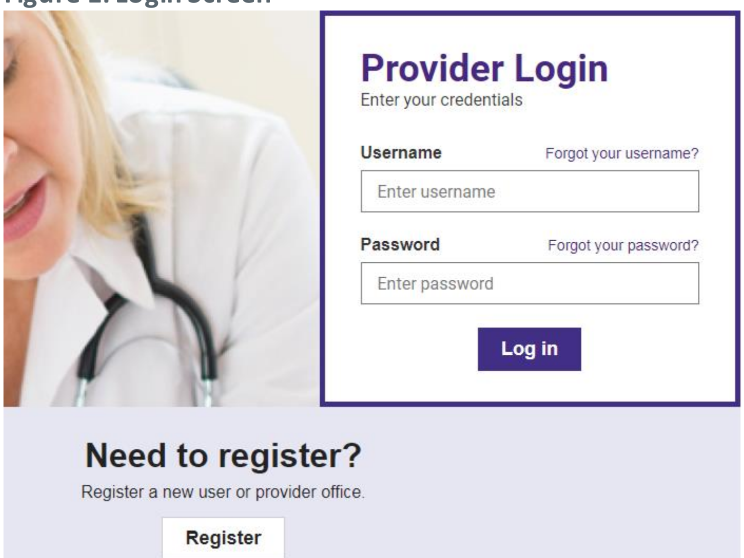
Provider Registration Overview

The first individual that registers for a practice of office is assigned the role of Local Administrator. In most cases, the Office Manager should be assigned this role. The Local Administrator has access to all standard features, plus the System Administration feature for setting up and overseeing all other users of the registered office (restricted access for Local Administrator only).

This guide provides step-by-step instructions for completing Local Administrator registration, adding additional users, making users local administrators, user sign in and help desk services.

New User Registration for Providers

1. From the *bottom of the Login* screen, click **Register**.
   Figure 1: Login Screen

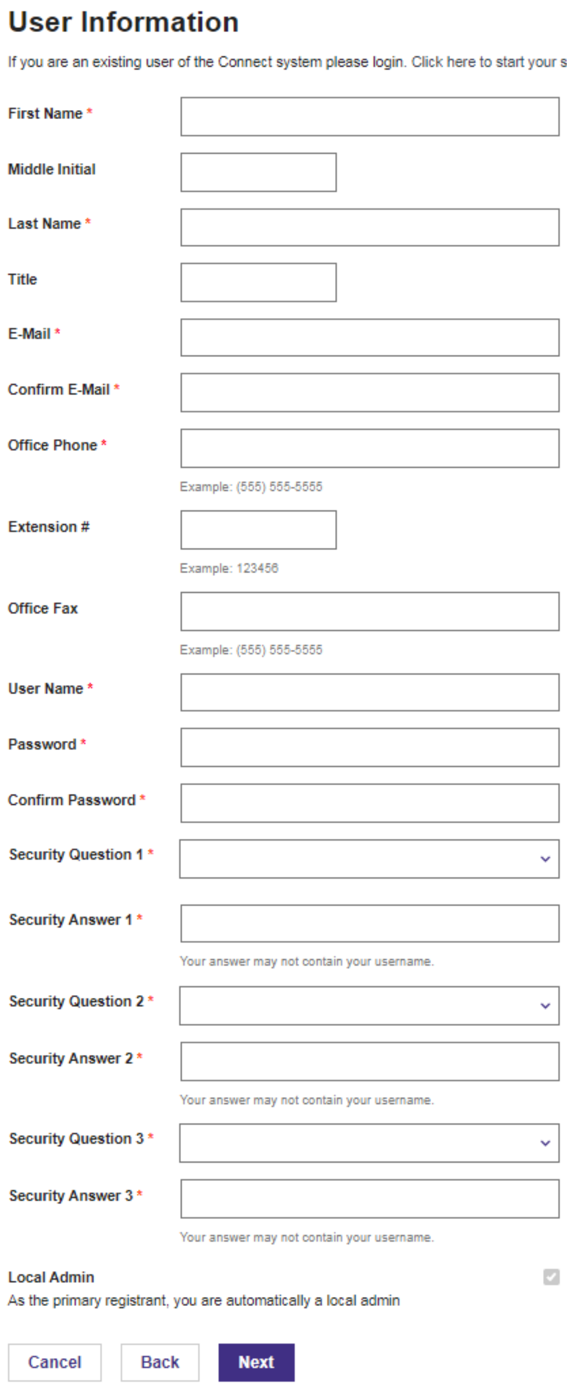


   Note: At any time during the registration process click **Cancel** to cancel registration and return to the *Login* screen.

