



Health Information Portal (HIP) Training Workbook

Version 2.0

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Objective

The objective of this workbook is to familiarize the user with:

- ◆ The use of Community Health Plan of Washington Health Information Portal (HIP)

Prerequisites

Prior to working on this training module all users should have familiarity using Microsoft Internet Explorer 7.0 or later, as well as comfort in navigating in a Microsoft Windows application environment.

System Requirements

The minimum system requirements for assessing the Community Health Plan of Washington HIP are:

Browser

- ◆ Supported browser - Microsoft Internet Explorer 7.0 or later
- ◆ Non-supported browsers (will not connect to HIP) - Firefox, Safari, Chrome

Internet connection speed – DSL 1.5 Mbs or faster

Operating system

- ◆ Supported operating systems: Microsoft Windows 98, Windows NT Workstation 4.0, Windows 2000 Professional, Windows 2003, or Windows XP Professional
- ◆ Non-supported operating systems including phone devices will not connect to the portal

Minimum hardware needed

- ◆ 800 MHz PC
- ◆ 512 MB RAM

Screen resolution - 1024 x 768

Overview of CHPW Health Information Portal (HIP)

The Community Health Plan of Washington (CHPW) Health Information Portal (HIP) allows the Provider convenient access to information such as:











- ◆ Patient eligibility verification
- ◆ Benefits
- ◆ Claims status inquiry
- ◆ Patient roster reports











HIP can be used in conjunction with the CHPW Care Management Provider Portal. This portal allows users to perform the following online actions:

- ◆ Search for a Member and check eligibility
- ◆ Request an outpatient referral
- ◆ Request an outpatient authorization
- ◆ Request an Inpatient pre-certification
- ◆ Request an inpatient urgent admission
- ◆ Add an admission date for a pre-certification inpatient admission











HIP, and Care Management Connect Portal Comparison

Following are three tables showing functional comparisons between the CHPW Care Management and HIP, Connects portals:

Function	Register/ Sign Up	Log On	Verify Eligibility	View Provider Directory	Provider Search
Care Management Portal					
HIP					

Function	Add Referral Request	Add Authorization Request	Enter Notification of Hospital Admission	Review Authorization Status	Print PCP Roster
Care Management Portal					
HIP					

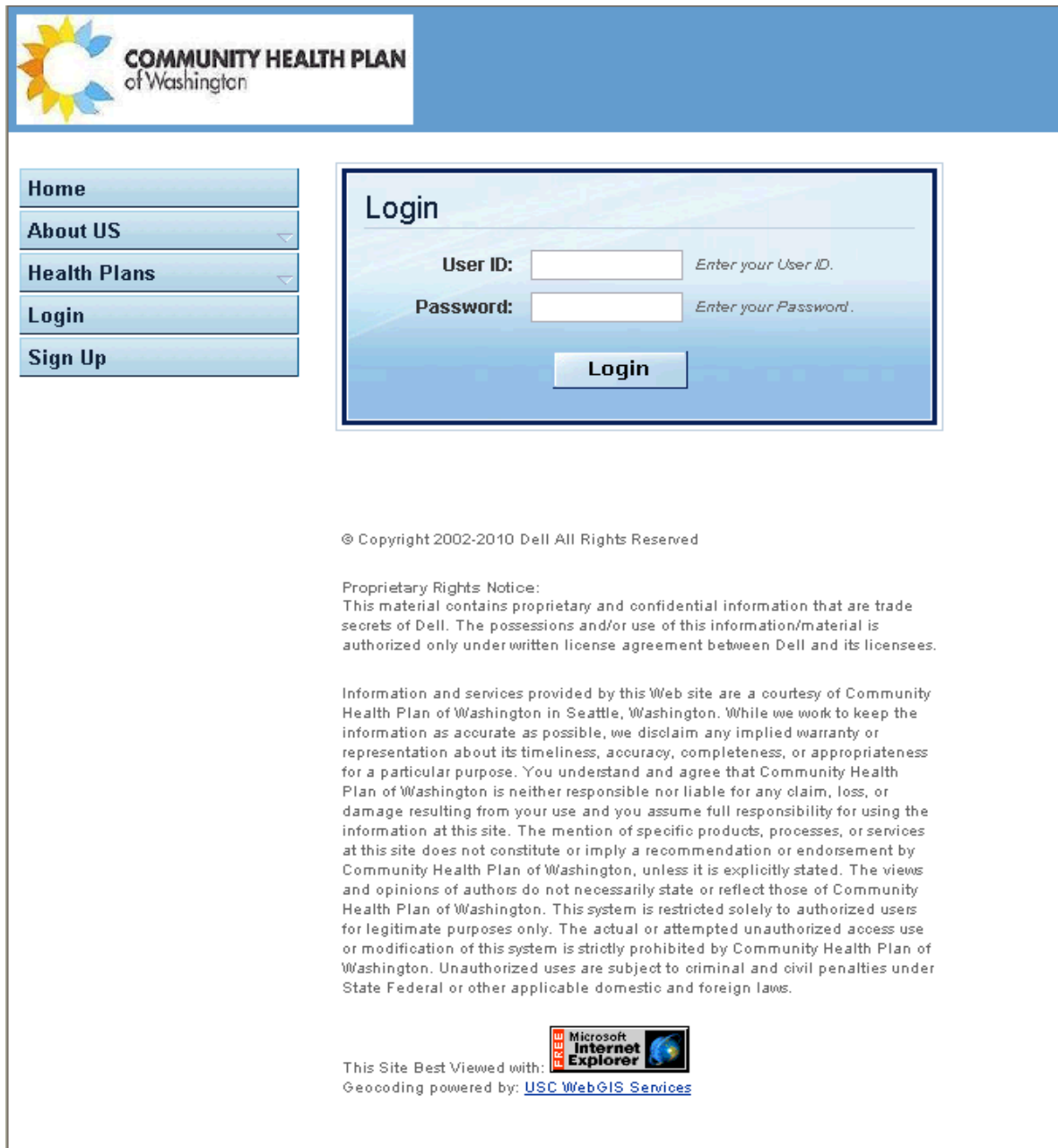
More information about the CHPW Care Management Provider Portal can be found in *Care Management Provider Portal Reference Manual* available from CHPW.

