Statement of Confidentiality

This document contains confidential and proprietary information of Dell/Perot Systems Corporation. Duplication, use or disclosure of this information in any media is prohibited. The document represents the Intellectual Property of Dell/Perot Systems Corporation and is governed by the Acceptable Terms of Use. This manual cannot be used for any purpose other than to train authorized users on the referenced application. By reading this manual, the user acknowledges the confidential nature of this information and agrees to abide by the terms of use.

Document Change Control

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Status</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/12/10</td>
<td>David Rosenfield</td>
<td>Draft</td>
<td></td>
</tr>
<tr>
<td>04/21/10</td>
<td>David Rosenfield</td>
<td>Version 1.0</td>
<td>Added Disease Management Enrollment, corrected screens</td>
</tr>
</tbody>
</table>
# Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>OBJECTIVE</td>
<td>4</td>
</tr>
<tr>
<td>PREREQUISITES</td>
<td>4</td>
</tr>
<tr>
<td>SYSTEM REQUIREMENTS</td>
<td>4</td>
</tr>
<tr>
<td>OVERVIEW OF CHP HEALTH INFORMATION PORTAL (HIP)</td>
<td>5</td>
</tr>
<tr>
<td>SIGNING UP FOR HIP ACCESS</td>
<td>6</td>
</tr>
<tr>
<td>LOGGING IN TO HIP</td>
<td>8</td>
</tr>
<tr>
<td>MEMBER SERVICES</td>
<td>10</td>
</tr>
<tr>
<td>PROVIDER DIRECTORY</td>
<td>11</td>
</tr>
<tr>
<td>ELIGIBILITY INFORMATION</td>
<td>12</td>
</tr>
<tr>
<td>Benefit Package</td>
<td>13</td>
</tr>
<tr>
<td>VIEW CLAIM STATUS</td>
<td>14</td>
</tr>
<tr>
<td>AUTHORIZATIONS</td>
<td>17</td>
</tr>
<tr>
<td>FREQUENTLYAskedQUESTIONS(FAQ’S)</td>
<td>19</td>
</tr>
<tr>
<td>HEALTH INFORMATION OR HEALTH LINKS</td>
<td>20</td>
</tr>
<tr>
<td>DISEASE MANAGEMENT PROGRAM ENROLLMENT</td>
<td>21</td>
</tr>
<tr>
<td>REQUEST ID CARD</td>
<td>23</td>
</tr>
<tr>
<td>CHANGE ADDRESS</td>
<td>24</td>
</tr>
<tr>
<td>CHANGE PCP</td>
<td>25</td>
</tr>
<tr>
<td>MESSAGES</td>
<td>29</td>
</tr>
<tr>
<td>CHANGE PASSWORD</td>
<td>33</td>
</tr>
<tr>
<td>LOG OFF</td>
<td>33</td>
</tr>
</tbody>
</table>
Objective

The objective of this workbook is to familiarize Members 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 5.5 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 5.5 or later
- Non-supported browsers (will not connect to HIP) - Firefox, Safari

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 (will not connect to the portals) - handheld phone devices

Minimum hardware needed

- 800 MHz PC
- 512 MB RAM

Screen resolution - 1024 x 768
Overview of CHP Health Information Portal (HIP)

The Community Health Plan of Washington (CHP) Health Information Portal (HIP) is designed to allow you to:

♦ Check your eligibility
♦ Track claims and see the stage in the claims process, amount approved, amount paid, and your cost
♦ Track authorizations for service
♦ View details of your benefits
♦ Request ID cards
♦ Change your primary care provider (PCP)
♦ Inform Community Health Plan about an address change
♦ Enroll in Disease Management programs
♦ Get access to health information and services
♦ Communicate with the Community Health Plan customer service team

All information available from this site is designed to be protected and secure
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

4. Click Sign Up from the menu on the left of the page, the Sign Up for HIP Access page is displayed

5. Click Request For Member Access from the Request list, the Request for Member Access form is displayed
6. Follow the instructions and **complete the on-line form**

   **Note:** Enter your name as it appears on your Community Health Plan of Washington Member ID card.

7. Read the User Agreement and click the **box next to “I agree”**

8. Click the **Submit** Button

Community Health Plan of Washington Customer Service staff will review the completed form and then issue you a User Name and Password via email.
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 CHP), the HIP log on page is displayed

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

**Note:** The first time you log in to HIP you will be asked to change your password

The password must –

- Be between 6 and 30 characters
- Start with an alphabetic character

A password may contain any combination of alphabetic characters, numbers, and the following special characters: $ or _ or #

**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
6. Click the **Yes** button on the HIP Confirmation page, the HIP Welcome page is displayed.

