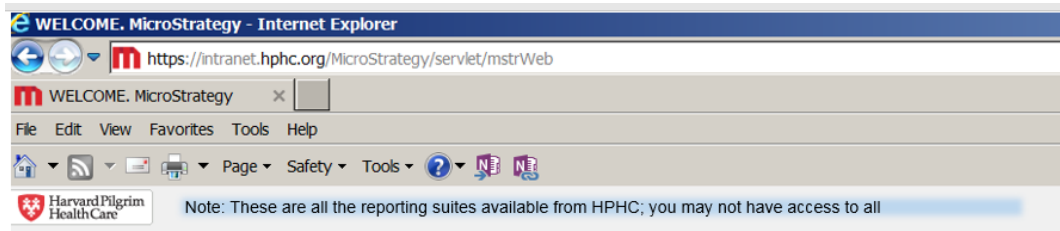Beside your name in the red header bar is a down arrow; click here to confirm you have the role of LCU Reporting.

In lower left panel, select Provider Performance Reporting Tools

3.0 Navigating to the Appropriate Reports Folder

Once you are logged in to the web application, you will see the following screen.

Click on the report you want.

Refer to the specific report's User Guide for more information, available at

www.harvardpilgrim.org/LCUReporting