

CHPW HealthMAPS Provider Portal FAQ

Q: How do I get patient information about a CHPW member?

A: Providers should access HealthMAPS, CHPW's new provider portal, for patient information. HealthMAPS is replacing the Health Information Portal (HIP).

We are no longer accepting new HIP registrations as of January 1, 2019.

Q: How do I access HealthMAPS?

A: 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.

Please note, it may take up to 10 calendar days to process your HealthMAPS registration. You will receive an email when your registration is complete. **In the interim, you can still access information via HIP.** You can access HIP directly from this link: <https://hip.chpw.org/login.asp>. Access to HIP is no longer available from OneHealthPort.

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>.

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

Q: Is HealthMAPS replacing Jiva?

A: No, HealthMAPS is not replacing Jiva.

Jiva is CHPW's care management portal. **Please continue to use Jiva to submit and view prior authorization requests, referral requests, and inpatient notifications.**

Note that HealthMAPS does not offer the ability to view authorizations. All authorization information can now only be viewed in Jiva, <https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin>.

Jiva requires a separate logon; it cannot be accessed with your OneHealthPort account or your HealthMAPS account.

If you require access to Jiva, please email Portal.Support@chpw.org with the following information:

1. Your first and last name, phone number, and fax number.
2. Name of the provider/clinic for which you need to view/submit authorizations.
3. Tax ID and NPI for the clinic /provider.
4. If you will be submitting authorizations or viewing only.

Q: What can I do in HealthMAPS?

A: Once you have a HealthMAPS account, you can view CHPW members' eligibility, benefits coverage, claim information, and more. As noted elsewhere in this FAQ, authorizations must be submitted and viewed in Jiva, the care management portal.

Please see "Introducing HealthMAPS" on the CHPW Provider Bulletin Board for more information: <https://www.chpw.org/for-providers/bulletin-board/>.

Q: Can I see explanations of benefits (EOB) and remittance advices (RA) in HealthMAPS?

A: EOB and RA will be available in HealthMAPS before the end of 2019.

Q: How can I look up patients with dual coverage in HealthMAPS?

A: If you have a patient who has dual coverage with CHPW (a Medicare Advantage line of business and an Apple Health line of business), we recommend that you search HealthMAPS by the patient's ProviderOne ID number or by name and date of birth. HealthMAPS will then return two CHPW member records: One for the Medicare Advantage line of business and the other for the Apple Health line of business. For example, if the patient has coverage through CHPW's Special Needs Plan (SNP) and Apple Health Behavioral Health Services Only, HealthMAPS would return one record for SNP and the other for Behavioral Health Services Only. In this example, a search by Medicare ID only would return only the SNP record.

Q: Are there any training materials for HealthMAPS?

A: Yes. Two 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.

- The HealthMAPS User Guide (https://www.chpw.org/resources/Training_PDFs/CHPW_HealthMAPS_Provider_User_guide_2018.pdf) has detail about how to create your HealthMAPS account, customize your HealthMAPS dashboard, view and send secure messages, and more.
- The Instructions for Professional Claims Entry guide (https://www.chpw.org/resources/Training_PDFs/Instructions_for_Professional_Claims_Entry.pdf) includes a high level claim flow chart and explains how to enter claims.

Q: How much longer will I be able to access HIP?

A: Access to HIP will be available for several more months. Please watch our Provider Bulletin Board, <https://www.chpw.org/for-providers/bulletin-board/>, for an update about HIP access.

Q: When will new features (such as EOB and RA) be added to HealthMAPS?

A: Please watch our Provider Bulletin Board, <https://www.chpw.org/for-providers/bulletin-board/>, for HealthMAPS updates.

Q: Who do I contact if I have questions?

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

If you have questions about how to enter claims in HealthMAPS, please email EDI.Support@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.