HPHConnect for Providers
Completing the Registration Paperwork
and the Online Registration Process

For Contracted Providers Only

November 2017
Completing the Registration Paperwork and the Online Registration Process for Contracted Providers

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Complete the Registration Paperwork

Access the Harvard Pilgrim Website

Go to the following URL: www.harvardpilgrim.org/providers.
This will open the Providers Home page of the Harvard Pilgrim website.

Click on the “Sign Up for HPHConnect” link on the left side of the screen.

Select link for Contracted Clinicians, Facilities and Ancillary Providers

The registration link for Contracted Clinicians, Facilities, and Ancillary Provider contains the Enrollment Form and the online registration link to register and obtain your User Agreement.

HPHConnect for Providers Enrollment Form

The HPHConnect for Providers Enrollment Form is a two-page document on which you will supply information about the providers for which you require access. This may include:

- Organization name
- Tax identification number(s)
- Provider name
- NPI

This form must be completed and submitted with the completed HPHConnect registration documents.
Complete the Online Registration

Online Registration Process
Click on the “complete the online registration process” link. This will direct you to the HealthTrio Connect website, Harvard Pilgrim Health Care User Information registration screen.

User Information
The User Information screen is where the office manager or main office contact, who is completing the registration process, must enter his/her information. Fields marked with a red asterisk (*) are required.

• As the registrant, you will create your own username, which must contain a minimum of five characters and a maximum of 20. If the username entered is taken, you will receive an error message with suggestions of similar user names that are available. You can either select one of the suggested names or enter a different user name to see if that is available.

• You will also need to create your own password. Passwords are case sensitive. They must be at least 8 characters long and contain a mix of upper-case and lower-case characters as well as a mix of letters and numbers, for example, FlowerPot1.

• The security questions and security answers are used if you need to call the help desk to have your password reset.
Complete the Online Registration, continued

When you have completed all required fields, click "Next." This will open the Office Information screen.
Office Information
On the Office Information screen, enter the organization information. Fields marked with a red asterisk (*) are required.
The “Organization Name” should be the legal name of the provider, group, facility or entity. Billing agencies should register using the billing agency name.

When you have completed all required fields, click “Next.” This will open the Register Additional Users screen.

Register Additional Users
On the Register Additional Users screen, select “Yes” or “No” and click “Next.”
Keep in mind, you can also add additional users later once your account has been confirmed.

<table>
<thead>
<tr>
<th>If</th>
<th>Then you will be routed to this screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Additional User Information</td>
</tr>
<tr>
<td>No</td>
<td>Registration Summary</td>
</tr>
</tbody>
</table>
Additional User Information
To add additional staff as “Users” you will need to complete User Information for each person. Fields marked with a red asterisk (*) are required.

The system will automatically create a valid User ID and a temporary password for each additional user. You will retrieve this information as part of the last step of the online registration.

Complete the required fields and click “Add User.” Repeat this process for each user that you want to add. When all your additional users have been added, click on “Next.” This will open the Registration Summary screen.
Registration Summary

The Registration Summary lists the office and user(s) that you have entered.

- If you wish to make corrections,
  - Click on the “Edit” link beside the information to access the appropriate screen
  - Enter the correction
  - Click on “Finish” to resume the registration process.

- If you are satisfied with the accuracy of the information on this screen, click on “Next.” This will open the Print Security Agreements screen.
Print Security Agreements

On the Print Security Agreements screen, you will need to print the Important User Information Page for each User you have added. When you click on the link beside the user’s name, the Adobe Acrobat document will open in a new window.

Note: if you have a Pop Up Blocker enabled you will need to turn it off to print the User Agreement(s).

This page contains the User ID for each user as well as their temporary password (see example on page 9). You should retain each user’s Important User Information page for your records.

All pages of the User Agreement will need to be printed, signed and completed for the roles of Office Manager, Clinician, or Clinician Designee-Office Manager only.

When you have printed all of the User Agreements or Important User Information Pages, click on “Next.” This will open the Registration Complete screen.
Registration Complete
Your online registration is now complete. Click on “Next” to exit the online registration program.
The User Agreements

Page one of the User Agreement is the *Important User Information* page. You should retain a copy of this page for your records.

1. The Main Office contact’s User Agreement displays the User ID created by the user during the online registration process. The password, created by the user, is suppressed.

```
<table>
<thead>
<tr>
<th>User Name</th>
<th>User ID</th>
<th>Password</th>
<th>Office Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Smith</td>
<td>TestUser123</td>
<td>*********</td>
<td>Main Office Contact</td>
</tr>
</tbody>
</table>
```

2. The User Agreement of each additional user displays the system-generated User ID and temporary password. The user will need this information to sign into the system as an authorized user.

```
<table>
<thead>
<tr>
<th>User Name</th>
<th>User ID</th>
<th>Password</th>
<th>Office Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suzie Quee</td>
<td>SuQue1</td>
<td>CQHITWAAYO</td>
<td>User</td>
</tr>
</tbody>
</table>
```
Have each user requesting a role of Office Manager, Clinician or Clinician Designee-Office Manager only, sign their User Agreement and select what level of access they require. You will need to return the completed last page of each User Agreement to Harvard Pilgrim for these users.

Documents to fax to Harvard Pilgrim
At this point, you need to fax or e-mail your registration documents to Harvard Pilgrim, which should include:

- **HPHConnect** for Providers Enrollment Form
- The last page of each User Agreement: signed and completed. (only for the roles of Office Manager, Clinician and Clinician Designee–Office Manager)

Fax these documents to: 1-866-884-3844

or

Email these documents to: Provider_eBusiness_Services@HarvardPilgrim.org.