HPHConnect Referrals Page Update

Using the Provider Portal for Referrals

March 2019

Agenda

1. **Introduction to HPHConnect's Referral Updates and Capabilities**
2. **Getting Started with Submitting a Referral**
3. **Conducting Searches in Key Fields**
4. **Submitting and Saving Your Work**
5. **Creating Time-saving Templates**
6. **Searching for a Specialist Referral**
7. **New Resource Page**
8. **Additional Information and Resources**

Section 1

Introduction to HPHConnect's Referral Updates & Capabilities

Good to Great

- ✓ A commitment to improving provider experience
- ✓ Fresh, intuitive design
- ✓ Greater simplicity, fewer fields
- ✓ Smart searches for quicker entry
- ✓ Templates for frequently used requests

Referrals 101

Referral capabilities

- Submit and search referrals for specialty care
- Access 2 years of referral transaction history online for:
  - Requesting provider
  - Servicing provider
  - Patient's PCP

Sign in to HPHConnect for Providers at:

harvardpilgrim.org/providerportal

Referral requirements

Please refer to the Referral, Authorization and Notification section of our online Provider Manual www.harvardpilgrim.org/providers

Section 2

Getting Started with Submitting a Referral

Submitting a Referral

1. Log in:
   http://www.harvardpilgrim.org/provider

2. Click:
   Office Management

3. Select:
   Referrals link

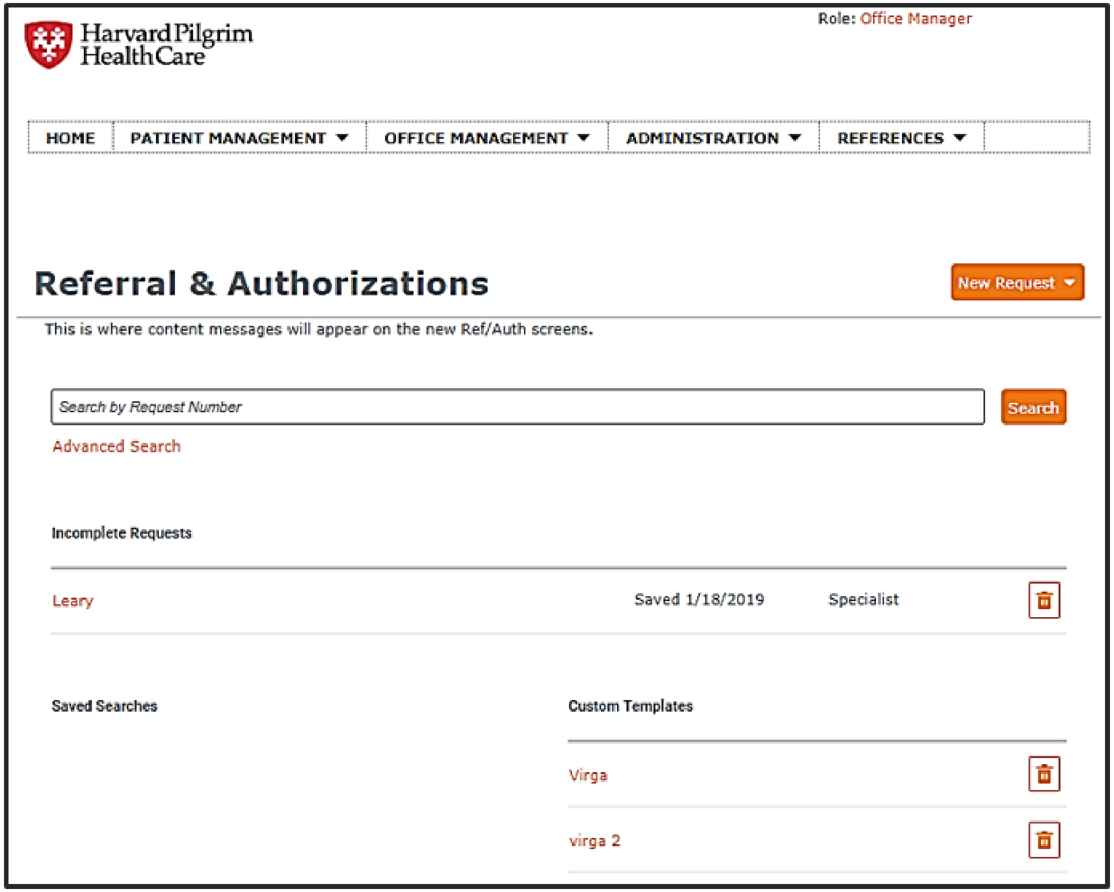
Welcome to the New Referral Start Page

From here you can:

- Create new referral requests
- Access incomplete referral requests
- Access custom referral templates

To create a referral request:

