

# HPHConnect User Role Information

## Definition

The “User Role” in *HPHConnect* identifies the “what” data/functions (e.g., see claims or not) a user of *HPHConnect* would be authorized to see. Each user must be assigned a user role. User role definitions are provided in the grid below.

## Available Provider User Roles

- Office manager (main office contact)
- Back office
- Front office
- Clinician (main office contact)
- Clinician designee-office manger (main office contact)
- Clinician designee-back office
- LCU reporting

## Main Office Contact

Main Office Contact staff have access to all administrative functions in *HPHConnect* (eligibility, claims, etc.) and are also responsible for the administration of *HPHConnect* for their organizations. They are responsible for maintaining their organizations user list by adding new staff, deleting staff that have left or no longer require access and modifying user accounts as needed. The main office contact is also responsible for ensuring that all users for their organization are aware of and adhering to the *User Responsibilities Guidelines*.

Please see the *Main Office Contact Responsibilities* section of the *Provider Manual* for more information.

## Role Assignment

Some roles may be assigned by the main office contact. Other roles require Harvard Pilgrim intervention. Please see the *Notes/Comments* section of the grid below for more information on user role assignment.

## Creating User Accounts

For information on creating user accounts please see the *Main Office Contact Responsibilities* section of the *Provider Manual*.

## Access Functions

### HPHConnect General Access Functions

General access functions include:

- Provider Directory
- Code Lookup
- Harvard Pilgrim Formulary & Pharmacy
- Harvard Pilgrim Resources
- User Preferences
- Reports
- Document Manager
- Provider Analytics

### HPHConnect User’s Role Functions

Functions for which access is different based on the user’s role include:

- Eligibility
- Claims Status
- Claims Submission
- Referrals/Authorizations
- System Admin

(continued)

- Medication Management
- v • LCU Reporting

**User Role Information**

Role Name	Application Functions Available	Role Assigned By	Notes/Comments
Office manager (Main office contact)	The office manager has the access to all general access functions including administration of HPHConnect users and their responsibilities, claims status inquiry, referral/authorization, and member eligibility.	Harvard Pilgrim	Provider staff who would usually be authorized for this user role would be office manager, practice administrator, Site administrator, or group administrator. Users may request access to this role on page 3 of their user agreement. Or, if the user account already exists, the main office contact may change their access to office manager.
Front office	The front office staff will have access to all general access functions, referral/authorization and member eligibility.	Main office contact	The provider staff that would usually be authorized for this user role would be front desk, registration or scheduling staff. Users may request access to this role on page 3 of their user agreement at the time of registration. If the user account already exists, the main office contact may change their access to front office.
Back office	The back office staff will have access to all general access functions, claims status inquiry, referral/authorization and member eligibility.	Main office contact	The provider staff that would usually be authorized for this user role would be any billing or accounts receivable office staff (staff who has responsibility to bill and/or post accounts receivable). Billing agency staff would have this user role as well. Users may request access to this role on page 3 of their user agreement at the time of registration. If the user account already exists, the main office contact may change their access to back office.
Clinician (Main office contact)	The clinician has the most functions, with access to all general access functions as well as administration of HPHConnect responsibilities, claims status inquiry, referral/authorization, member eligibility and member medication history. Personal health record — permission must be granted by the member.	Harvard Pilgrim	<i>Harvard Pilgrim intervention is required to select this user role type.</i> Only physicians may be authorized for this user role, and only their access list contains their individual provider data. Users may request access to this role on page 3 of their user agreement at the time of registration.
Clinician designee — back office	The back office staff will have access to all general functions, claims status inquiry, referral/authorization, member eligibility and member medication history. Personal health record — permission must be granted by the member.	Harvard Pilgrim	<i>Harvard Pilgrim intervention is required to select this user role type.</i> The provider staff that would usually be authorized for this user role would be any billing or accounts receivable office staff (staff who has responsibility to bill and/or post accounts receivable). Access for clinician designee is available only to clinician practices. Users may request access to this role on page 3 of their user agreement at the time of registration. Or, if the user account already exists; the main office contact may submit a the <i>Main Office Contact Change/Update Form</i> for the account be modified. <ul style="list-style-type: none"> <li>• Fax requests may be submitted to 1-866-884-3844.</li> <li>• E-mail requests may be submitted to <a href="mailto:Provider_eBusiness_Services@hphc.org">Provider_eBusiness_Services@hphc.org</a>.</li> </ul>

(continued)

*HPHConnect* User Role Information (cont.)

Role Name	Application Functions Available	Role Assigned By	Notes/Comments
<p>Clinician designee — office manager (Main office contact)</p>	<p>The office manager has the same functions as the clinician, with access to all general access functions as well as administration of HPHConnect responsibilities, claims status inquiry, referral/authorization, member eligibility and member medication history. Personal health record—permission must be granted by the member.</p>	<p>Harvard Pilgrim</p>	<p><i>Harvard Pilgrim intervention is required to select this user role type.</i> Provider staff who would usually be authorized for this user role would be office manager, practice administrator, site administrator, or group administrator. Access for clinician designee is only available to clinician practices. Users may request access to this role on page 3 of their user agreement. Or, if the user account already exists; the main office contact may submit submit the <i>Main Office Contact Update/Change Form</i> for the account be modified.  <ul style="list-style-type: none"> <li>• Fax requests may be submitted to 866-884-3844.</li> <li>• E-mail requests may be submitted to: <i>Provider_eBusiness_Services@hphc.org.</i></li> </ul> </p>
<p>LCU reporting</p>	<p>The LCU (local care unit) reporting user is set up to view financial and utilization reports for their assigned LCU. They have access to all public functions but do not have access to claims status inquiry, referral/authorization or member eligibility.</p>	<p>Harvard Pilgrim</p>	<p><i>Harvard Pilgrim intervention is required to select this user role type.</i> Provider office staff are typically not authorized for this user role. This role is reserved for local care unit representatives, such as the LCU’s CEO, CFO, business analyst, or director. For more information please contact your contracting consultant.</p>