Function	Check Claim Status	Add Customer Service Messages	Look up Benefit Package	Look up Benefit Accumulation	Review Milliman and CHP Guidelines
Care Management Portal					
HIP					

Signing Up for HIP Access

To sign up for HIP:

1. Access **the Internet**
2. Enter the **HIP web address** (URL) in your web browser address field
3. Press **Enter**, the Community Health Plan of Washington HIP Home/Login Page is displayed



The screenshot shows the Community Health Plan of Washington website. At the top left is the logo and name. Below it is a navigation menu with buttons for Home, About US, Health Plans, Login, and Sign Up. The main content area features a 'Login' box with fields for 'User ID' and 'Password', each with a placeholder text 'Enter your User ID.' and 'Enter your Password.' respectively, and a 'Login' button below them. Below the login box is a copyright notice: '© Copyright 2002-2010 Dell All Rights Reserved'. This is followed by a 'Proprietary Rights Notice' paragraph. Below that is a longer paragraph of disclaimer text. At the bottom, there is a 'Microsoft Internet Explorer' logo and the text 'This Site Best Viewed with: Microsoft Internet Explorer'. Finally, it says 'Geocoding powered by: USC WebGIS Services' with a link.

- Click **Sign Up** from the menu on the left of the page, the Sign Up for HIP Access page is displayed:



The screenshot shows the 'Sign Up for HIP Access' page. On the left is a navigation menu with the following items: Home, Change Password, Provider Services (with sub-items: Authorizations, Inquiry, Request), Member Eligibility, Messages (with sub-items: Customer Service, Close, Open, General), Provider Directory, Provider Roster Reports, View Claim Status, Sign Up, and Log Off. The main content area is titled 'Sign Up for HIP Access' and contains a box with the heading 'Select the type of access requested.' and two links: 'Request For Provider Access' and 'Request For Member Access'. Below this is a copyright notice: '© Copyright 2002-2010 Dell All Rights Reserved'. A 'Proprietary Rights Notice' follows, stating that the material contains proprietary and confidential information. A detailed disclaimer then explains that the information is provided as a courtesy and that the user assumes full responsibility for its use. At the bottom, there is a recommendation to use Microsoft Internet Explorer and a note that geocoding is powered by USC WebGIS Services.

- Click **Request For Provider Access** from the Request list, the Request for Provider Access form is displayed:

Request for Provider Access

Please complete the form in its entirety. Please be as accurate as possible. Required fields are indicated with a red asterisk (*).

