Health Partners Plans

New HP Connect Portal Demonstration
Frequently Asked Questions (FAQ)

This FAQ is intended to help you understand questions related to our HP Connect Portal demonstration. Questions have been assigned by the following categories, General, Portal Functionality, Registration, Claims/Appeals, Authorizations and Sunset of existing portals.

General

Q: Will the recording be sent to Participants?
A: A recording of the demonstration will be available on the HPP provider portal page here.

Q: What is the difference between HPP's existing and new HP Connect portals?
A: Our new HP Connect portal is powered by a new vendor named HealthTrio.

Q: Does this process take the place of the Que?
*A: This does **not** replace the Que, however, DME authorizations must be submitted through the new HP Connect portal.*

Registration and User Accounts – Click here for the registration and local administrator guide

Q: I currently have an HP Connect account, will they be merged, or I will have to create a new account for the new portal?
A: Accounts will not be migrated to the new portal. Everyone must create a new HP Connect user account.

Q: How to I register for the new HP Connect Portal?
A: Portal links will be available on our portal page Monday, August 1st. Please visit our website HP Providers for the latest information.

Q: How long does it take for me to get access?
A: It can take up to 3 business days to obtain access to the new HP Connect portal.

Q: Can I register for the portal without a claim number and billed amount?
A: A claim number is required to help HPP validate that you are a representee of the organization for which you are requesting access as tax ID and NPI numbers are public information. This added layer of validation allows us to protect our member's protected health information.

Q: Where do I obtain a claim number?
A: There are multiple ways a claim number can be obtained. Through an existing HP Connect portal, by contacting your organization's billing department/company or by calling our Provider Services Helpline. If you are an organization that is new to HPP and have not yet billed a claim, please contact us at hpconnect@hpplans.com.

Q: Is any HPP claim number and amount acceptable?
A: Yes, any claim that has been processed by HPP in the past 2 years is acceptable.

Q: Can the claim number and amount used be the same for all registration requests?
A: Once a local administrator is created, they are responsible for created all additional local administrator and users, therefore, a claim number is no longer needed beyond the initial registrant.

Q: How are local administrators and users created in the portal?
A: The first person who registers for the portal becomes the primary local administrator. Local administrators can then create additional users, including additional local administrators within their organizations. The local administrator and user guide provides instruction for creating users.

Q: Is there a limit to the number of local administrators that can be created?
A: There is no limit to the number of local administrators that can be created by the primary local administrator.

Q: What user roles can be assigned when adding additional users?
A: Available User Roles are:
>   *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 features and to manage user accounts.*
>   *f. Office Manager – access only to manage user accounts.*

Q: Can the local administrator reset passwords?
A: No, all password reset requests need to be done via the "Forgot Password" link on the login screen.

Q: Can the local administrator deactivate accounts?
A: Yes, local administrators are responsible for managing their user's access and can create and deactivate accounts.

Q: Can a user have access to multiple tax ID numbers under a single user account?
A: Yes, the new HP Connect portal allows HPP to grant user access to multiple tax ID numbers. Additional tax ID numbers should be included in the Multi TIN field of the registration form or sent to hpconnect@hpplans.com if there is not enough space in the Multi TIN field.

Q: I registered for HP Connect portal but received a denial. What are my next steps?
A: If you've received a denial, it is likely due to our inability to validate the claim number you provided. To move forward, please obtain a valid claim number and register again for the portal.

Q: I attempted to register for the HP Connect, however, the system was unable to locate my organization.
A: There could be 3 reasons the system could not locate your organization.
>   *1. Your tax ID was entered using characters not permitted in the search. All TINs must be entered using numeric values. Using dashes will return no results. Ex. 999999999.*
>   *2. You are not participating with HPP and do not have a valid claim number.*
>   *3. You are participating with HPP; however, you are still in the credential process. Your tax ID will not carry over to the portal until this process is complete. At that time, you will be able to register.*

Q: Do portal passwords expire after a certain period of days or due to inactivity?
A: Yes, HPP has set passwords to expire after 90 days and will lock inactive accounts after 90 days as well.

Portal Functionality

Q: Will HPP fee schedules be accessible in the portal?
A: Fee schedules will not be available on the portal.

Q: Can I submit request to add a location?
A: No, the portal does not currently handle demographic updates.

Q: Can this site be used for credentialing needs?
A: The portal will not be used for credentialing.

Q: Is the new HP Connect Portal connected to our EMR?
A: HPP is not aware of EMR compatibility. Please contact your applicable EMR vendor.

Q: How to connect our EMR information to attach clinical information?
A: This portal is not directly connected to any EMRs. For attachments, you may need to export/download from the EMR to your local desktop in order to upload files to the Portal.

Q: Does the portal show the primary insurance?
A: No, not at this time.

Q: Does the insurance verification list the PCP phone number?
A: PCP phone numbers are not listed at this time, however, the provider directory may be used to locate contact information.

Authorization Requests

Q: What types of authorizations can be submitted through the new HP Connect portal?
A: The following authorization requests can be submitted in the portal.
- *Inpatient*
- *Outpatient (DME and Outpatient Procedures)*
- *Transportation*
- *Home Health (Includes Hospice)*

Q: Will this portal replace the need to obtain authorizations through EviCore?
A: No, Epicure will continue to manage HPP's authorization requests for the following services:
- *Radiology*
- *Therapy Services (PT, OT, Speech and Chiro)*
- *Oncology*

Q: If we jump to EviCore's portal from the authorizations screen, do we have to document anything on the authorizations screen before we are redirected to EviCore?
A: No, you do not need to document anything in the new HP Connect portal to complete an authorization with Evicore.