2. The *User Information* screen gathers information on the person requesting the account. On this screen, please enter the following information: **Note:** Not all fields are required
   - First Name – the office manager's name
   - Middle Initial – the office manager's middle initial
   - Last Name – the office manager's last name
   - Title – the office manager's title
   - E-Mail – the office manager's email address
   - Confirm E-Mail – re-enter the office manager's email address
   - Office Phone – the office phone number
   - Extension # – the office phone's extension number, if applicable
   - Office Fax – the office fax number
   - Clinician – check box if you are the clinician
   - Username – choose a username for login
   - Password – choose a password for login
   - Confirm Password – re-enter the password for login
   - Security Question 1 – select a security question from the dropdown menu

- Security Answer 1 – enter an answer to the security question selected
- Security Question 2 – select a security question from the dropdown menu
- Security Answer 2 – enter an answer to the security question selected
- Security Question 3 – select a security question from the dropdown menu
- Security Answer 3 – enter an answer to the security question selected
- **Local Admin – continue only if you are able to be the administrator for your organization.**

Figure 2: User Information Screen



User Information

If you are an existing user of the Connect system please login. Click here to start your session.

First Name *

Middle Initial

Last Name *

Title

E-Mail *

Confirm E-Mail *

Office Phone *

Example: (555) 555-5555

Extension #

Example: 123456

Office Fax

Example: (555) 555-5555

User Name *

Password *

Confirm Password *

Security Question 1 *

Security Answer 1 *

Your answer may not contain your username.

Security Question 2 *

Security Answer 2 *

Your answer may not contain your username.

Security Question 3 *

Security Answer 3 *

Your answer may not contain your username.

Local Admin

As the primary registrant, you are automatically a local admin

Cancel Back Next

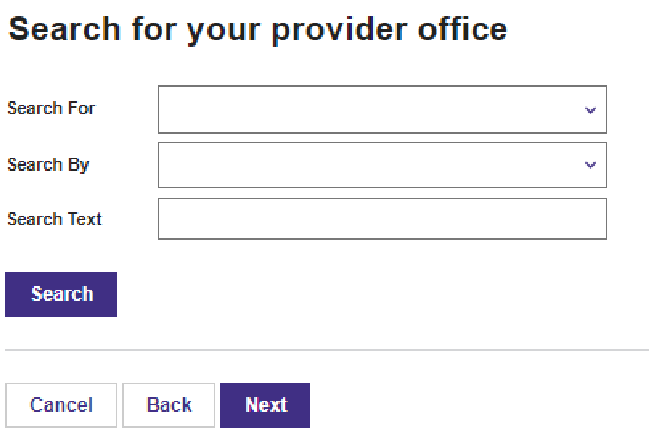
3. Click **Next** to proceed to the *Provider Search* screen.

4. On the *Provider Search* screen, select the following search option:
    - Practice/Facility

5. Next, select what identifying information to search by from the following options:
    - National Provider ID (NPI) number
    - Tax ID

6. Lastly, enter the search text to identify the practice or hospital. Then, click **Search**.
    - National Provider ID (NPI) number – enter the practice or hospital's NPI number without dashes
    - Tax ID – enter the practice or hospital's tax ID number without dashes