*** Fields are Required**

Demographic Information

Last Name *

First Name *

Institutional Name

Contact

Address * (Please do not enter period "." character at the end.)

Suite/Apt Number

City *

State *

Zip *

Work Phone * (Please do not use dash or space when entering data)

Email *

Practice Information

State License

National Provider ID

Provider ID

Tax ID *

Access Requested

Claim Functions CLAIMS INQUIRY CLAIM SUBMISSION BATCH CLAIMS

Authorization Functions AUTHORIZATION INQUIRY AUTHORIZATION SUBMISSION

Eligibility Functions ELIGIBILITY INQUIRY PCP MEMBER LISTS

- Follow the instructions and complete the on-line form**

- Click the **Submit** Button

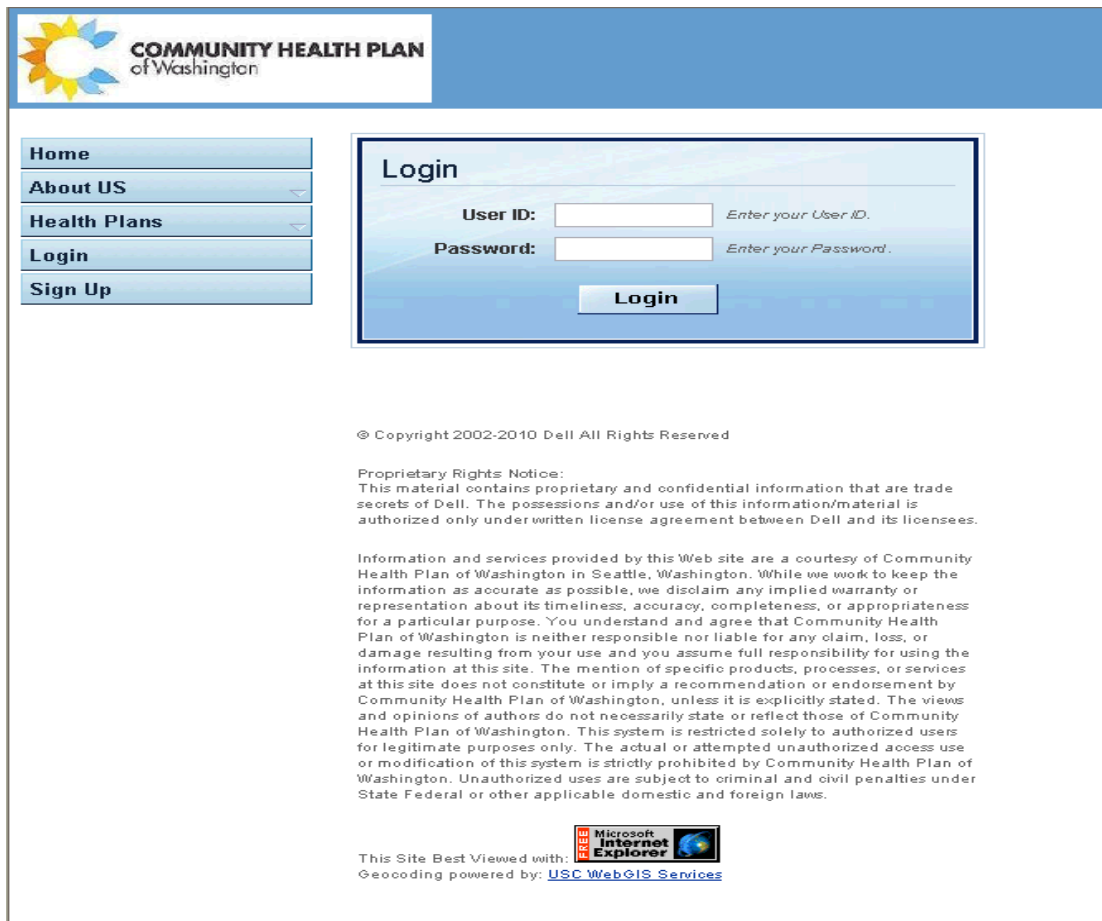
Community Health Plan staff will review the completed form and then issue you a User Name and Password.

Note: A field will be added to this form asking you to supply your Tax Identification Number (TIN) as requirement for accessing HIP.