There are two underlined links on the Welcome page:

1. **Training page** – where you can access this workbook
2. **Community Health Plan** – access to web site chpw.org

Click a link to navigate to a web page.
Member Services

HIP Member Services include:

- A link to the Community Health Plan of Washington Provider Directory
- The ability to view eligibility information
- The ability to view claim status
- The ability to view the status of authorizations
- Answers to frequently asked questions (FAQ's)
- Access to health information
- The ability to enroll in a Disease Management Program
- Entering requests to change your PCP
- Providing CHP with updated address information

To access a Member Service:

1. Click **Member Services** on the HIP menu, the list of member services is displayed
2. Click a **Member Service item** from the menu, the service you select is displayed
Provider Directory

To access the Provider Directory:

- Select **Provider Directory** from the Member Services menu, you are linked to the CHP Provider Directory. The Provider Directory opens as a separate Internet page.

Provider Directory Search

To search for providers, please enter your search criteria in the fields below. All fields are optional. However, each option narrows the search.

To search for hospitals, select HOSPITAL in the Select a Specialty list.

Do not use this directory search for pharmacies. To get a current list of pharmacies in the Healthy Options, SCHIP, Basic Health, or QA-U network:

- Contact the Community Health Plan customer service team at 1-800-440-1561 (toll free). If you are hearing or speech impaired, please call TTY 1-866-818-2479 (toll free) or local 206-513-8875.
- Search for a participating pharmacy. Community Health Plan members use the [ESI Access Your Account](#) tool. If you are a first-time user, please use the [ESI Activate Your Account](#) tool.

Health Plan

- All Plans
- Public Employees Benefits Board (PEBB)
- Healthy Options (HO)
- Basic Health (BHP)
- Children's Health Insurance Program (CHIP)

Provider Name

You may search by either Last/First Name or Clinic/Company Name.

Last Name [ ] First Name [ ]

If you do not know the complete name, you may enter the first few letters of either name.

------------------------ OR ------------------------

Clinic or Company Name [ ]

The Provider Directory Search page is also available from the CHP web site at:

Eligibility Information

To verify CHP eligibility:

Select **Eligibility Info** from the Member Services menu, the Member Eligibility Detail Screen is displayed.

**Note:** If you have dependents who are CHP Members you can view their eligibility information. Click Eligibility Info to display the following screen:

```
Please Select the Family Member to Display

<table>
<thead>
<tr>
<th>Family Member</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kevin</td>
<td>7/22/16</td>
</tr>
<tr>
<td>Theresa</td>
<td>9/6/11</td>
</tr>
<tr>
<td>Liz</td>
<td>2/20/</td>
</tr>
</tbody>
</table>
```

Select a line item to see eligibility information for yourself or for a dependent.

The Eligibility Detail screen displays:

- Member address
- Name of current PCP
- Eligibility history
- Benefit description
There are links:
- To view claims
- To view authorizations
- To view your benefit package

**Benefit Package**

To view information about your Benefit Package:

1. Click the link under **Benefit Package** on the Member Eligibility screen, the Member Benefit Rules Detail screen is displayed.

![Member Benefit Rules Detail](image)

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

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

1. Click **View Claim Status** on the **Member 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

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
4. Click a line item claim number to see details about a specific claim, the Professional Claim Detail screen is displayed.

Note: Payment of a claim by CHP is subject to the patient’s coverage and eligibility at the time of service.
You can send a question to a Community Health Plan Customer Service Representative by clicking the envelope icon next to the Professional claim Detail heading.

1. Click the envelope icon, the Message Input window is displayed.

2. Enter your question in the text box

3. Click the Submit button, your message is sent to CHP Customer Service

You can view responses to your questions, or messages you have sent, by selecting Messages from the Member Services menu on the left side of the Member Health Information Portal screen.
Authorizations

There are two ways to access information about a Member’s Authorization requests:

1. Click **Auth Inquiry** on the **Member Services menu**, the Authorization Inquiry screen is displayed *without any search criteria* entered

2. Click **View authorizations** on the **Member Eligibility Detail screen**, the Authorization Inquiry screen is displayed with the **Member ID already entered** as search criteria

To search for authorizations:

1. Enter **authorization search criteria** (at least one of the following – authorization number, Member ID, Member first and last name, request from and to date, authorization status)

2. Click the **Search** button, the Authorization Inquiry Results screen is displayed
3. Click an **Auth Number** in the Auth Number column, the Authorization Detail screen is displayed for that line item.
Frequently Asked Questions (FAQ’s)

Click the FAQs item on the Member Services menu to navigate to the Frequently Asked Questions page.