✓ Select New Request
✓ Click Specialist from the drop down



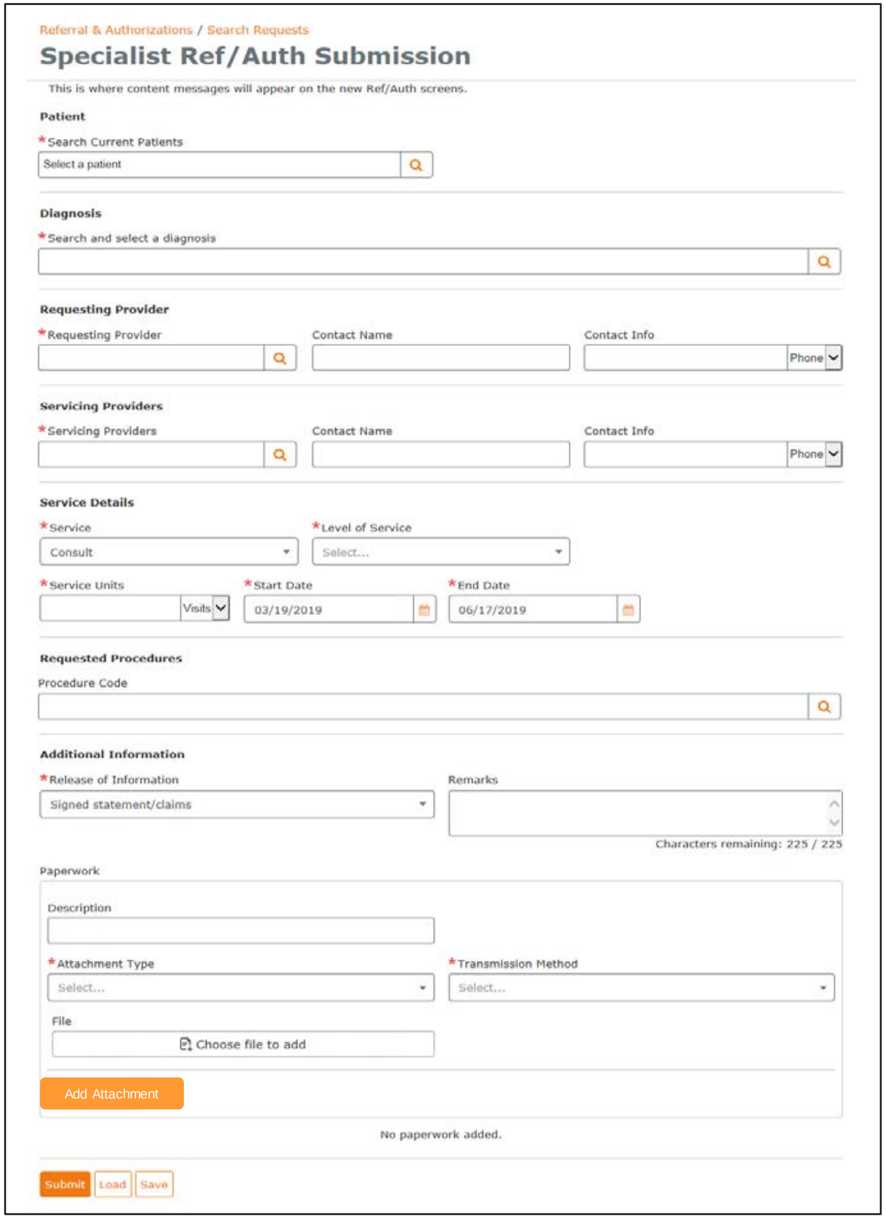
Referral Submission Basics

Complete all required fields — indicated by a red asterisk *

Access additional search criteria by clicking on the magnifying glass icon

Use the save feature if you are not ready to submit your request

All search fields on the submission screen are SMART fields. As you type, the portal searches and displays matching results.


Referral & Authorizations / Search Requests

Specialist Ref/Auth Submission

This is where content messages will appear on the new Ref/Auth screens.

Patient

*Search Current Patients

Select a patient

Diagnosis

*Search and select a diagnosis

Requesting Provider

*Requesting Provider | Contact Name | Contact Info | Phone

Servicing Providers

*Servicing Providers | Contact Name | Contact Info | Phone

Service Details

*Service: Consult | *Level of Service: Select...

*Service Units: Visits | *Start Date: 03/19/2019 | *End Date: 06/17/2019

Requested Procedures

Procedure Code

Additional Information

*Release of Information: Signed statement/claims | Remarks

Characters remaining: 225 / 225

Paperwork

Description

*Attachment Type: Select... | *Transmission Method: Select...

File

Choose file to add

Add Attachment

No paperwork added.

Submit | Load | Save

Referral Fields

Required fields:

- Patient name
- Diagnosis
- Requesting provider
- Servicing provider
- Service
- Level of service
- Service units
- Start date
- End date
- Release of information

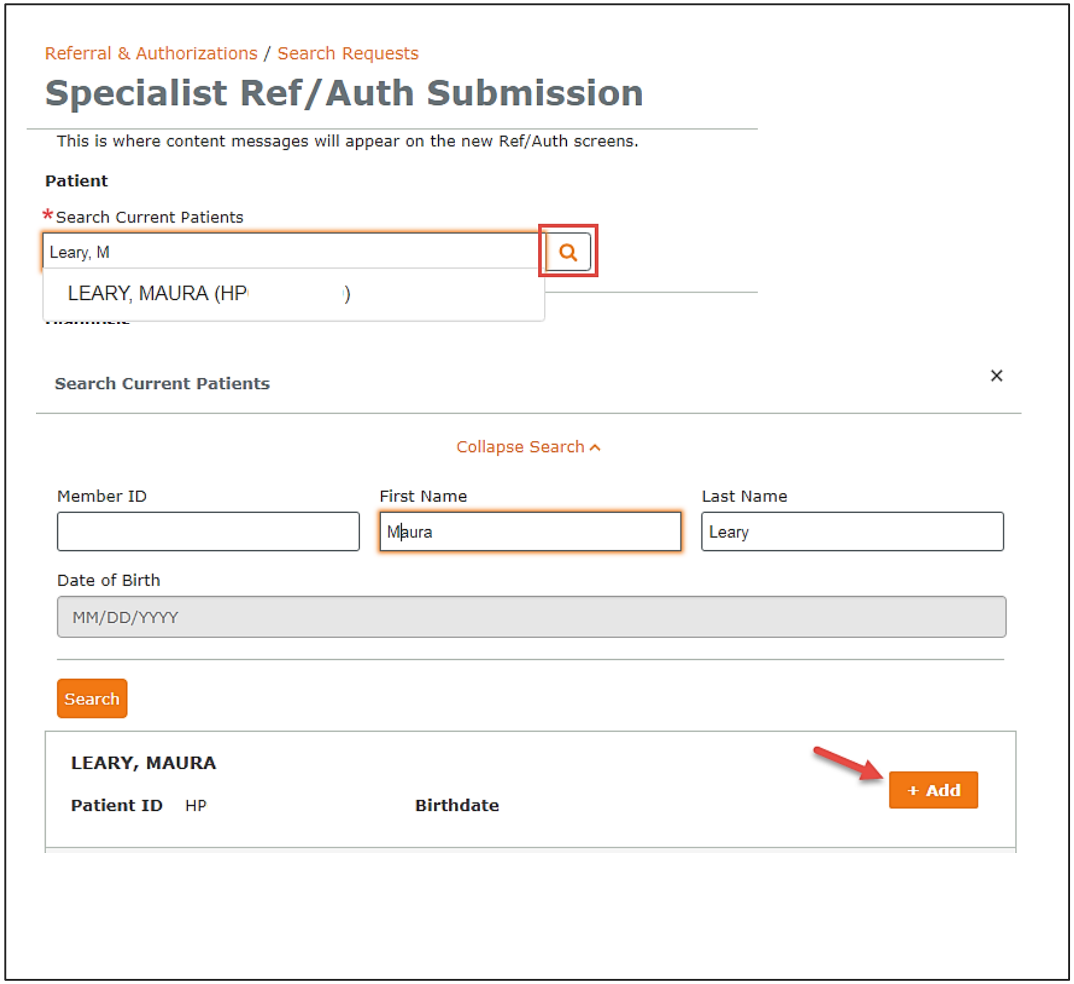
Optional fields:

- Contact name/info
- Procedure code & Quantity
- Clinical upload (Attachment)