Logging In To HIP

To log in to HIP:

1. Launch your **internet browser**
2. Type the **HIP URL** in the internet address line (the URL is provided by CHPW), the HIP log on page is displayed:



The screenshot shows the login page for the Community Health Plan of Washington. At the top left is the logo and name. A navigation menu on the left includes Home, About US, Health Plans, Login, and Sign Up. The main content area features a 'Login' box with fields for 'User ID' and 'Password', each with a placeholder text 'Enter your User ID.' and 'Enter your Password.' respectively, and a 'Login' button below. Below the login box is a copyright notice for Dell (2002-2010) and a 'Proprietary Rights Notice' regarding information accuracy and liability. At the bottom, there is a recommendation to use Microsoft Internet Explorer and a note that geocoding is powered by USC WebGIS Services.

3. Enter your **User ID** (provided by CHPW)
4. Enter your **Password** (provided by CHPW)
5. Click the **Login** button (or press the Enter key), the HIP Provider Home page is displayed

Note: You can create a Desktop Shortcut for the HIP Log In page:

1. Access the **HIP Log In page**
2. **Right click on the HIP Log In page**, a dialog box is displayed asking if you want to put a shortcut to this website on your desktop
3. Click **Yes**, the Desktop Shortcut is created

Home
Change Password
Provider Services
Authorizations
Member Eligibility
Messages
Provider Directory
Provider Roster Reports
View Claim Status
Sign Up
Log Off

Welcome PROVIDER

Provider Home

Provider Statistics						
Provider Name	ID	Members	Held Claims	Held Charges	Resolved Claims	Payable/FFS Equivalent

Held Claims Aging							
Provider Name	ID	1-15	16-30	31-60	61-90	90+	Totals

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The HIP Provider Home page contains:

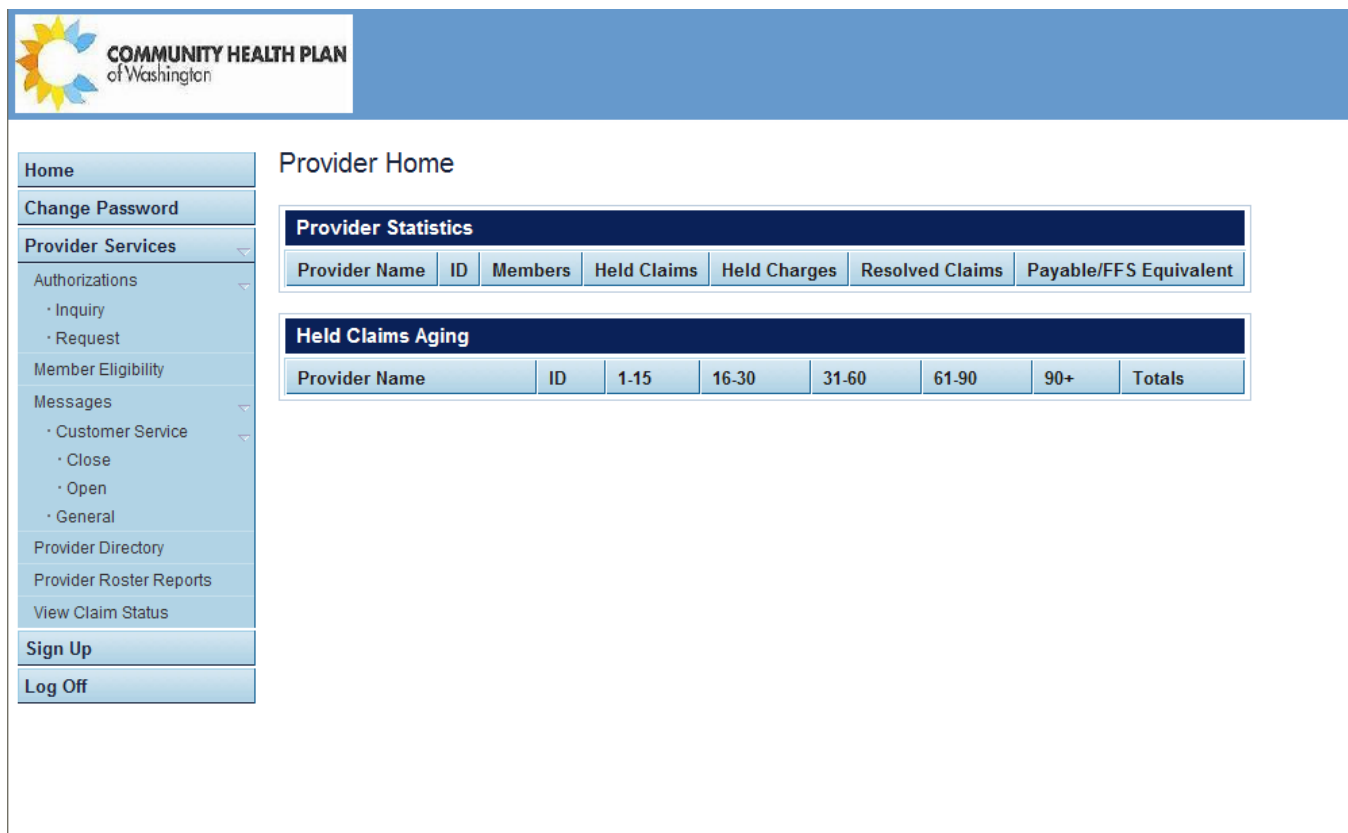
- ◆ A functional menu in a frame on the left side of the page
- ◆ Provider Statistics and Held Claims Aging information is not functional