Figure 3: Provider Search Screen



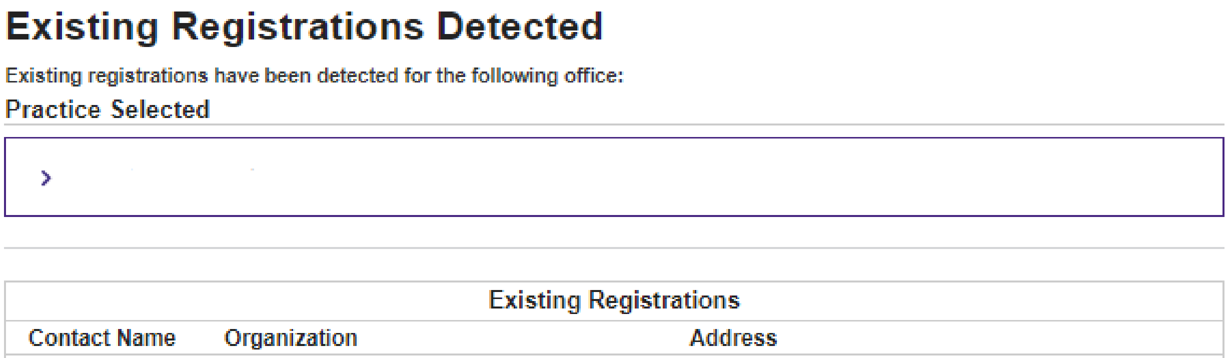
NOTE: If any of the above information entered does not exist in HPP's system, registration cannot be completed.

7. From the search results, select the radio button of the practice or facility for which you are registering.
   Note: any location listed in the results will pull in the associated Tax ID number.

8. Click **Next** to proceed to the *Office Information* screen.

   NOTE: If there is already a local administrator registered for the practice or facility, the following screen will display. **In this case, please contact your local administrator to register you for the portal.**

Figure 4: Existing Registrations Detected Screen



Existing Registrations Detected

Existing registrations have been detected for the following office:

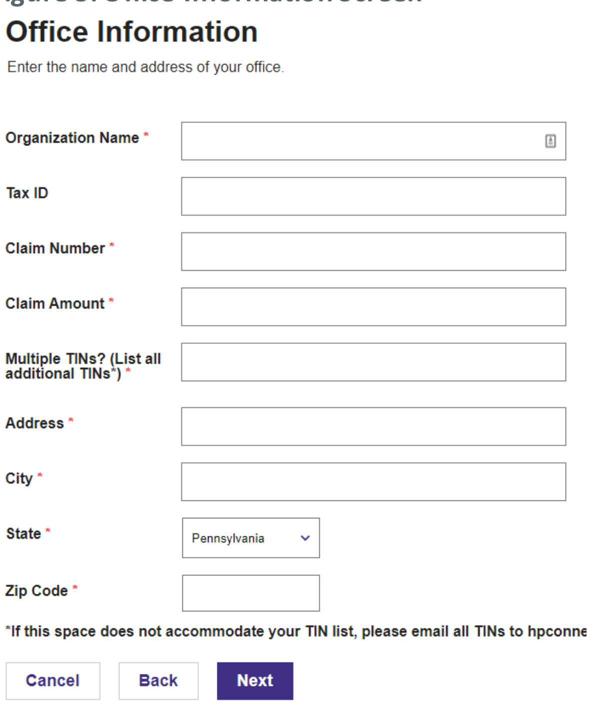
Practice Selected

Existing Registrations		
Contact Name	Organization	Address

9. On the *Office Information* screen, the following information is requested: **Note:** All information below, except those in **bold** will be auto populated.
   - Organization Name – enter the organization's name
   - Tax ID – enter the organization's tax ID number
   - **Claim Number** – enter a claim number submitted by the organization
   - **Claim Amount** – enter claim billed amount
   - **Multi TIN** –if you are seeking access to multiple TIN's, list all TINs in this field.
   - Address – enter the organization's address
   - City – enter the organization's city
   - State – enter the organization's state
   - Zip Code – enter the organization's zip code

   Note: the zip code field only allows 5 digits

Figure 5: Office Information Screen



Office Information

Enter the name and address of your office.

