Member Services
Now at your fingertips

CHPW HealthMAPS
PROVIDER PORTAL USER GUIDE

Version 1.1  |  July 2019
## Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Prepared By</th>
<th>Summary of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>V1.0</td>
<td>August 2018</td>
<td>Joelle Gourdeau</td>
<td>DRAFT</td>
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<td>V1.0</td>
<td>November 2018</td>
<td>Joelle Gourdeau</td>
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<td>Joelle Gourdeau</td>
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Accessing the Portal

Get started by creating your online portal account. This includes choosing your user login ID and password and setting up your security questions and answers. A HealthMAPS provider portal account allows you to view CHPW eligibility, benefits coverage, and claim information for CHPW members.

How to Create a CHPW Provider Portal Account

You will need to complete and submit the online Provider Registration form to CHPW. Follow these step-by-step instructions to create your HealthMAPS provider portal account.

Before You Begin

You will need know your Billing Tax ID number(s).

CHPW Provider Welcome Page
Provider Registration page

Required fields are indicated with asterisk (*):

**Provider Information**

- **First Name**
- **Last Name**
- **Institutional Name**
- **Email**
- **User ID**
- **Address (No., Street)**
- **Suite Number**
- **State**
- **Zipcode**
- **City**
- **Work Phone**

**Billing Tax ID**

**Address (No., Street)**

**Suite Number**

**City**

**Work Phone**

**Password & Security Questions**

- **Password**
- **Re-enter Password**
- **Question 1**
  - Please Select a Question
  - **Answer 1**
- **Question 2**
  - Please Select a Question
  - **Answer 2**
- **Question 3**
  - Please Select a Question
  - **Answer 3**

I agree with Terms of Use

Register
Step-by-Step

Start from the CHPW HealthMAPS Provider Portal

1. Launch a web browser (Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, or Apple Safari)
   Enter the HealthMAPS web address https://mychpw.chpw.org/en/provider in your web browser address field. Press Enter. The Community Health Plan of Washington HealthMAPS Home/Login Page is displayed. (See the CHPW Provider Welcome Page screen on page 4 of this guide.)

2. Start from the CHPW HealthMAPS Provider Portal Login page. Select the Sign-Up link.
   The Request for Provider Access form will display.

Request for Provider Access Page

3. Enter your:
   **Demographic information** – Enter a value in each of the required fields.

4. **Create Your Login ID**
   You can use your email address as your CHPW Provider Portal Login ID or you can create a unique User ID that can be used as your Login ID. If you want your email address to be your Login ID, you can select User ID Same as Email checkbox. This will automatically update the field with the email address you entered in the email address field.

5. **Password and Security Questions**
   Be sure to follow the onscreen instructions when creating your account password.

More Information

**IMPORTANT!** Before clicking the Register button, be sure to make a note of your User ID, your Password, and your Security Questions and Answers. You will need your login credentials each time you want to access the Provider Portal, and your security information if you want or need to change your password.

If the User ID already exists a message will display.

If the Email address already exists a message will display.

You will be able to change your password and security questions and answers at any time.
6. **Review Terms and Use Policy | Place a checkmark in the box to indicate that you agree to the Terms and Use Policy.**

The bottom of the form contains a link to CHPW’s Terms and Use Policy.

To complete the registration process, you must agree to and view the Terms and Use Policy. Do this by selecting the link to view the Terms and Use Policy and checking the box next to the “I agree with Terms and Use Policy.” If you do not agree, you will not be able to submit the form.

7. **Click the Register button.**

---

**What’s Next**

8. **You will receive an email indicating your request was been approved or denied.**

   **If your registration was approved**

   “Your request for access to Community Health Plan of Washington’s HealthMAPS portal has been approved and account created.” You may now log into the provider portal using the username and password you entered on the registration form. If you need assistance, please email our Customer Service department at {customercare@chpw.org}

   **If your registration was denied**

   “Your request for access to Community Health Plan of Washington’s HealthMAPS portal cannot be granted as we were unable to validate the following information [insert reason] therefore no account has been created.” If you need assistance, please email our Customer Service department at {customercare@chpw.org}
How to Log in to the Provider Portal
Follow these step-by-step instructions to log in to the CHPW HealthMAPS provider portal.