Provider Services

HIP Provider Services include:

- ◆ A link to the Community Health Plan of Washington Provider Directory
- ◆ The ability to check a patient's eligibility
- ◆ The ability to view claim status
- ◆ The ability to view the status of authorizations
- ◆ The ability to view messages
- ◆ The ability to view Provider Roster Reports

HIP Provider Functional Menu



The screenshot shows the 'Provider Home' interface. On the left is a navigation menu with the following items: Home, Change Password, Provider Services (with a dropdown arrow), Authorizations (with a dropdown arrow), Member Eligibility, Messages (with a dropdown arrow), Provider Directory, Provider Roster Reports, View Claim Status, Sign Up, and Log Off. The main content area is titled 'Provider Home' and contains two data tables. The first table is 'Provider Statistics' with columns: Provider Name, ID, Members, Held Claims, Held Charges, Resolved Claims, and Payable/FFS Equivalent. The second table is 'Held Claims Aging' with columns: Provider Name, ID, 1-15, 16-30, 31-60, 61-90, 90+, and Totals.

Note: There is a link to the CHPW Jiva Care Management Provider Portal, where you can request referrals and authorizations and view the status of these requests.

1. Select **Request** from the Provider service menu, you are link to the **Jiva** Provider Login.



The screenshot shows the Jiva™ Provider Login page. At the top left is the Jiva™ logo. To its right is a banner image of healthcare professionals. Further right is the Community Health Plan of Washington logo with the tagline "Committed to your health." Below the banner is a horizontal line, followed by the heading "Provider Login" with a red underline. The page is divided into two main columns. The left column contains a "Sign In" section with the text "If you are already registered, Please log in here." Below this are input fields for "User ID" and "Password", and buttons for "Submit" and "Clear". A "Forgot Password" link is also present. Below the sign-in section is a "New User" section with the text "If you are new user, Please 'Register here' for new login" and a "Register here" button. The right column contains a "What's New" section with three entries: "12/31/2011 Upgrade is coming!" with a "Read More" link, "12/31/2011 Announcements:" with a "Read More" link, and "12/31/2011 How to Enter: Tips for entering authorization requests into the CHP Care Management Portal" with a "Read More" link. At the bottom of the page, there are links for "Contact Us" and "Terms And Conditions Of Use", and a disclaimer: "By logging into this site you agree that you have read and accepted the terms and conditions of use of this website, given by the link 'terms and conditions of use'."

Provider Directory

To access the Provider Directory:

- ◆ Select **Provider Directory** from the Provider Services menu, you are linked to the CHPW Provider Directory



Home > Our Providers > Provider, Hospital, Clinic Search

Provider, Hospital, Clinic Search

Use this area to search for providers, specialists, or hospitals in your area. You can also print your results. If you need assistance, please call our Customer Service department toll free at 1-800-440-1561. We are happy to help you search, and even print a local directory for you.

Quick Search

Search by provider name (first or last) or search for a clinic or company. If you do not know the full name, enter a few letters from the name.

Search

Advanced Search

Provider Name

Search by provider name (first or last). If you do not know the full name, enter a few letters from the name.

