Completing the Registration Paperwork and the Online Registration Process

For Third Party Administrators & Billing Agencies Only

November 2017
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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 Billing Agencies and Third-Party Representatives

The Registration documents includes the following:
• 2-page HPHConnect for Providers Enrollment Form
• 1-page Identification of Third Party Representative Form
• 6 page Privacy and Security 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.
**HPHConnect for Providers Identification of Third Party Representative Form**

The HPHConnect for Identification of Third Party Representative Form is a one-page document on which you will supply information about the providers that you require access as a Third-Party Administrator or Billing Agency. This includes:

- Provider organization name(s)
- Provider organization tax identification number(s)

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**Identification of Provider Third-Party Representative**

Provider Organization Name: 
Provider Organization TIN: 

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- Your Third Party Representative Information — Third party company name & mailing address, contact name & title, phone number and email address.

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- Provider contact information box to be signed and completed by the provider organization only (Third party access, date, provider signature, name, title, phone number, email address, mailing address.)

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A form must be completed for each provider organization you will represent. The document must include the signature of the provider organization to be complete. Submit all applicable Identification of Third-Party Representative Form(s) with the completed HPHConnect registration documents.
Complete the Registration Paperwork, continued

Page 1 of the Privacy & Security Agreement
On page 1 you will need to fill out the date, group name, type and address.

Page 6 of the Privacy & Security Agreement
Please complete the top of Page 6 with the Privacy Officer Contact Information

On the bottom of page 6 you will need to have a person that holds signatory authority for the group:
- Sign under the “Contractor” section on the signature line
- Print their name on the “Printed Name” line
- Print their title on the “Title” line
- Fill in today’s date on the “Date” line.
- The Harvard Pilgrim Health Care, Inc. section can be left blank
Online Registration Process
Click on 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.
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 11). 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.

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.
The User Agreements
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.

The following information must be completed before the signed User Agreement is forwarded to Harvard Pilgrim:

<table>
<thead>
<tr>
<th>Check One ('X')</th>
<th>User Role</th>
<th>Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Manager</td>
<td>Member Eligibility, Claims, Referrals and Authorizations, HPHConnect Administration</td>
<td></td>
</tr>
<tr>
<td>Back Office</td>
<td>Member Eligibility, Claims, Referrals and Authorizations</td>
<td></td>
</tr>
<tr>
<td>Front Office</td>
<td>Member Eligibility, Reports, Referrals and Authorizations</td>
<td></td>
</tr>
<tr>
<td>Clinician with Individual Harvard Pilgrim Provider ID Number(s)</td>
<td>Member Eligibility, Claims, Referrals and Authorizations, Medication Management</td>
<td></td>
</tr>
<tr>
<td>Clinician Designee - Office Manager</td>
<td>Member Eligibility, Claims, Referrals and Authorizations, Medication Management, HPHConnect Administration Note: Access for Clinician Designee is only available to clinician practices. HPHC intervention is required to select this User Role type.</td>
<td></td>
</tr>
<tr>
<td>Clinician Designee - Back Office</td>
<td>Member Eligibility, Claims, Referrals and Authorizations, Medication Management Note: Access for Clinician Designee is only available to clinician practices. HPHC intervention is required to select this User Role type.</td>
<td></td>
</tr>
</tbody>
</table>
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.*
- *Pages 1 through 6 of the Privacy and Security Agreement: signed and completed.*
- *The last page of each User Agreement: signed and completed (only for the roles of Office Manager, Clinician and Clinician Designee–Office Manager).*
- *Identification of Third Party Representative Form.*

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

or

Email these documents to: Provider_eBusiness_Services@HarvardPilgrim.org.