

New MyCHPW Member Portal

We are pleased to announce our new MyCHPW (formerly HealthMAPS) online member portal. Create your personal MyCHPW account to get all your coverage information in one place.

Create a MyCHPW Account

To get an account, you must have active coverage with CHPW.

To create your account, go online to <https://mychpw.chpw.org/en/member>.

To sign up, you will need:

- Your Member ID number on your CHPW Member Card.
- Your first and last name. Your login name needs to match the name you used when you enrolled.
- Your date of birth.
- Your address.

Once you register, it may take up to 10 calendar days for us to set up your new account. We will email you once your account is ready to use.

Please see <https://www.chpw.org/for-members/health-information-portal/> for a user guide to help you set up and use your account.

If you already use CHPW's Health Information Portal (HIP), please sign up for MyCHPW. We are replacing HIP with MyCHPW. You will still be able to use your HIP account while we set up your MyCHPW account, but we aren't taking any more HIP registrations.

Your MyCHPW Member Portal Account

Once you have a MyCHPW account, you can see your coverage information whenever you need to. MyCHPW can be accessed from a phone, tablet, or computer.

With MyCHPW, you can:

- See information for all of your different insurance plans, not just ours.
- See your coverage information.
- See your benefits.
- See your claims.
- Check the status of your authorizations and referrals.
- Order a copy of your health plan ID card.
- Search for providers and facilities.
- Ask us to change your primary care provider.
- Update your contact information.
- Ask our Customer Service team questions through our secure system.
- Get private notifications.
- Get general updates.
- Learn more about benefits and claims.

By the end of 2019, you will be able to review your explanations of benefits (EOB) in MyCHPW. An EOB is a statement that lists the services you got, the amount billed, and what was paid.

Questions?

Our Customer Service Team is ready to help with any questions. You can reach them by email at customercare@chpw.org or by phone during business hours.

Apple Health/Medicaid members

Phone number: 1-800-440-1561

Business hours: Monday through Friday from 8:00 a.m. to 5:00 p.m.

Medicare members

Phone number: 1-800-942-0247 (TTY 7-1-1)

Business hours: Seven days a week from 8:00 a.m. to 8:00 p.m.