Clinic or Company Name

If you do not know the full company name, enter a few letters from the name.

Search Options

Health Plan

Location

Specialty

Member Eligibility

To verify a patient's CHPW eligibility:

1. Select **Member Eligibility** from the Provider Services menu, the Member Eligibility Search Screen is displayed

Member Eligibility



Member Eligibility Search

Please be aware that you are now required to enter at least one of the following to search for a member:

- Member ID
- Member name and Member Date of Birth

Provider:

Subscriber ID:

Payer ID:

First Name:

Last Name:

Sex:

Date of Birth:

Eligible as of Date:

2. Enter search criteria as follows:
 - a. **Provider:** Leave this field set to **ALL**
 - b. **CHPW subscriber ID** **or** Member **First name, Last name** and **Date of Birth** (mm/dd/yyyy)
 - c. Member ***Eligible as of Date:** Defaults to current days date (mm/dd/yyyy)

The Eligibility Inquiry Results screen is displayed

***Eligible as of Date – if no results are returned, this date should be set to the last time the member was in your office or to the first day of a previous month until results are returned.**

Benefit Package

To view information about a patient's Benefit Package, rule details:

1. Click the **link under Benefit Package** on the Member Eligibility screen to (the link is an acronym for the name of the benefit package), the Member Benefit Rules Detail screen is displayed.

Member Benefit Rules Detail				
Rule Type	Rule ID	Rule Description	Start Date	End Date
Limits	L12NEUPSXX	NEUROPSYCHOLOGICAL TESTING 12 LIFE COMBINED VISITS. EXCLUDE THE 12 OP MENTAL HEALTH VISIT MAX.	1/1/2010	
	L1NICUPIXX	NICU / PICU 1 PER DAY	1/1/2010	
	L2BRAPSUXX	COVERED BRA'S 2 (POST SURGICAL) INITIALLY WITH REPLACEMENTS DUE TO NORMAL WEAR AND TEAR.	1/1/2010	
	L1MAMMOGPX	MAMMOGRAM 1 AGE 40 AND OVER ALLOWED WITH MEDICAL CONDITION PER CALENDAR YEAR.	1/1/2010	
	L200DIAPXX	LIMIT OF 200 DIAPERS PER MONTH	1/1/2010	
	L150PULLXX	LIMIT 150 BRIEFS AND PULLUPS PER MONTH UP TO AGE 19	1/1/2010	
	L1SLEEPSXX	SLEEP STUDY 1 PER CALENDAR YEAR	1/1/2010	
	L100STRPXA	LIMIT TO 100 BLOOD GLUCOSE TEST STRIPS EVERY THREE MONTHS	1/1/2010	
	L3GENECOUX	GENETIC COUNSELING LTD TO 3 PER 11 MOS, EXCLUDE MCR & SNP	1/1/2010	
	LS20FLUMXX	CHP WILL REIMBURSE MEMBERS UP TO \$20 WHEN A RECEIPT IS PROVIDED FOR FLUMIST.	1/1/2010	
	L6DIABETXX	DIABETIC EDUCATION VISITS 6. INCLUDE GRP &/OR INDIVIDUAL SESSIONS PER CALENDAR YEAR.	1/1/2010	
	L90DYIPSPA	INPATIENT CARE, SA & REHAB 90 DAYS PER BENEFIT PERIOD.	1/1/2010	
	L8MENTHLXX	MENTAL HEALTH OP VISITS 8 PER CALENDAR YEAR NO PA REQUIRED	1/1/2010	
	L12PNREHXX	PAIN CLINIC OUTPATIENT REHABILITATION 12 VISITS PER CALENDAR YEAR NO PA REQUIRED	1/1/2010	

2. Use the **vertical scroll bar** on the right of the screen to view more benefit package rule details

View Claim Status

There are two ways to access information about a Member's claims:

1. Click **View Claim Status** on the **Provider Services menu**, the Claim Inquiry screen is displayed **without any search criteria** entered
2. Click **View Claims** on the **Member Eligibility Detail screen**, the Claim Inquiry screen is displayed with the **Member ID already entered** as search criteria

Claim Inquiry Search

Enter your search criteria below. Any combination may be selected.