Section 3

Conducting Searches in Key Fields

Conducting a Patient Search



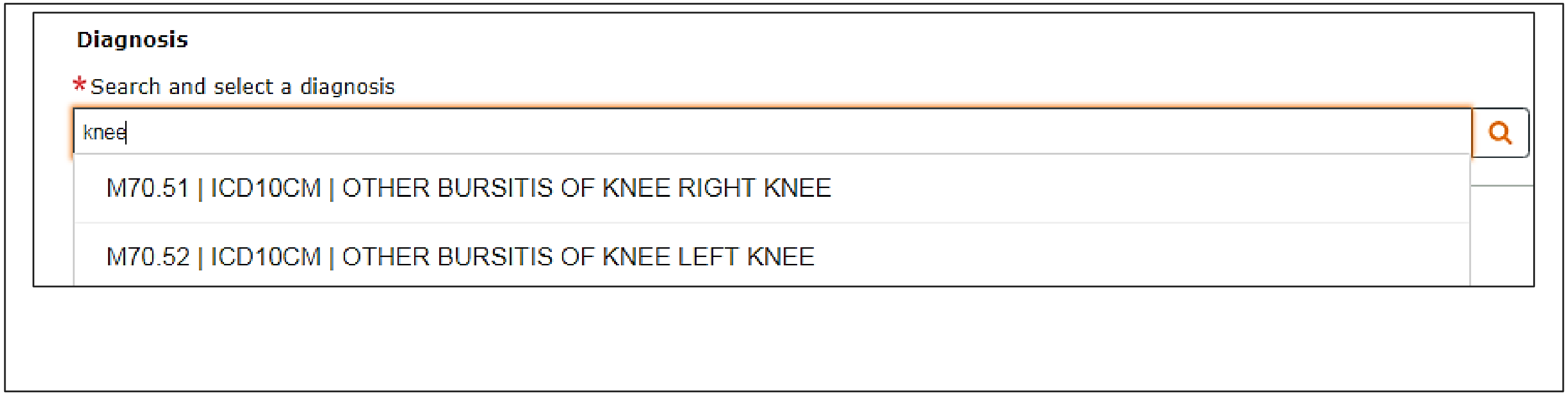
Option 1: Smart Search

- ✓ Searches within your current patient list only (patients must first be added under patient management)
- ✓ Begin typing member ID # or patient last name into the search field
- ✓ Results appear automatically

Option 2: Advanced Search

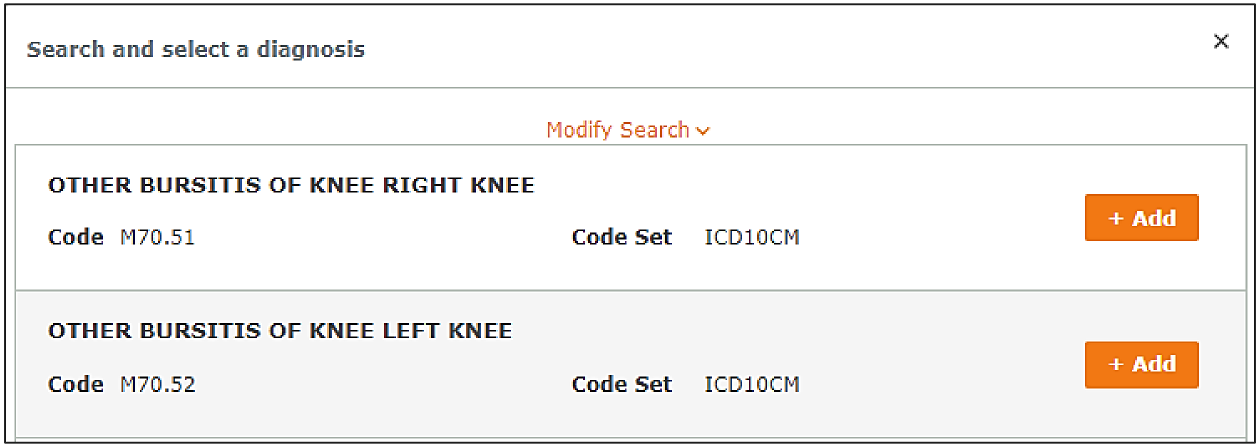
- ✓ Includes those not on your current patient list
- ✓ Click on the magnifying glass to search all members by ID #, name and/or date of birth.
- ✓ Select the appropriate patient and click the add button

Conducting Diagnosis and Procedure Code Searches: Smart Function



1. Type directly into search field & search terms narrow automatically
2. Search by diagnosis code, procedure code, or search term (knee, hip, etc.)
3. Click on the desired selection when visible underneath the search bar

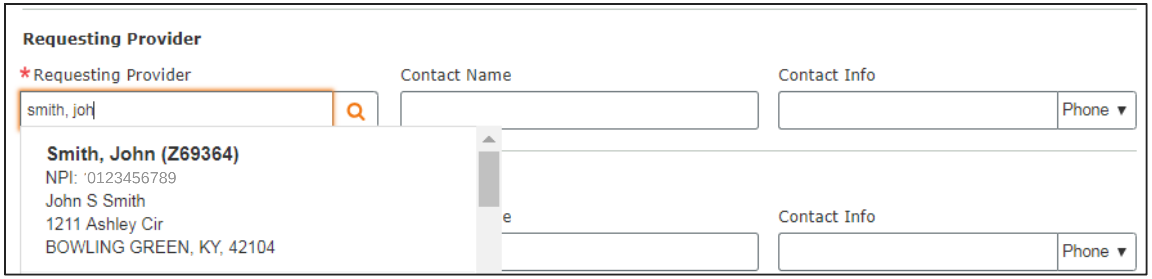
Conducting Diagnosis and Procedure Code Searches with Advanced Search

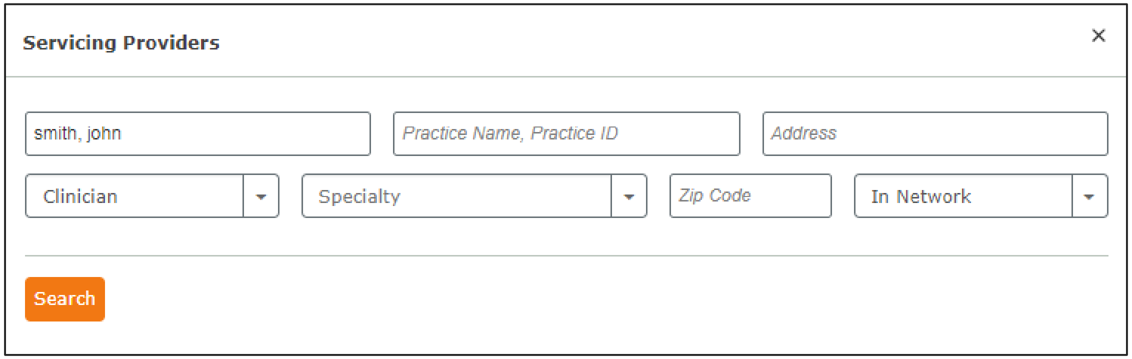


Advanced search

- Offers more results & additional search criteria.
- Must use complete words or codes
- Multiple procedure or diagnosis codes can be added at the same time from this screen.
- Close the search box (by clicking the X) after adding selections to return to request entry screen.

Requesting and Servicing Provider Searches





Smart Search:
Search by name or NPI

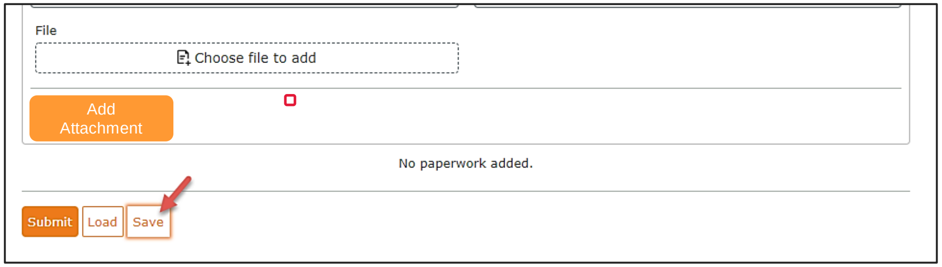
Requesting Provider:
Narrow search by type. Limited to providers you already have access to in HPHConnect.