Before You Begin
You will need your User ID and password.

Screens

Provider Portal Sign in Page

Provider Sign In
Sign in here to access your account information and provider self-services.

_username_

_password_

Forgot Password?

Sign In

One of the many reasons to sign up. Increase trust with the patient community by providing them the accurate, relevant and real time information.

Don't have an account? Sign up
### Step-by-Step Instructions

**Steps**

<table>
<thead>
<tr>
<th>Start on the Provider Portal Login Page</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Enter your User ID and Password.</td>
<td>IMPORTANT! The provider portal keeps track of failed login attempts and will lock your account upon the third failed attempt. If your account is locked, follow the instructions provided in the onscreen message to get your account unlocked.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>2.</strong> Click the Sign In button.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If your login is successful, you will be taken to the Provider Dashboard.</td>
<td></td>
</tr>
</tbody>
</table>
How to Log Out

For security purposes, it is recommended that you logout of the Provider Portal instead of just closing your browser. Follow these steps to securely end your provider portal session.

Screens

Provider Dashboard Page

Step-by-Step Instructions

Steps

1. Click the **Welcome [Provider Name]** option.
   
   This option is located near the top right of the page.

2. Click the **Logout** option.
   
   You will be returned to the **Provider Login** page.
The Provider Dashboard

How to Customize Your Dashboard

The dashboard can be customized to present the most valuable and useful information at a glance. The dashboard provides easy navigation to high-level metrics with the ability to drill down to detailed information simply by selecting the desired object. The customized gear list allows you to select what information to display on your dashboard based on your Preferred Tax ID selections.

Before You Begin
You will need your User ID and password.

Screens

[Image of the Provider Dashboard with numbered sections indicating different components and features.]
### Provider Dashboard Functions

**Provider Dashboard**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quick Links</strong></td>
<td>Use the links in this section to go directly to the page or function you want to access.</td>
</tr>
<tr>
<td><strong>Dashboard Display</strong></td>
<td>Click the three horizontal lines to hide or display the Quick Links pane.</td>
</tr>
<tr>
<td><strong>Widgets</strong></td>
<td>The Provider Dashboard contains several small boxes called widgets. Widgets can be moved or collapsed and some widgets can be hidden. This gives you the option to customize your Provider Dashboard so you can quickly see the information you are most interested in each time you log in. The Provider News widget is general information that all CHPW providers can view. Provider Notifications are specific notifications that only you can view.</td>
</tr>
<tr>
<td><strong>Secure Messages Icon</strong></td>
<td>Click this icon to go directly to your Secure Message page. Secure messages are like email, but they can be only be read in the CHPW HealthMAPS provider portal. Click the envelope icon to see your Secure Messages. The number over the envelope icon tells you how many new secure messages you have.</td>
</tr>
<tr>
<td><strong>Gear List</strong></td>
<td>Click the Gear List to open the customized dashboard display. You can select and deselect items in the list to customize your dashboard view. You can change what displays on your dashboard at any time.</td>
</tr>
<tr>
<td><strong>Welcome drop-down</strong></td>
<td>Click the Welcome message to display a drop-down with the following options: Change Password, Change Security Questions, and Logout.</td>
</tr>
</tbody>
</table>
Provider Tax ID Preferences

You can decide what information you would like to display on your dashboard based on the approved Tax IDs available to you on the Preferred Tax ID selection page. When you click the link on the dashboard, you will be taken to the Preferred Tax ID selection page.

*How to Choose your Preferred Tax IDs*

Follow these step-by-step instructions to choose your Preferred Tax IDs.

*Before You Begin*

Log in to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

**Screens**

*Provider Dashboard*

*Provider Tax ID Preferences Page*
Selecting Your Preferred Tax IDs

Select A Single Tax ID
Removing Your Preferred Tax IDs

Remove A Single Preferred Tax ID
Step-by-Step Instructions

Steps

Start on the Provider Dashboard

1. **Click the Preferred Tax ID link**
   The Preferred Tax ID page is displayed.