Provider:

Claim Number:

Member ID:

First Name:

Last Name:

Date of Service - From:

To:

Claim Type:

Claim Status:

Processing Status:

3. Enter search criteria to narrow your claims search, or you can simply click the **Search for Claims** button, the Claims Inquiry Results screen is displayed

Note: Claims Inquiry will only show claim results for a CHPW Member for whom the Provider is assigned.

Claims Inquiry Results					
1207 Records Found		1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Next ▶▶ (Page 1 of 121)			
Claim Number	Provider Name	Member ID	Member Name	Service Date	Total Billed
CLM10012012	TEST PCP#1	SUBSCR13	Dora Admon	01/04/2012	\$1,425.00
CLM10012012	TEST PCP#1	SUBSCR13	Dora Admon	01/04/2012	\$25.00
CLM10012012	TEST PCP#1	SUBSCR13	Dora Admon	01/04/2012	\$103.00
CLM10012012	TEST PCP#1	SUBSCR13	Dora Admon	01/04/2012	\$103.00
CLM10012012	TEST PCP#1	SUBSCR13	Dora Admon	01/04/2012	\$95.00

Messages

This function is not currently operational.

Authorizations

HIP enables you to view the status of authorization requests. Authorization requests are completed in the CHPW Jiva Care Management Provider Portal, but a link is provided in HIP to facilitate navigation to the Care Management Provider Portal.

Authorization Inquiries

To inquiry about a requested authorization:

1. Click **Authorizations** on the Provider Services menu, Inquiry and Request options are displayed in the menu
2. Click **Inquiry**, the Authorization Inquiry screen is displayed:

Authorization Inquiry

Authorization Inquiry Search

You are required to enter at least one of the following to search for an Authorization:


- Authorization Number
- Member ID
- Member First & Last Name
- Request From & To Date
- Authorization Status


Auth Number:


Member ID:


Member First Name: Begins With

Member Last Name: Begins With

Referring Provider ID: 

Referred To Provider ID: 

Request Date From: 

Request Date To: 

Auth Status: Select a Status

Member Roster Reports

Clicking **Member Roster Reports** on the Provider Services Menu will allow you to view the following roster reports that are generated monthly by CHPW:

- ◆ Member Additions by IPA
- ◆ Member Disenrollment by IPA
- ◆ Member List by PCP Clinic
- ◆ Member Master List by IPA,
- ◆ Member Pregnancy Report by PCP Clinic

1. Click on the **Provider roster Report** in the provider menu box, a list of clinics are displayed:

Home
Change Password
Provider Services
Authorizations
· Inquiry
· Request
Member Eligibility
Messages
· Customer Service
· Close
· Open
· General
Provider Directory
Provider Roster Reports
View Claim Status
Sign Up
Log Off

Roster Reports

Clinic Name
Health Clinic 1
Regional Clinic 2
District Clinic 3
Health Clinic 4
Regional Clinic 5
District Clinic 6