Servicing Provider:
Narrow your search by address, type, or specialty.

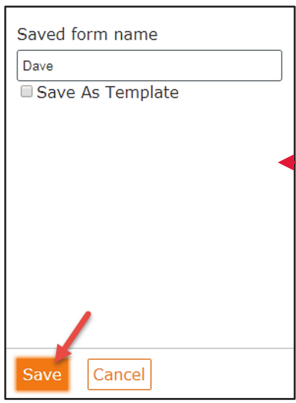
Section 4

Submitting and Saving Your Work

Saving Requests to Submit at a Later Date

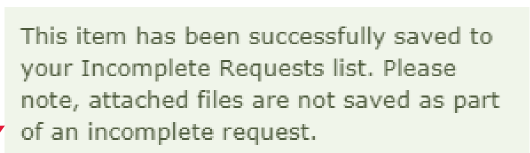


Click the **"Save"** button at the bottom of the submission entry screen at any time to save your progress if you need to come back to a request.



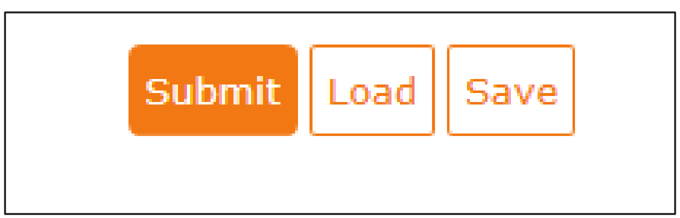
The system will prompt you to **name** your saved request. Click save to add this request to your saved list on the Referral start page screen to be loaded at a later time.

A message will appear indicating the request has been saved.



Open your saved request one of two ways:

1. From the Referral start page by clicking on the name of your request under Incomplete Requests
2. By clicking the "load" button on the referral entry screen.



Submission and Responses

Submission

- Submit the request once all required fields have been completed.

Request Responses:

- Approved
- Pended
- Denied (remarks should include denial reason)
- Rejected (remarks should include rejection reason)
- No Plan Action Required (referral is not required; no further steps needed)

Request Detail, includes:

- Status
- Patient’s Name and Member ID#
- Request Number, e.g. HPA123456789
- Submitted on Date
- Requesting provider’s and servicing provider’s National Provider Identifier (NPI)

Section 5

Creating time-saving templates

Templates for Common Submissions

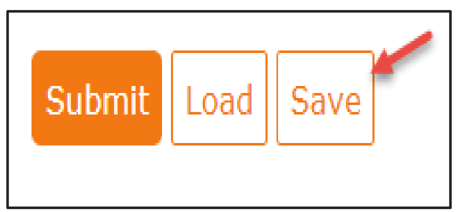
New feature to save you time and effort

- ✓ Store the types of referral submissions that you use most
- ✓ Call them up from the Referral start page and update with just a few strokes
- ✓ Submit quickly and easily

Templates for Common Submissions

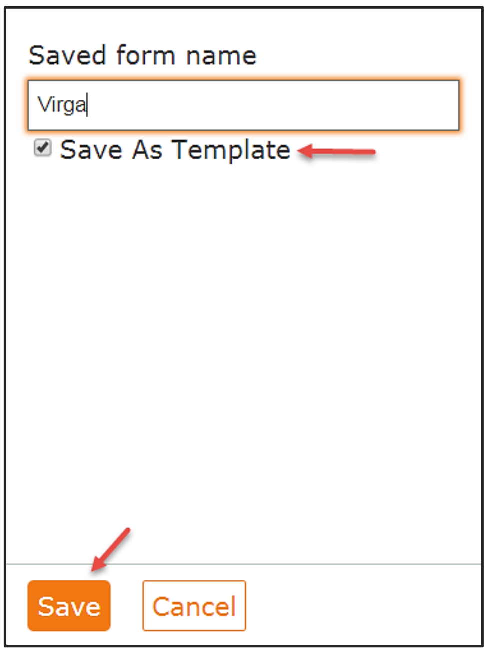
Step 1: Create the template

- Complete the fields for a common request.
- Click the save button at the bottom of the submission entry.



Templates for Common Submissions

Step 2: Save and load the template

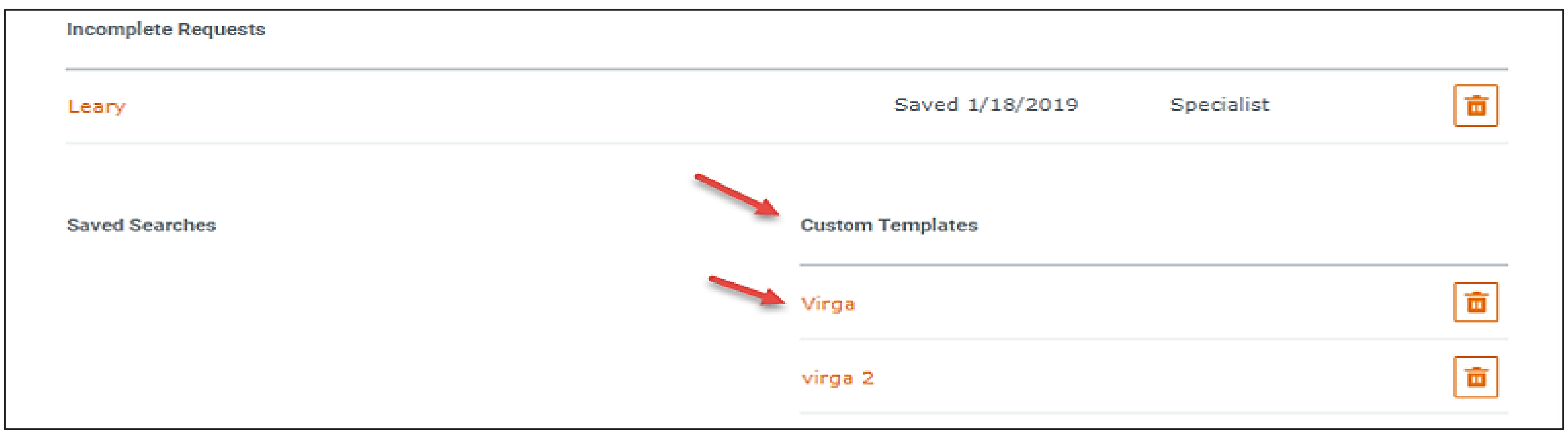


- Follow system prompt to name your saved request.
- Click the box next to Save as Template.
- Click Save to add to your Custom Templates list on the Referral start page.
- A message will appear indicating the request has been saved.

