HealthMAPS Provider Portal Update
CHPW’s HealthMAPS online provider portal went live in December 2018. HealthMAPS replaces the previous Health Information Portal (HIP). **HIP is no longer available as of September 13, 2019.**

You must have a HealthMAPS account to continue using CHPW’s provider portal. If you have not signed up for HealthMAPS, please continue reading for more information. You may also want to read the “Introducing HealthMAPS” topic on our Provider Bulletin Board (https://www.chpw.org/resources/Training_PDFs/HealthMAPS_Introduction_for_Providers_2019.pdf or https://medicare.chpw.org/bulletin-board/2019/introducing-healthmaps/).

Create a HealthMAPS Account
You can go online to https://mychpw.chpw.org/en/provider and register to create a HealthMAPS account. You will need to know your Billing Tax ID number(s) in order to do so. Once you have an account, you can view CHPW members’ eligibility, benefits coverage, claim information, and more.

You can also access the HealthMAPS portal with your existing OneHealthPort credentials. Please visit CHPW’s page at OneHealthPort here: https://www.onehealthport.com/payer/community-health-plan-washington.

Training guides are available from the Provider Orientation, Training, and Education page on our website, https://www.chpw.org/for-providers/training/, under Training Workbooks and then under HealthMAPS Portal. You will find a portal user guide, workbooks for entering claims, and an FAQ.

Other Health Insurance
As of August 2019, you can report a member’s other health insurance in HealthMAPS.

Questions?
If you have general provider relations and contracting questions, please email provider.relations@chpw.org.

If you have questions or problems registering for HealthMAPS or if you have general questions about other topics, please email Customer Service at customercare@chpw.org.