Organization Name *

Tax ID

Claim Number *

Claim Amount *

Multiple TINs? (List all additional TINs*) *

Address *

City *

State * Pennsylvania

Zip Code *

*If this space does not accommodate your TIN list, please email all TINs to hpconne

Cancel Back Next

10. Click **Next** to proceed to the *Registration Summary* screen.

11. On the *Registration Summary* screen, verify the office and user information. If the information is correct, click **Finish** to proceed to the *Registration Created* screen. Click **Back** to return to the *Office Information* or *User Information* screens if updates are needed.

Figure 6: Registration Summary Screen

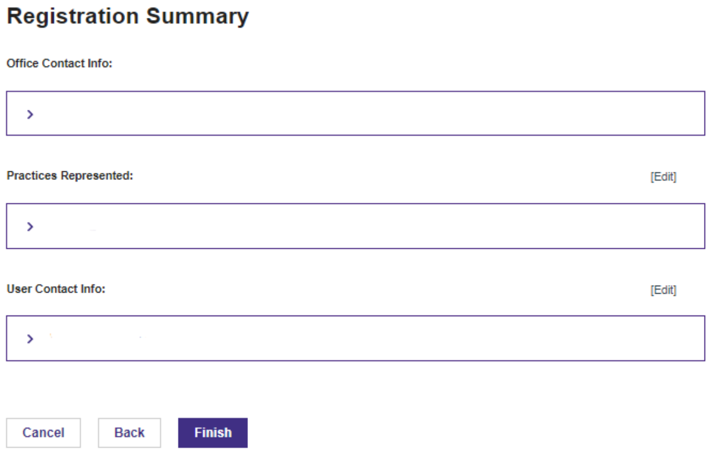
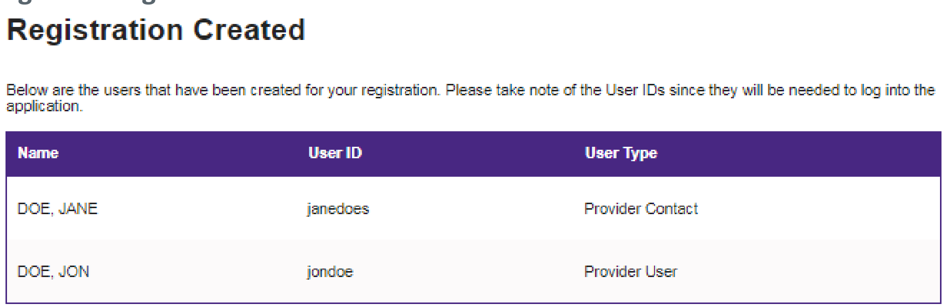


Figure 7: Registration Created Screen



Registration Created

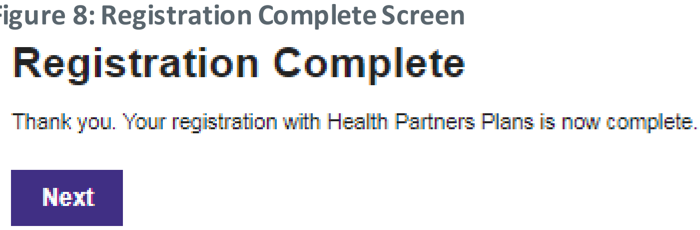
Below are the users that have been created for your registration. Please take note of the User IDs since they will be needed to log into the application.

Name	User ID	User Type
DOE, JANE	janedoes	Provider Contact
DOE, JON	jondoe	Provider User

The *Registration Created* screen contains the User ID needed to log into the Health Plan. You cannot return to this page.