Templates for Common Submissions

Step 3: Use your template

1. Open your template by either:
   - Going to the Referral start page and clicking on the name of the template found under custom Templates.
   - Going to the referral entry screen, clicking the Load button, and selecting the applicable template.
2. Edit the member and start/end date information.
3. Submit the request



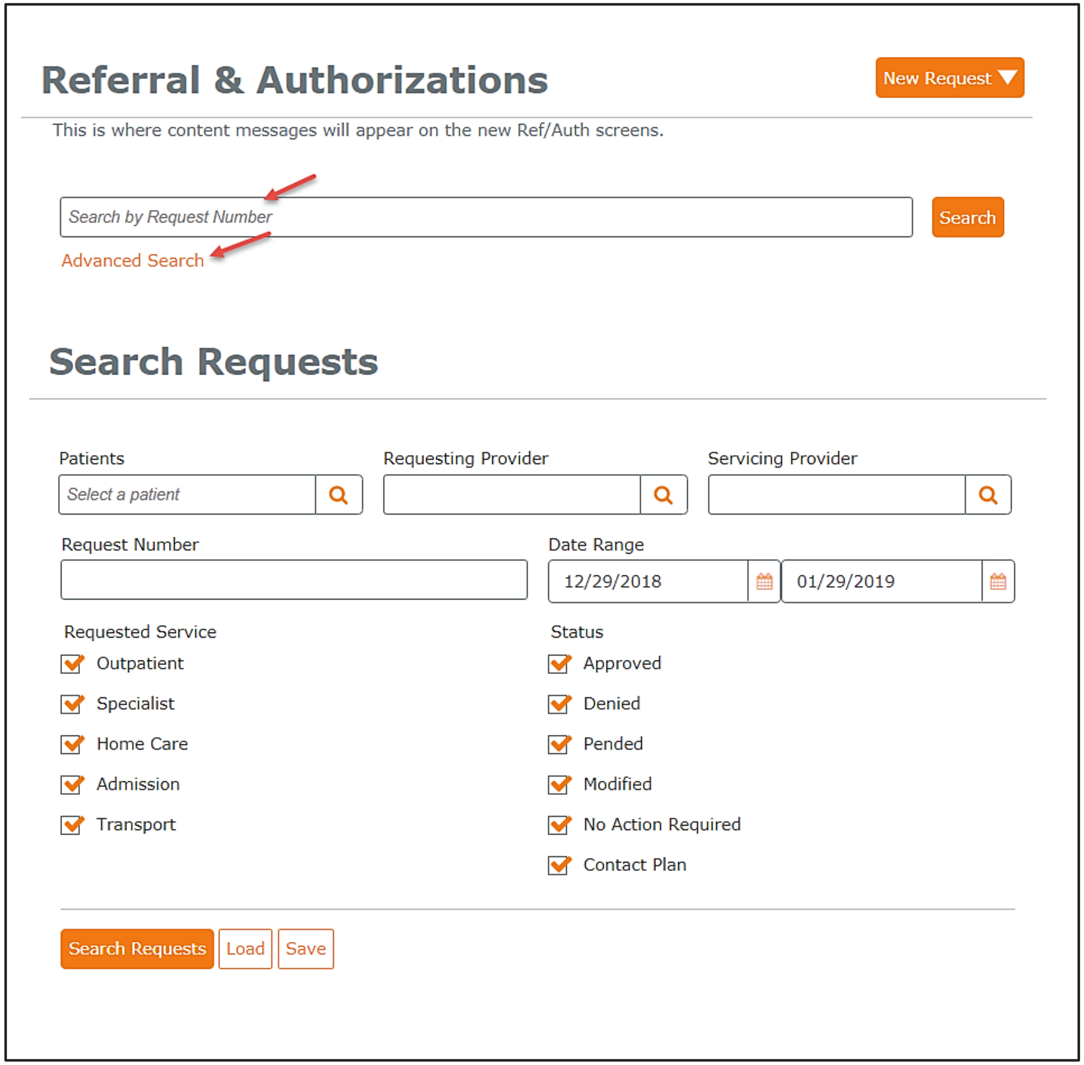
Section 6

Searching for a specialist referral

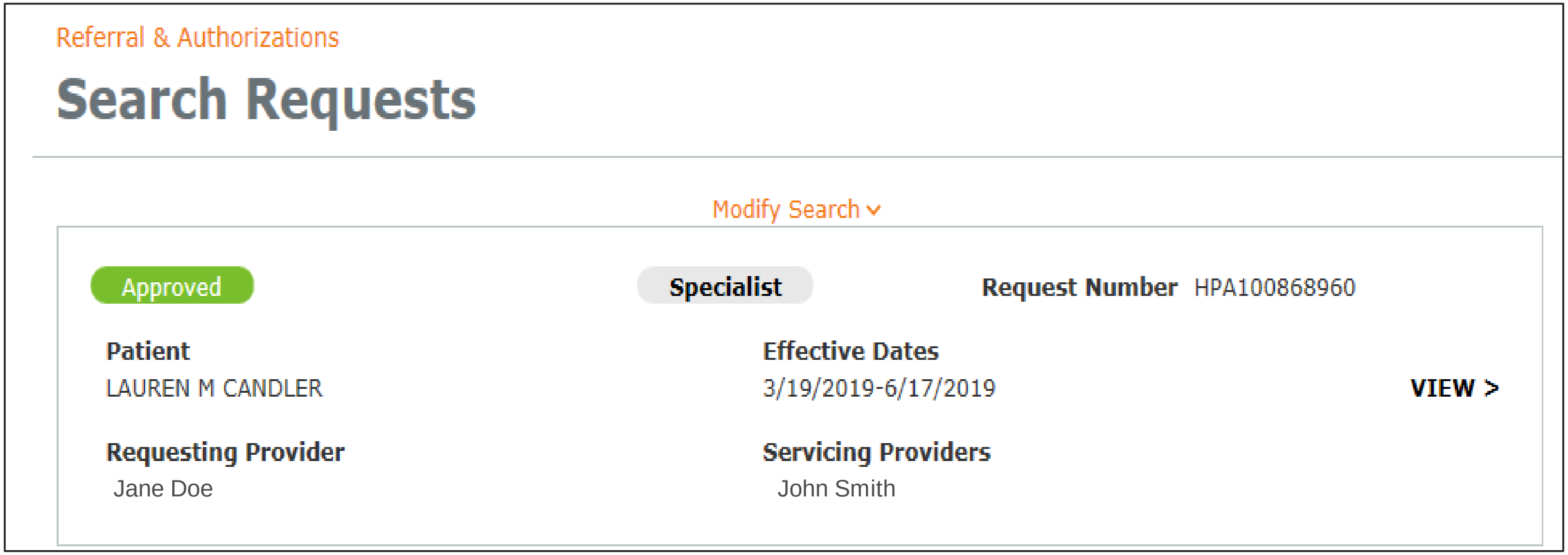
Searching for a Specialist Referral

3 Ways to Search

1. **Enter Request Number**
2. **Use Advanced Search:** Access additional search features.
3. **Utilize the Load Feature:** Use a saved search.