Q: Can medical records be linked to authorization requests in the portal?
A: Yes, any supporting documentation can be uploaded to an authorization request, but it must be in the form of a PDF.

Q: Can the portal be used for medical necessity appeal submissions and status update of medical necessity appeals.?
A: Medical necessity appeals, and updates will not be available in the portal.

Q: Are we able to enter a CPT code to see if it needs authorization?
A: Not currently, however, we are working on developing a tool for a Phase II rollout of enhanced features.

Q: Does the poral have the ability to show auth visits/units used?
A: Not at this time.

Q: When entering an authorization in the portal, is there a limit on the date range requested for DME?
A: The end date can vary based on the member's line of business, if it is a purchase or rental, what the member needs are and what the requesting/prescribing/ordering doctor has written for the order. Typically, HPP sees DME ordered anywhere from 3 months up to a maximum of 1 year.

Q: Are non-formulary medication authorizations submitted through the portal?
A: Non-formulary medication authorizations are not requested through this portal.

Q: If our tax id is the same for our practice and hospital, is the prior authorization form able to identify both, separately?
A: Yes

Q: Will I only have the ability to see authorizations I've submitted, or will I see all those that were submitted by representatives within my organization?
A: You will be able to view authorizations submitted by those within your organization.

Q: Can a PCP office view authorizations that have been entered by the specialist office for their patient?
A: Yes, you will have the ability to see all authorization requests submitted for your paneled members.

Claim Status and Claim Appeals

Q: Where do you find the denial reasons for claim denials?
A: Once you search for your claim and enter the claim line level details page, you will find the denial reasons at the bottom of the page under the payment details.

Q: Will this portal be used for obtaining explanation of benefits (EOB) and remittance advice?
A: Remittance advise/explanation of payments (EOP) are available in the new HP Connect portal. Explanation of Benefits, which are member facing, are not available. The full EOP will be attached to the claim, which will include all claims on the remittance not just the claim in question.

Q: If we have a simple question or inquiry on an underpaid or non-paid account, do we have to file an appeal?
A: Appeals may be submitted for a question or inquiry. Appeals will be worked in order of first received. HPP's Provider Services Helpline is also available for a more immediate response to questions.

Q: Can medical records be linked to claim appeals?
A: Yes, any supporting documentation can be uploaded to a claim appeal request.

Q: When submitting an appeal, is there a limit to the number of files that can be submitted?
A: You can submit up to 10 files per appeal for a total of 45MB capacity.

Q: Is there a limit to the number of appeals submitted on a single claim?
A: Claims appeals are unlimited.

Q: What is the claim appeal response time?
A: Appeal response time is generally within 30 calendar days.

Q: How are claim appeal decisions communicated to the requesting user?
A: You will see alerts under Messages when appeals are updated. You will also receive an alert to the email address under which you are registered. Both alerts will only provide the appeal number that was updated. You will then need to search and review the appeal for details of the appeal determination.

Q: Can the appeals function be used to submit corrected claim with an updated diagnosis code?
A: Yes, you can attach a corrected claim to the appeal with an updated diagnosis code.

Q: Can the appeals function be used if an authorization number needs to be added to a claim?
A: Yes, if a pre-cert was omitted, you can simply provide the pre-cert number in the free text description field of the appeal form.

Q: Does the portal identify if a claim was process as in or out of network?
A: Yes, denial messages/descriptions will be provided at the bottom of the claim line detail page for each line of service.

Q: Can I only see claim appeals I've submitted, or will I see all those that were submitted by representatives within my organization?
A: Yes, you will be able to see claims appeals submitted by representatives within your organization.

Q: Is an "appeal" is equivalent to "reconsideration" in previous portal?
A: Yes

Q: Will claims from the previous portal be transferred into new portal?
A: Claims from January 1, 2020, to current will be available in the new portal.

Q: Can you submit new claim through this portal?
A: You cannot submit a new claim through the portal.

Q: What will happen to portal tickets submitted in the previous portal?
A: HPP will process all tickets in the previous portal before it is retired.

Sunset of Existing Portals

Q: Once registration opens, will NaviNet and HP connect no longer be used to check eligibility?
A: HPP will be accessible through NaviNet until August 26, 2022, at 5pm. At this time, our retired HP Connect portal will be switched to read only and you will no longer be able to transact in the portal.

Q: Are we able to see old ticket number from appeal done through HP Connect?
A: Portal tickets from our retired HP Connect portal will not be migrated to the New HP Connect, however, view only access will be granted to the retired portal until all tickets are resolved.

Q: Will previous notes and info from NaviNet carry over to this new portal?
A: No, we are not migrating any information from NaviNet.

Q: Will the staff have access to view NJ Providers or only PA Providers in the Portal?
A: Yes, all providers who are built in our claims processing system will be listed in the portal.

Q: Will old authorizations be transferred to the new portal?
A: Historical authorizations will be available in the Portal only from April 1, 2021, to current.

Q: Will claims from the previous portal be transferred into new portal?
A: Claims from January 1, 2020, will be available in the new portal.