

Provider Registration Guide

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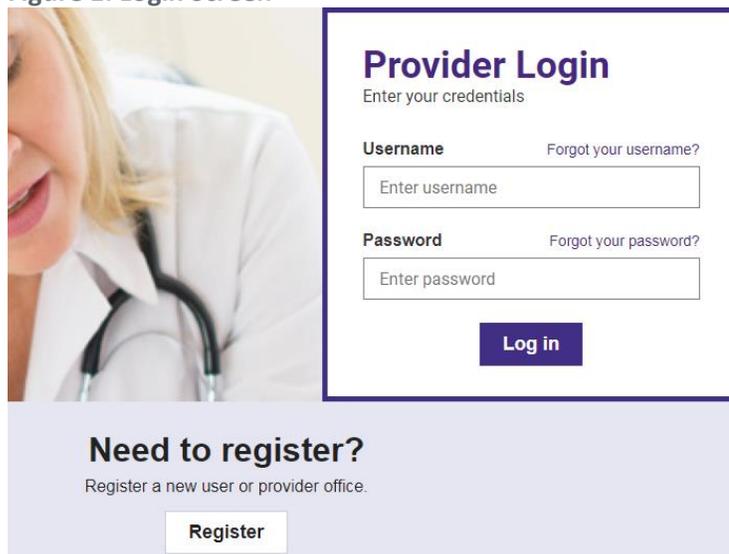
The first individual that registers for a practice of office is assigned the role of Local Administrator. In most cases, the Office Manager should be assigned this role. The Local Administrator has access to all standard features, plus the System Administration feature for setting up and overseeing all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



Provider Login
Enter your credentials

Username [Forgot your username?](#)
Enter username

Password [Forgot your password?](#)
Enter password

Log in

Need to register?
Register a new user or provider office.

Register

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

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- 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 *	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name *	<input type="text"/>
Title	<input type="text"/>
E-Mail *	<input type="text"/>
Confirm E-Mail *	<input type="text"/>
Office Phone *	<input type="text"/>
	<small>Example: (555) 555-5555</small>
Extension #	<input type="text"/>
	<small>Example: 123456</small>
Office Fax	<input type="text"/>
	<small>Example: (555) 555-5555</small>
User Name *	<input type="text"/>
Password *	<input type="password"/>
Confirm Password *	<input type="password"/>
Security Question 1 *	<input type="text" value="v"/>
Security Answer 1 *	<input type="text"/>
	<small>Your answer may not contain your username.</small>
Security Question 2 *	<input type="text" value="v"/>
Security Answer 2 *	<input type="text"/>
	<small>Your answer may not contain your username.</small>
Security Question 3 *	<input type="text" value="v"/>
Security Answer 3 *	<input type="text"/>
	<small>Your answer may not contain your username.</small>
Local Admin	<input checked="" type="checkbox"/>
<small>As the primary registrant, you are automatically a local admin</small>	
<input type="button" value="Cancel"/>	<input type="button" value="Back"/> <input type="button" value="Next"/>

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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

Search for your provider office

The screenshot shows a search interface with three dropdown menus and one text input field. The first dropdown is labeled 'Search For' and has a downward arrow. The second dropdown is labeled 'Search By' and also has a downward arrow. The third dropdown is labeled 'Search Text' and is empty. Below these fields is a blue button labeled 'Search'. At the bottom of the screen, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted in blue.

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.**

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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 *	<input type="text"/>
Tax ID	<input type="text"/>
Claim Number *	<input type="text"/>
Claim Amount *	<input type="text"/>
Multiple TINs? (List all additional TINs) *	<input type="text"/>
Address *	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text" value="Pennsylvania"/>
Zip Code *	<input type="text"/>

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

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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
Registration Summary

Office Contact Info:

>

Practices Represented: [Edit]

>

User Contact Info: [Edit]

>

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
Registration Complete

Thank you. Your registration with Health Partners Plans is now complete.

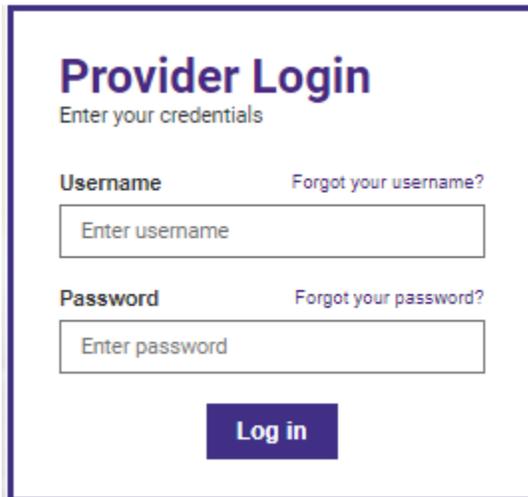
You are now registered for HP Connect and ready to be confirmed by the Health Partners Plans. You will receive an email once your registration has been confirmed and you can log in with your selected username and password. HPP will process your request within 3 business days.

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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



Provider Login
Enter your credentials

Username [Forgot your username?](#)

Password [Forgot your password?](#)
Log in

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