Referral Search Results

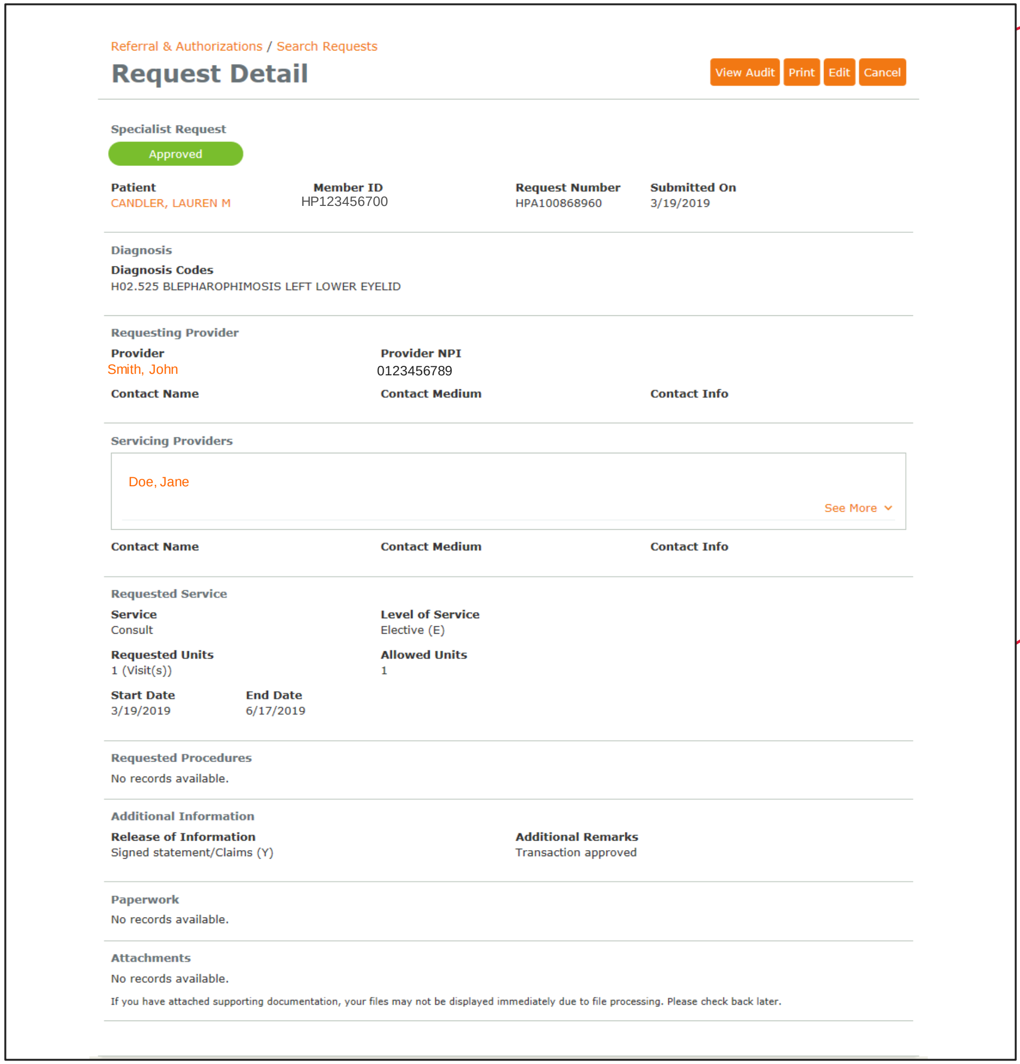


Results include:

- ❑ Status
- ❑ Service type
- ❑ Request number
- ❑ Member name
- ❑ Requesting & servicing provider names

Click on View to see the details of the request.

Viewing Referral Details

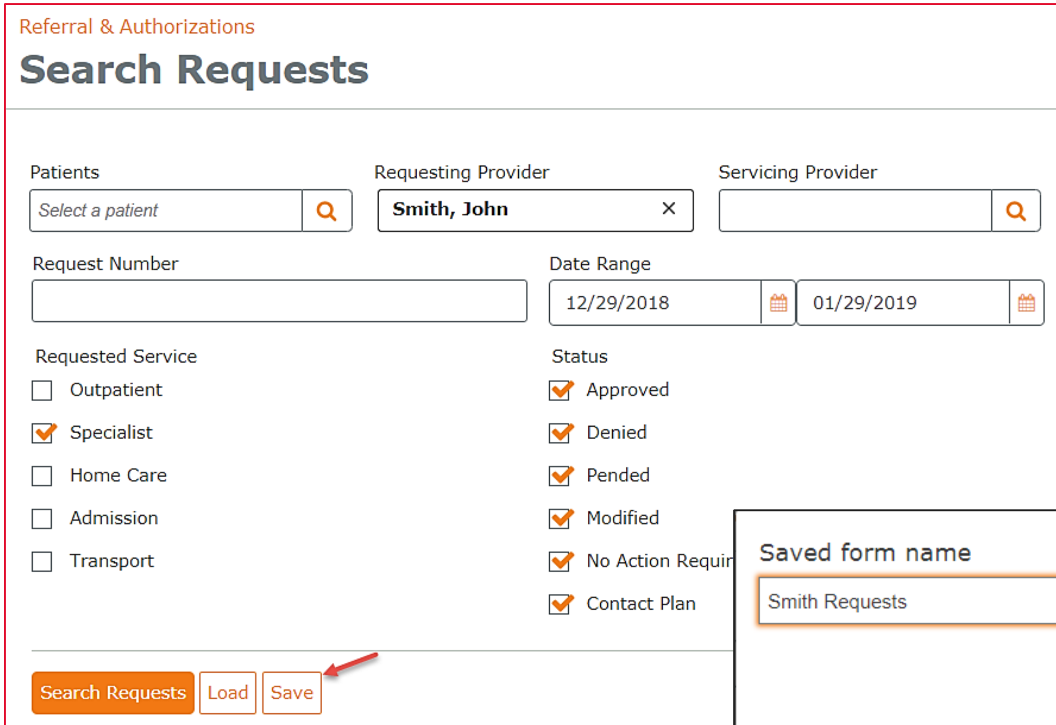


To Print, Edit, or Cancel the Request:

Click on the applicable button at the top of the Request Detail screen.