12. Click **Next** to proceed to the *Registration Complete* screen.

Figure 8: Registration Complete Screen



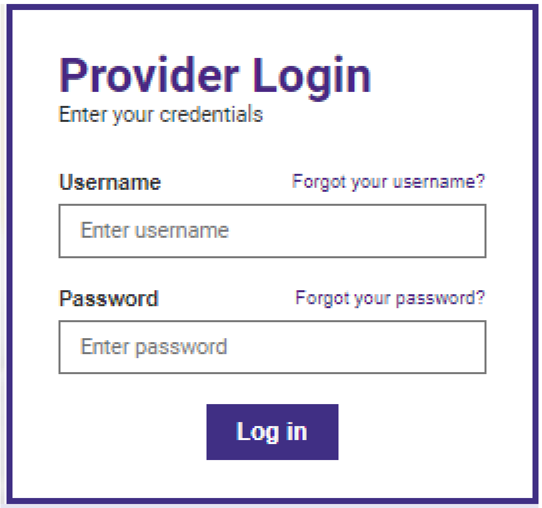
You are now registered for HP Connect and ready to be confirmed by the Health Partners Plans. You will receive an email once your registration has been confirmed and you can log in with your selected username and password. HPP will process your request within 3 business days.

Sign In

After completing registration and receiving e-mail confirmation, you can return to the Provider Login screen to sign into your account.

1. From the *Provider Login In* screen, enter your **Username** and **Password**.

   Figure 9: Provider Login Screen

2. Click **Log In** to proceed to your *Home* page.

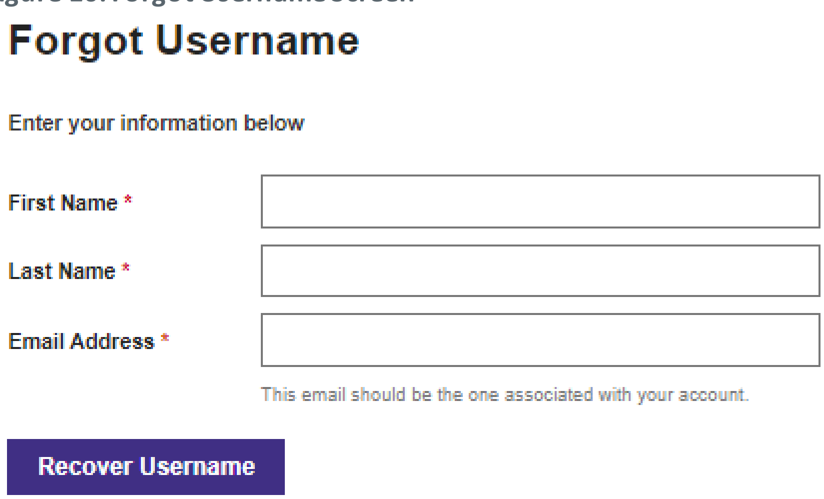
Forgotten Usernames and Passwords

Usernames and passwords can be retrieved and reset from the *Provider Login* screen or by calling the Help Desk toll free at (877) 814-9909.

Forgotten Usernames

1. From the *Provider Login* screen, click **Forgot your username?** to proceed to the *Forgot Username* screen.
2. Enter your **First Name**, **Last Name**, and **E-mail Address** and click **Recover Username**.

   Figure 10: Forgot Username Screen

Your username will be sent to your email account. If you don't receive an email, contact the Help Desk toll free at (877) 814-9909.

Figure 11: Forgotten Username Email Notification

Forgot Username

Your user name has been sent to your email account

If you do not receive an email within the next 5 minutes please do the following:

- Refresh your email account
- Check your spam folder
- Ensure that your first and last name entered match the information you provided when registering for your account

If you still have not received an email, please contact the help desk at (877)-814-9909 to receive further assistance.

Forgotten Passwords

1. From the *Provider Login* screen, click **Forgot your Password?** to proceed to the *Forgot Password* screen.
2. Enter your **Username** and click **Reset Password**.

Figure 12: Forgot Password Screen

Forgot Password

Enter your username *

Reset Password

Forgot your User ID? Retrieve your User ID here

Note: If you don't receive an email, contact the Help Desk toll free at (877) 814-9909.

Figure 14: Forgotten Password Instructions

Forgot Password

Instructions to change your password have been sent to your email account

If you do not receive an email within the next 5 minutes please do the following:

- Refresh your email account
- Check your spam folder
- Ensure that the user ID you entered is correct

If you still have not received an email, please contact the help desk at (877)-814-9909 to receive further assistance.