Click one of the questions to see the answer, or use the vertical scroll bar to see the list of questions and answers.
Health Information or Health Links

Click either the Health Information or Health Links item on the Member Services menu to navigate to a Community Health Plan of Washington web page where you can access information about:

- Your benefits
- Your wellness
- Managing your health

Health Information

Click a link below for information you can access as a Community Health Plan member.

**Your benefits:**
- Basic Health Benefit Table: A summary of care and services your Basic Health plan pays for
- Pharmacy benefit information: A summary of pharmacy benefits and services
- Prior authorization list: Community Health Plan must approve these services or treatments before you get them

**Your wellness:**
- Wellness information: Caring for yourself when you are healthy or when you are living with a condition
- Health Risk Assessment: Access to WorldDoc Health Risk Assessment

**Managing your health:**
- About Care Management at Community Health Plan
- Disease Management: program information & enrollment
- Case Management: program information & enrollment
- Patient safety, privacy, and advance directives
Disease Management Program Enrollment

To enroll in a program to help with management of diabetes, asthma, or high blood pressure:

1. Select **Enroll Disease Mangmt** (Management) from the Member Services menu, the Disease Management Program Enrollment Form is displayed

   **Disease Management Program Enrollment Form**

   Health Plan offers a free disease management program for members with chronic (long-term) diseases such as asthma, diabetes, and high blood pressure. The nurses and social workers will work closely with your PCP on the best care plan. When you are in this program you will get materials about your condition.

   Disease management is a voluntary program. You do not have to be in it.

   You can be referred to Community Health Plan Disease Management in a number of ways:
   - Your provider or clinic staff may refer you to our disease management services.
   - We might see the need based on a hospital stay, a survey, or a review of your medical bills.
   - You can refer yourself for disease management by completing the form below or by calling customer service.

   *(To be completed by the applicant)*

   **Required fields are indicated with a red asterisk (*)**.

   **Disease Information**
   - Select Disease: [ ] Asthma [ ] Diabetes [ ] High Blood Pressure
   - Comments:

   **Member Details**
   - Member ID: 11594177-21
   - Member Type: BASIC HEALTH MEDICIAL
   - Last Name: Wang
   - First Name: Ping
   - Date of Birth: 02/22/1962
   - If member is under age 14, Parent or Guardian First and Last Name:
   - Comments:

   **Contact Information**
   - Street Address: 200 S 20th Ave
   - City: Seattle
   - State: WA
   - Zip: 98100
   - Telephone (home):
   - Telephone (cell):

   **PRINTED NAME (Name of individual completing form):** Ping Wang
   **DATE FILLED OUT:** 4/16/2010

2. Complete the **Disease Management Program Enrollment Form**
3. Click the **Submit** button

A message is displayed, including a Tracking ID number that lets you know that the completed enrollment request message has been received by Community Health Plan of Washington.

Your message has been received, you can view responses using the User Messages link on the left navigation panel. Your Tracking ID for this message is **20675**

Community Health Plan will send you a Health Information Portal message when you have been enrolled in a Disease Management Program.
Request ID Card

To request an ID Card:

1. Select **Request ID Card** from the Member Services menu, the ID Card Request page is displayed.

2. Click the **Confirm ID Card Request** button, the following message is displayed if the request was successful:

   ![ID Card Request has been successfully processed.](image-url)
Change Address

To notify CHP about an address change:

1. Select **Change Address** from the Member Services menu, the Change Address Request screen is displayed

   ![Change Address Request Screen](image)

   - **Current Residential Address:**
     - 5001 S 29th Ave
     - 2nd Floor
     - Seattle, WA 98100
   - **Current Mailing Address:**
     - 3021 S 29th Ave
     - 3rd Floor
     - Seattle, WA 98100
   - **New Residential Address:**
   - **New Mailing Address:**

2. Enter your **new residential or mailing address** on the provided address lines

3. Click the **Submit button**, the Change Address Request screen is displayed with a “batch” reference number

   ![Change Address Request Screen](image)

   - **Member Name:** Ping Wang
   - **Member ID:** 11594177
   - **Your request is being processed. The batch number is:** 7167
Change PCP

To make a request to change your PCP:

1. Click **Change PCP** on the Member Services menu, the PCP Change Request screen is displayed with information about your current PCP selection

2. Click the **Change PCP** button, the Provider Directory Search screen is displayed
3. Enter **PCP search criteria** in the available fields
   