- The Request Detail screen displays the full details of the request
- Please review the Additional Remarks section for further details on the request response

Saving Common Searches

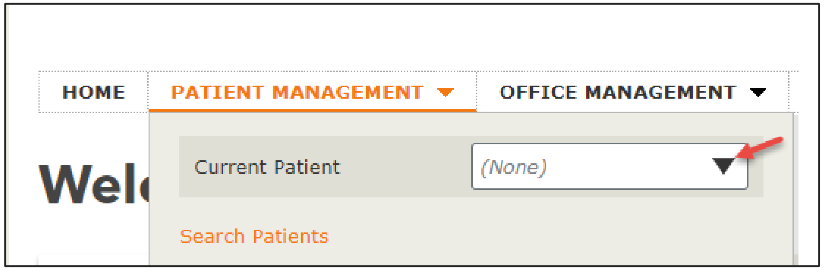


1. Complete the search criteria & click save
2. Complete form name field & click save

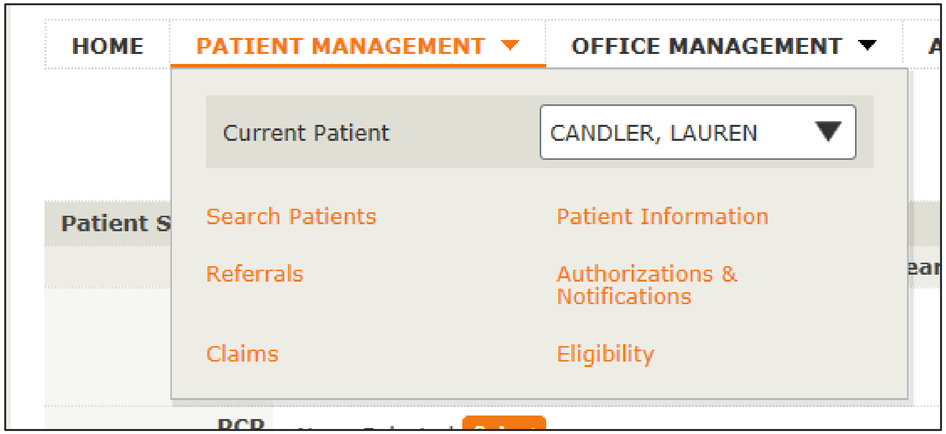
Success! You'll receive a message indicating your form was saved.

Access Referrals from Patient Management

1. Click on the Current Patient drop down and select a member



2. Select the Referrals link



3. This brings you to the new Referrals and Authorizations start page

Section 7

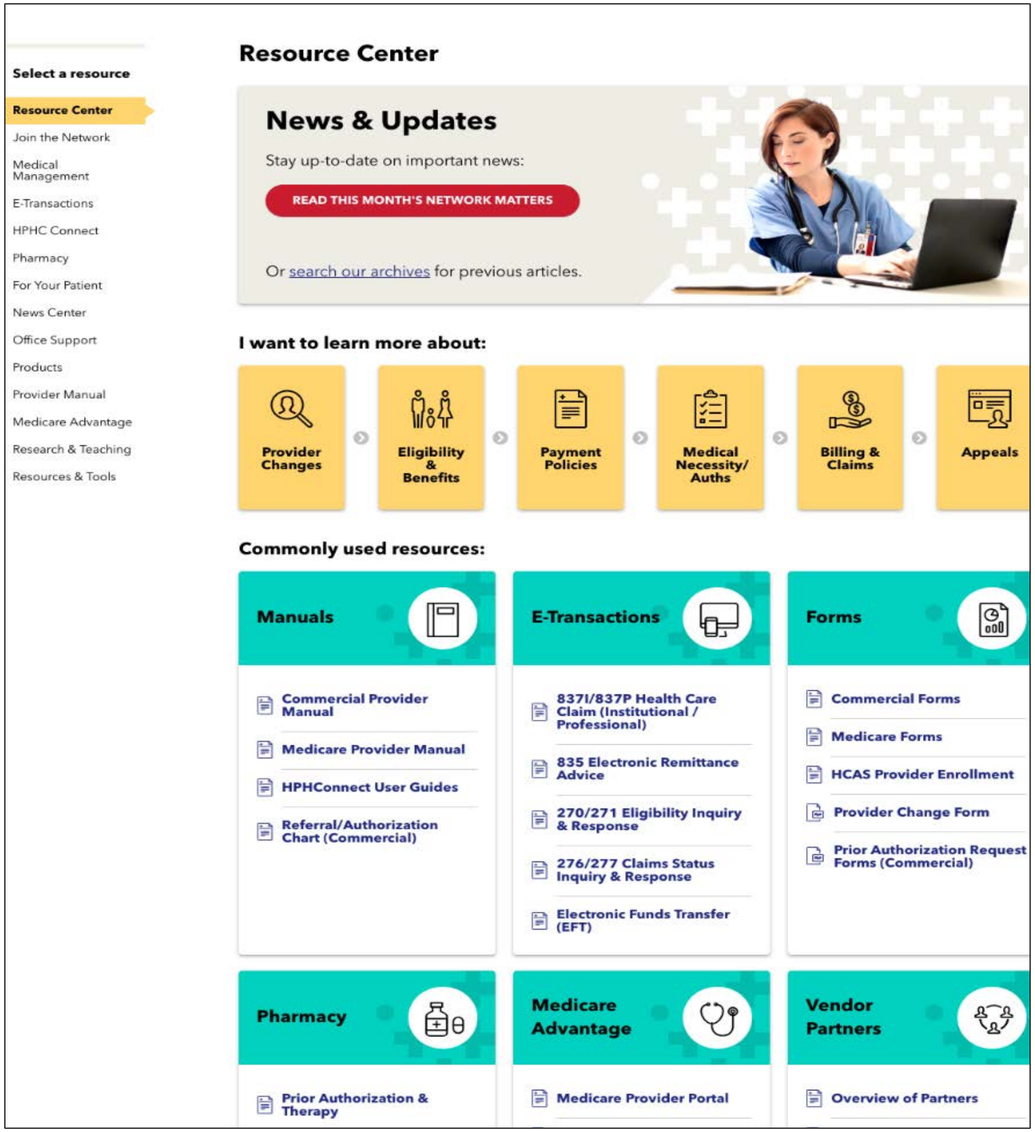
New Resource page

Introducing Our New Resource Page

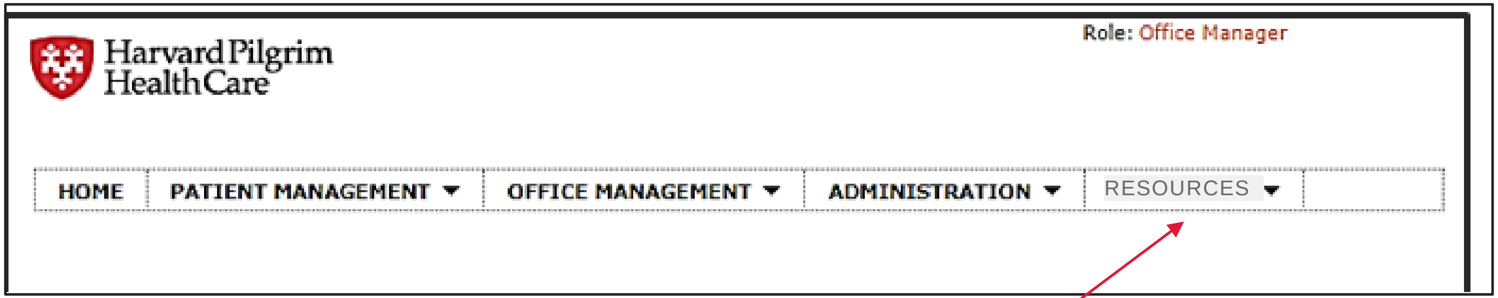
Find the information you access most frequently — in one handy spot!