Instructions on how to change your password will be sent via email.

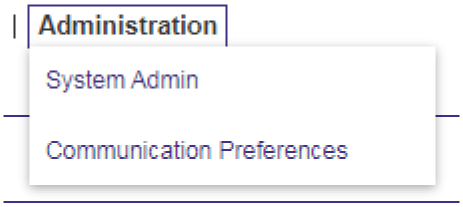
Unlocking an Account

To unlock an account, contact the Help Desk toll free at (877) 814-9909.

Adding Users

After registering as the Local Administrator, you can add additional users to the Health Plan. Account confirmation is not required when a user is added by the Local Administrator.

1. From the Home screen, click **Administration** > **System Admin** from the top navigation menu.
   Figure 13: Administration Menu



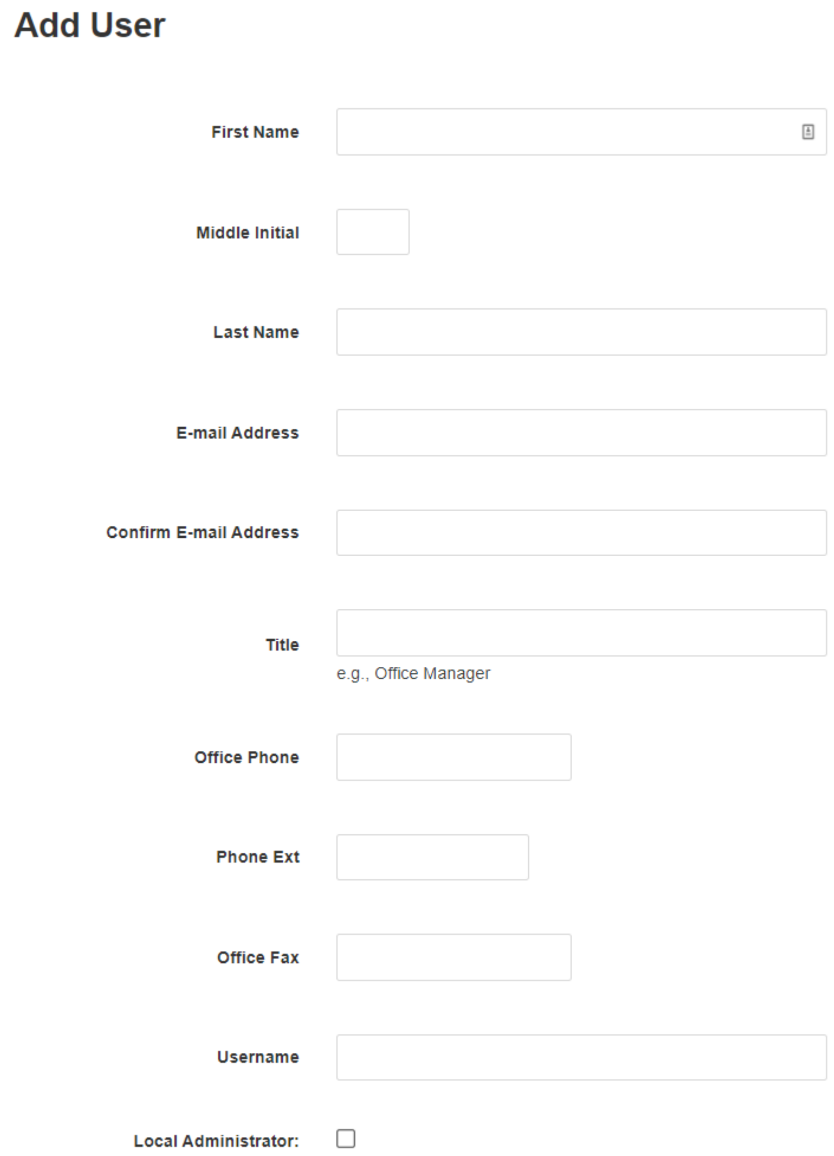
2. In the *User Maintenance* screen, click **Add User**.
   Figure 16: User Maintenance Screen