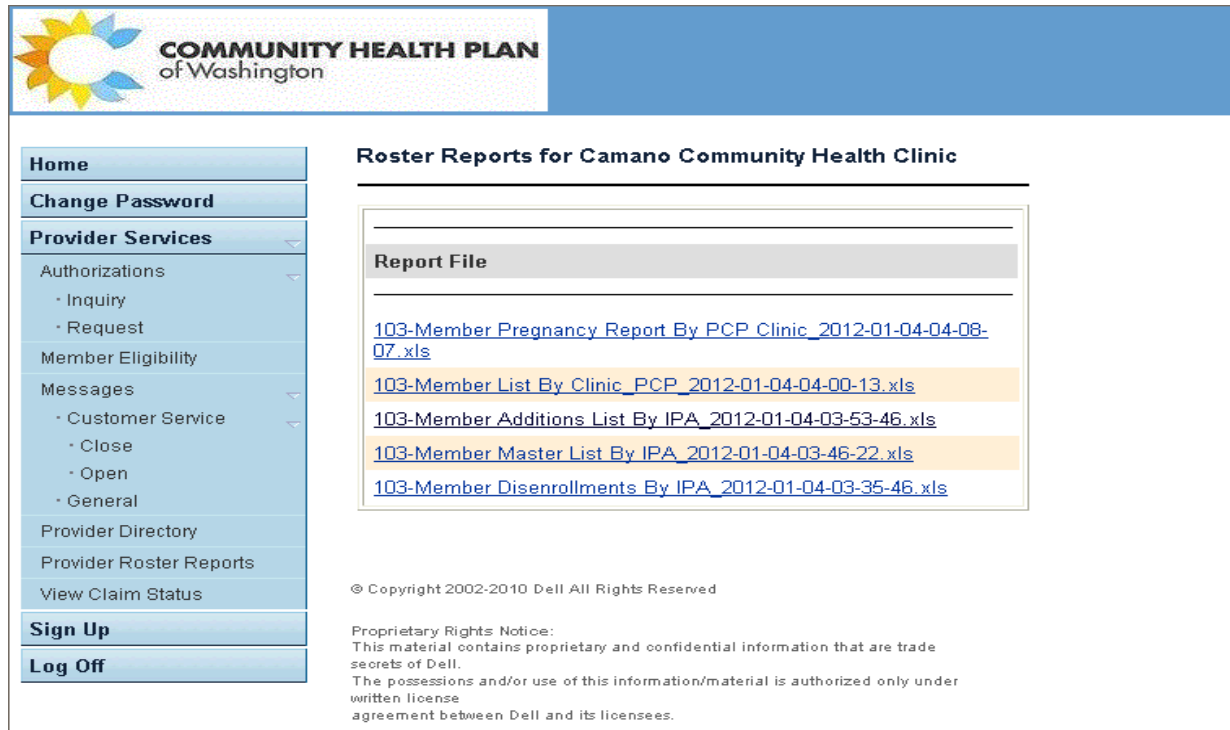
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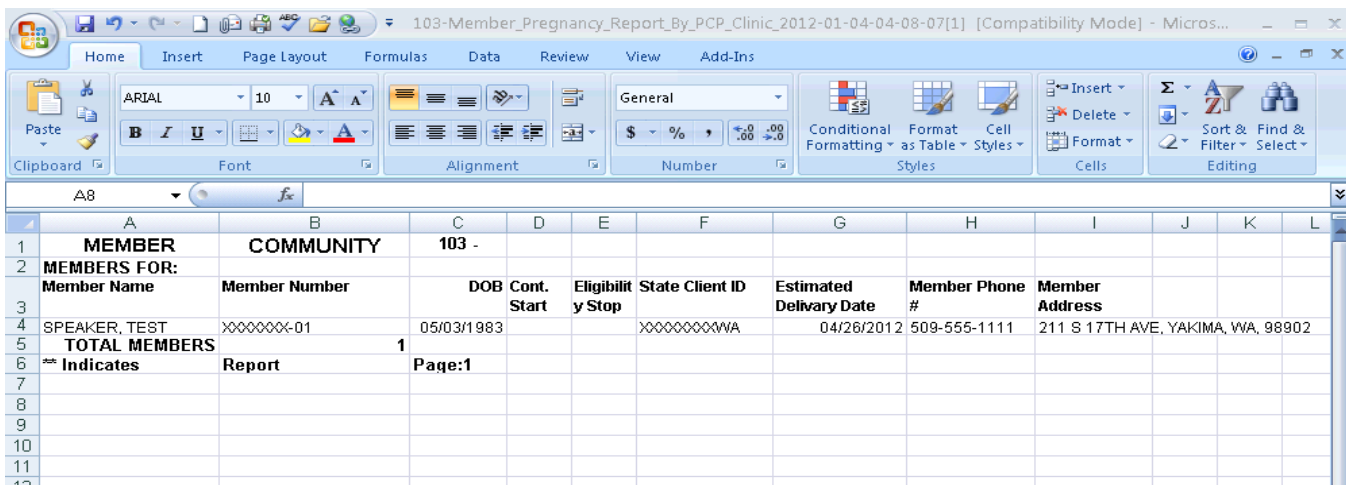


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2. Click on the **Clinic name** in the display box, the list of rosters are displayed:



3. Click on the **Roster name**, an XLS file download is displayed, open the file and the report is displayed:



MEMBERS FOR:	Member Name	Member Number	DOB	Cont. Start	Eligibility Stop	State Client ID	Estimated Delivery Date	Member Phone #	Member Address
	SPEAKER, TEST	XXXXXXXX-01	05/03/1983			XXXXXXXXXXWA	04/26/2012	509-555-1111	211 S 17TH AVE, YAKIMA, WA, 98902
TOTAL MEMBERS	Indicates	Report	1	Page:1					