- ✓ **Convenience**
- ✓ **Ease of use**
- ✓ **Created with your needs in mind**

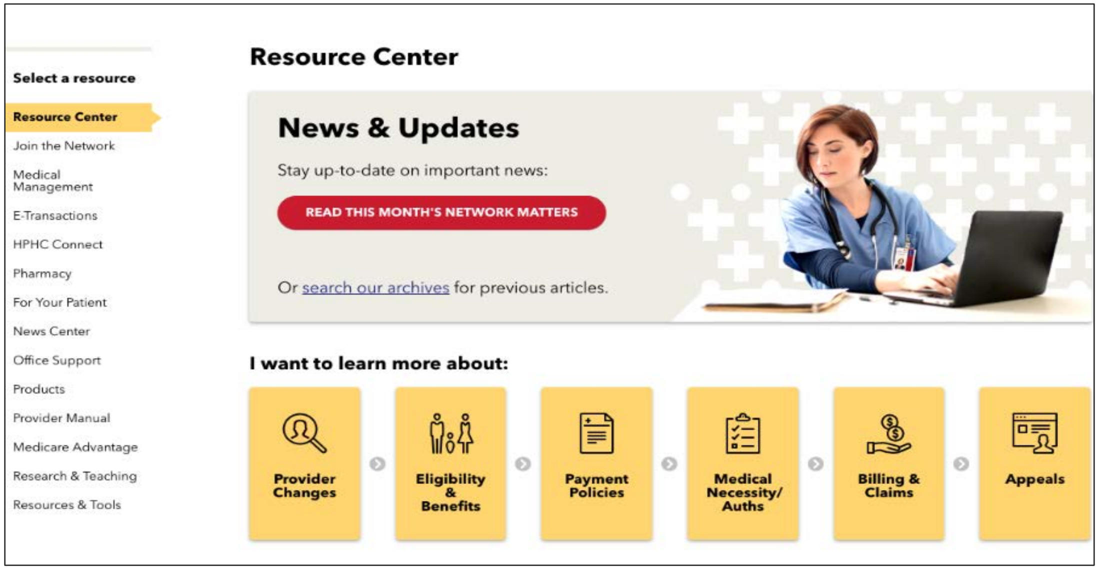
Launching on May 1



Accessing the Resource Page



Simply click on the Resources (formerly References) tab at the top of your home screen.



Section 8

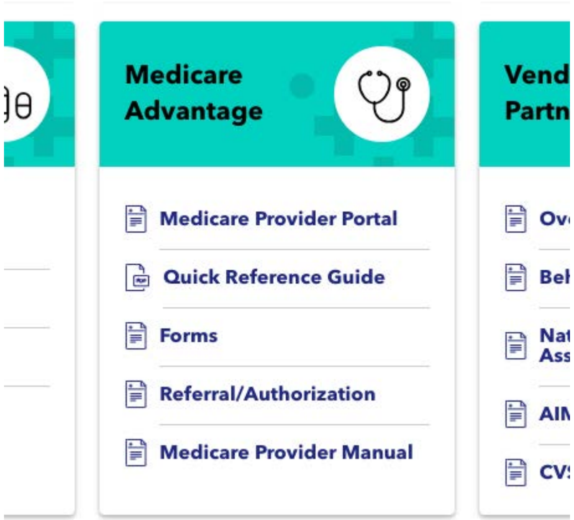
Additional information and resources

New Functionality for Medicare Members

- Beginning May 5th
- **Conduct eligibility verification** and **check claims status** for Medicare Advantage Stride℠ members *HConnect* portal.
- Continue using our Medicare Advantage provider portal to conduct other transactions for Stride℠ members — member benefit details and all referral and authorization activity.

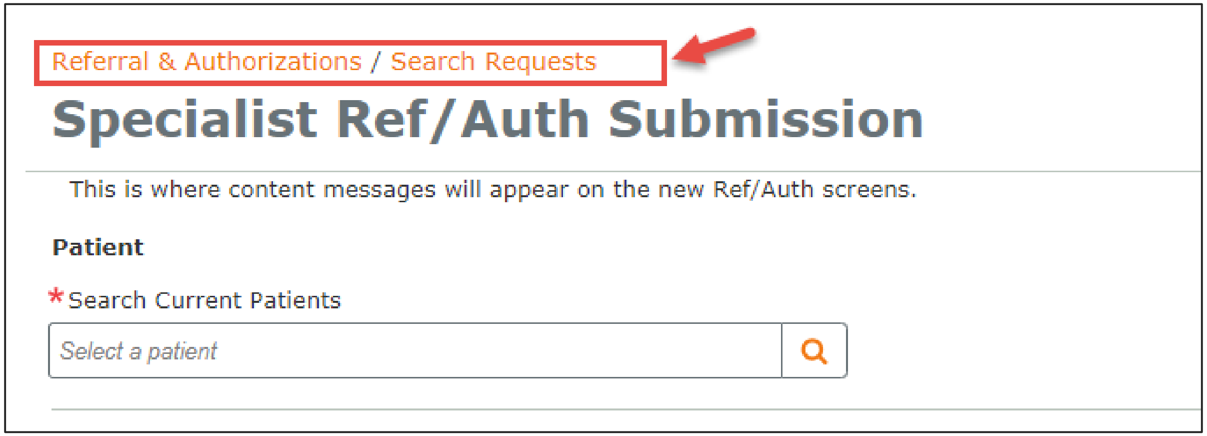
Stride℠ Medicare Advantage

For more information,
visit our
HPHConnect
Resource Page



Helpful Tips

- ✓ Use the orange breadcrumb links at the top of each page to return to previous screens at any time.
- ✓ Maximum date span for referral requests is 364 days. To enter a request for a full year you will need to use an end date one day before the requested start date (i.e. 1/29/2019 – 1/28/2020).
- ✓ Searching by request number is case sensitive. Use capital letters when searching.



Resources

Weekly Call-in Hours:

The eBusiness Team is available to answer your questions during drop-in conference calls throughout May:

- ❑ Every Tuesday and Thursday from 9–9:30 a.m.
- ❑ 1-240-454-0887, then enter access code 162 317 66

Online resources:

- ❑ Referral Training Presentation
- ❑ Submitting Physician Referrals User Guide
- ❑ Submitting Physician Referrals Quick Reference Guide
- ❑ HPHConnect webpage

Visit www.harvardpilgrim.org/providers, select HPHConnect and Updated HPHConnect Referral Page

Contact information:

- ❑ Call 800-708-4414 (select Option 1 then press 6)
- ❑ Email Provider_eBusiness_Services@point32health.org

What We’ve Covered

- ✓ Understanding the Referral start page
- ✓ Submitting a referral
- ✓ Using the smart and advanced search features
- ✓ Conducting searches
  - Patient, procedure or diagnosis code, requesting or servicing provider
- ✓ Creating and saving templates
- ✓ Accessing and viewing referrals
- ✓ Utilizing the new Resource Page
- ✓ Additional resources and information

Any Questions?

Thank You