3. In the Add User screen, the following fields are available:

   Note: The Local Administrator selects the username and the system will generate a temporary password that is sent to the local administrator. Not all fields on this page are required.
   - First Name – enter the user's first name
   - Middle Initial – enter the user's middle initial
   - Last Name – enter the user's last name
   - E-Mail Address – enter the user's e-mail address
   - Title – enter the user's title
   - Office Phone – enter the office phone number
   - Phone Ext – the office phone's extension number, if applicable
   - Office Fax – enter the office's fax number

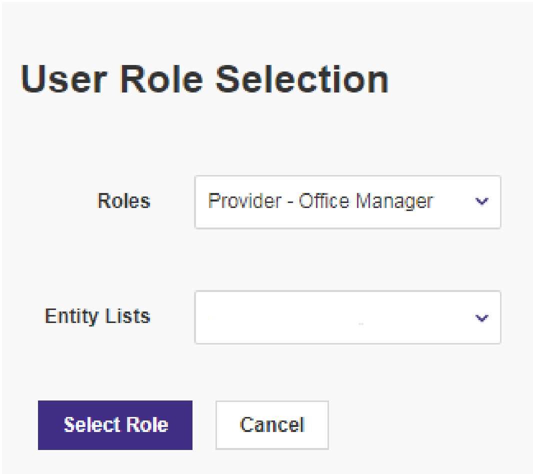
- Username – chose a username for login
- Local Administrator – select if this user should be a Local Administrator

Figure 14: Add User Screen



4. Click **Add** to proceed to the *User Role Selection* Screen
5. On the *User Role Selection* screen, select a role from the *Roles* dropdown menu and your organization from the *Entity Lists* dropdown menu.

Figure 15: User Role Selection Screen



Note: Roles allow Health Partners Plans to assign the appropriate security access to users with varying job responsibilities. You must select a role to add user. Roles include:

a. Eligibility Only
b. Eligibility and Claims Only
c. Eligibility, Claims and Authorizations Only
d. Eligibility and Authorizations Only
e. Local Administrator – access to all functionality and user administration
f. Office Manager – user administration only

Note: user administration is the ability to add/edit/delete users.

6. Click **Select Role** to return to the *User Information* screen.

7. On the *User Information* screen, confirm all information is correct, then click submit. Once submitted, you will reach the *Healthcare Registration* screen.

Figure 16: Healthcare Registration Screen

Note: Copy username from this page and share created password with new user. Adding your user is not complete until you hit submit.

Creating Additional Local Administrators

Creating additional Local Administrators is a two-step process. First, a Local Administrator must give the user the Role that has access to the System Administration features. Second, a Local Administrator must give the user Local Administrator privileges in the System Administration screen.

Selecting a Local Administrator Role

As stated in the section “Adding Users”, a role must be selected when creating users. For Local Administration users, the Role Name is “Provider – Local Administrator”. Proceed with creating the Local Administrator account like you would any other User utilizing the Provider Portal.

Giving Local Administrator Privileges

A user’s account can only be granted Local Administrator privileges after it has been created. To modify the users access, follow these steps:

1. Hover over **Administration**, then click **System Admin** from the top navigation menu (see figure 15).
2. In the *User Maintenance* screen find the user who should be granted Local Administrator privileges and click their N**ame** link