   **Note:** Your Health Plan is entered on the Search screen by the HIP system

4. Click the **Search** button, the search results are displayed
<table>
<thead>
<tr>
<th>Last Name, First Name, MI</th>
<th>City</th>
<th>Gender</th>
<th>Health Plan</th>
<th>Organization</th>
<th>Language</th>
<th>Specialty</th>
<th>Primary Care Provider</th>
<th>Handicap Accessible</th>
<th>Accepting New Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bolluci, Jennifer L</td>
<td>Walla Walla</td>
<td>Female</td>
<td>BASIC HEALTH COMMERCIAL</td>
<td></td>
<td></td>
<td>PEDIATRICS</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Bolluci, Thomas G</td>
<td>Walla Walla</td>
<td>Male</td>
<td>BASIC HEALTH COMMERCIAL</td>
<td></td>
<td></td>
<td>PEDIATRICS</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cholitkul, Suwitda</td>
<td>Walla Walla</td>
<td>Female</td>
<td>BASIC HEALTH COMMERCIAL</td>
<td></td>
<td></td>
<td>INTERNAL MEDICINE</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Note:** If too many results are found - click the Search Again button at the bottom of the PCP search results page and narrow your search by entering more search criteria.

5. Click the **radio button** (circle) next to your choice of PCP
6. Click the **Select PCP** button at the bottom of the PCP search results page, a screen is displayed showing your PCP selection and asking you to confirm it.

![Select PCP confirmation screen](image)

7. Click the **Confirm Selection** button (or Cancel button), a screen is displayed showing the status of your request and providing you with the request number.

![Request confirmation screen](image)
Messages

Selection of Messages from the Member Services menu allows you to read general messages from CHP, as well as specific messages to you from CHP Customer Services.

To read General Messages:

1. Click Messages on the HIP Member menu, the Messages menu open to display two additional levels of choices associated with reading messages – General and Customer Service

2. Click General on the menu, the General Messages screen is displayed showing two tabs – Current Msgs. and Old Msgs.

3. Click either Current Msgs. or Old Msgs., your “Current” or “Old” messages are displayed

4. Click the title of the message (in red), the message opens so you can read it

5. When you are finished reading a message, click either the Current Messages or Old Messages buttons to return to a message list
To read Customer Service Messages:

1. Click **Messages/Customer Service**, the menu is expanded to include Open or Closed messages
2. Click **Open** to see a list of messages associated with open issues or click **Closed** to see a list of messages associated with closed issues

<table>
<thead>
<tr>
<th>Reference ID</th>
<th>Submission Date</th>
<th>Submitted By</th>
<th>Message Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>20587</td>
<td>4/6/2010</td>
<td>M1159417</td>
<td>Disease Mgmt Enrollment Request</td>
<td>Open</td>
</tr>
<tr>
<td>20588</td>
<td>4/6/2010</td>
<td>M1159417</td>
<td>Disease Mgmt Enrollment Request</td>
<td>Open</td>
</tr>
<tr>
<td>20605</td>
<td>4/7/2010</td>
<td>M1159417</td>
<td>Disease Mgmt Enrollment Request</td>
<td>Open</td>
</tr>
</tbody>
</table>

3. Click the **reference number** (in red), the message detail is displayed
## DISEASE MANAGEMENT ENROLLMENT PROGRAM FORM

**Disease:** High Blood Pressure  
**Comments:** high blood pressure test

### MEMBER DETAILS

- **Member ID:** 11594177-01  
- **Member Type:** BASIC HEALTH MEDICAID  
- **Last Name:** Wang  
- **First Name:** Ping  
- **Date of Birth:** 02/22/1962

If member is under age 14, Parent or Guardian First and Last Name: 

**Comments:**

### CONTACT INFORMATION

- **Street Address:** 2020 S 28th Ave  
- **City:** Seattle  
- **State:** WA  
- **Zip:** 98100  
- **Telephone (home):** 2061112222  
- **Telephone (cell):**

**PRINTED NAME:** Ping Wang  
**DATE FILLED OUT:** 4/6/2010
You can use the Reply box on the Message Detail screen to send a secure message reply to CHP Customer Service. To send a reply:

1. **Enter your reply** in the reply text box
2. Click the **Submit Reply** button, a message is displayed letting you know that your update was successful and information about your reply is displayed on the message screen.

<table>
<thead>
<tr>
<th>Date</th>
<th>Seq#</th>
<th>Reply</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/12/2010</td>
<td>20637</td>
<td>TEST REPLY</td>
<td>M1159417</td>
</tr>
</tbody>
</table>

You can print a message by clicking the **Print** button.
Change Password
To change your HIP password:

1. Select **Change Password** from the HIP menu, the Change Password screen is displayed.

2. Enter your **current password**
3. Enter your **new password**
4. Enter your **new password** again to confirm it.
5. Click the **Submit Change** button, a message is displayed informing you that the password change was successful.

   Your password was Successfully Changed.

Log Off
Select **Log Off** from the Member Service menu to log out of the CHP Health Information Portal.

**Note:** Remember to always log off after you have finished using HIP.