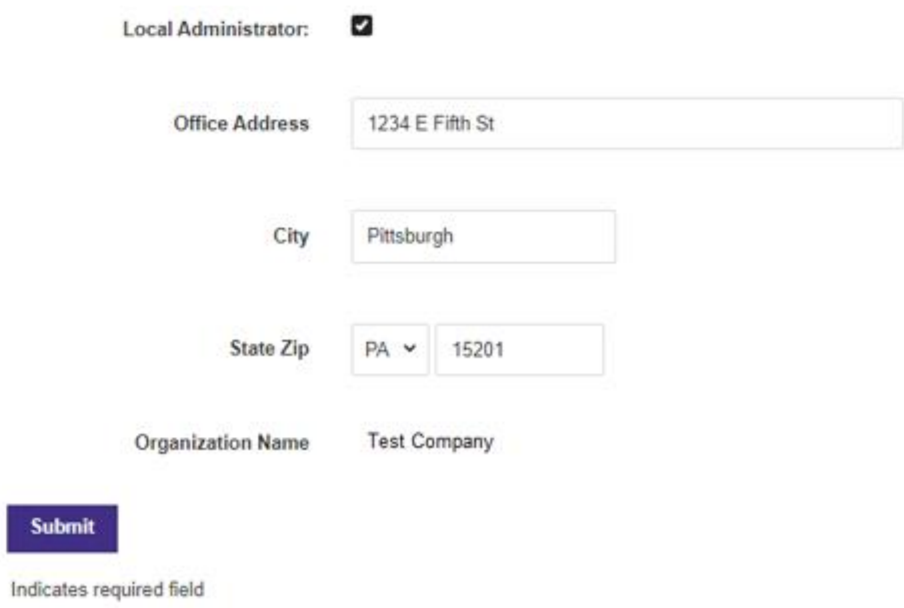
Figure 17: User Maintenance Screen

User Maintenance

User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	Validated Through	User Status
Smith, Jane	Provider User	Test Company	123456	JaneSmith1234	07/27/2022	7/26/2023	Confirme

3. Once on the *User Information* screen, put a checkmark in the box next to **Local Administrator**.
4. Doing this will expand the screen to include the **Office Information**.
5. Fill out the Office Information section, then click the **Submit** button.

Figure 26: Local Administration Section



Initial User Login

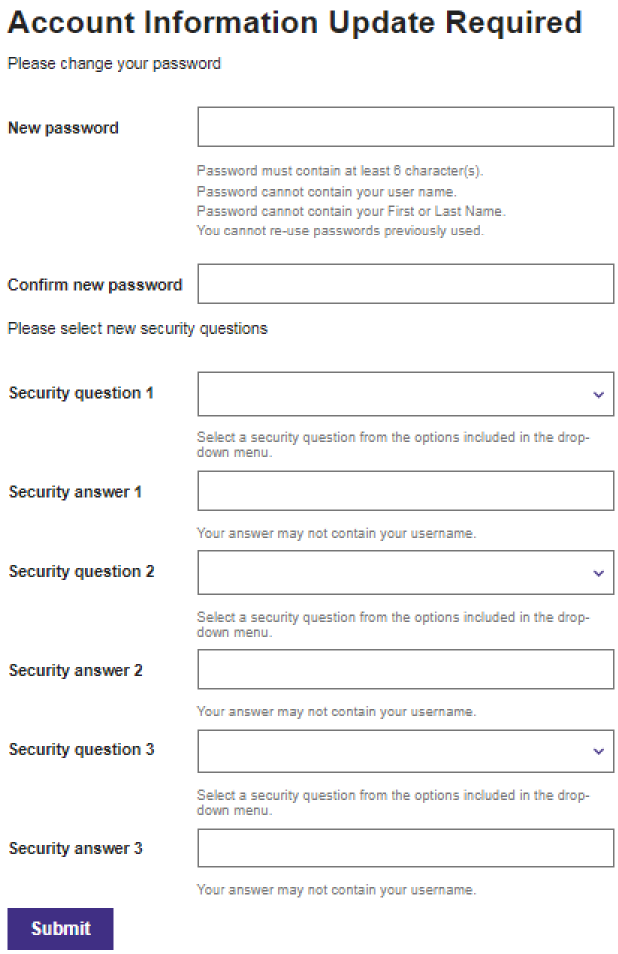
The first time a user logs in to HP Connect they must complete the following steps to update their account.

1. Sign in with your user ID and password.

2. On the next screen, *Terms and Conditions* will appear, click **Accept**.

3. In the *Account Information Update Required* screen, enter a new password and select three security questions. Security questions are used to access your account for user id and password reset requests.

Figure 18: Account Information Update Required Screen



4. Click **Submit**. Users are re-directed to the *Home* screen.