Select Your Preferred Tax IDs

2. **Your Approved Tax IDs will display in the Available Tax ID box**
   By default, all the information that displays on your dashboard is for all your Tax IDs submitted and approved during your registration process.

3. **Select Your Preferred Tax IDs.**
   You may add one or more preferred Tax IDs from the Available Tax ID box to the Tax ID box.
   
   Click on a **single** Tax ID and select the Add button. This will move the single Tax ID you selected to the Tax ID box.
   
   Click the **Select All** link and select the Add button. This will move all the Available Tax IDs to the Tax IDs box.

   **IMPORTANT!** The information that displays on your dashboard is limited to the Tax IDs that are moved from the Available Tax IDs box to the Tax IDs box.

4. **Remove Your Preferred Tax IDs**
   You may remove one or more Tax IDs from the Tax ID box.
   
   Click on a single Tax ID or click on the **Select All** link, then select the Remove button. This will remove the selected Tax ID(s) to the Available Tax ID box.

   **IMPORTANT!** When you remove a Tax ID from the Tax ID box to the Available Tax ID box, the information for that Tax ID will no longer display on the Provider dashboard.

5. **Deselect Selected Tax ID Preferences**
   You may deselect the selected Tax IDs by clicking on the De-Select All link.

6. **Save Your Tax ID Preferences**
   Select the Save button to save your Tax ID preferences.

   **IMPORTANT!** You may change your Tax ID preferences at any time.
Authorizations and Referrals

When you click the Authorizations & Referrals link in the Quick Links list, you will be taken to the CHPW Jiva website, https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin.
This guide does not provide information about JIVA.

How to Access Authorizations and Referrals

Follow these step-by-step instructions to access authorizations and referrals.

**Before You Begin**

Log in to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

**Screens**

*Provider Dashboard – Quick Links*
Step-by-Step Instructions

Steps

Start on the Provider Dashboard

1. Click the Authorizations and Referrals link

You will be redirected to the JIVA login page.

Log in with your JIVA credentials.
Patient Eligibility
The Patient Eligibility search feature lets you view a patient’s eligibility details.

How to View Patient Eligibility
Follow these step-by-step instructions to view a patient’s eligibility detail record.

Before You Begin
Log in to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

You will need one or more of the following search criteria:
- CHPW Member, Medicare, or ProviderOne ID number.
- Any of the minimum search combinations listed at the top of the search page.

Screens

Provider Dashboard – Quick Links Menu
**Patient Eligibility Search Page**

Patient Eligibility Search

Minimum Search Combinations:
- Last Name, Date of Birth, Eligibility As of Date
- Last Name, Eligibility As of Date
- Last Name, Date of Birth, Gender, Eligibility As of Date
- Last Name, Gender, Eligibility As of Date

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>OR</th>
<th>Medicare ID</th>
<th>OR</th>
<th>ProviderOne ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Add CHPW Member IDs separated by a comma to search for multiple member eligibility)</td>
<td>(Add Medicare ID(s) separated by a comma to search for multiple Member eligibility)</td>
<td>(Add ProviderOne ID(s) separated by a comma to search for multiple Member eligibility)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Member First Name
Contains

Member Last Name
Contains

Date of Birth

Gender
Select

Eligible As Of Date
08/27/2016

| Search | Clear |

**Patient Eligibility Search Results Page**

Patient Eligibility Search Results

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>Member Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Birth Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAN050</td>
<td>JACK EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1960</td>
</tr>
<tr>
<td>MAN050</td>
<td>JIMMY EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1966</td>
</tr>
<tr>
<td>MAN050</td>
<td>JOANIE EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/2000</td>
</tr>
<tr>
<td>MAN050</td>
<td>JOEY EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1988</td>
</tr>
<tr>
<td>MAN050</td>
<td>JOHNNY EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1989</td>
</tr>
<tr>
<td>MAN050</td>
<td>LORENA EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1960</td>
</tr>
<tr>
<td>MAN050</td>
<td>JANET EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1960</td>
</tr>
<tr>
<td>MAN050</td>
<td>EDITH EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/2000</td>
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<tr>
<td>MAN050</td>
<td>EDWINA EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/2000</td>
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<td>MAN050</td>
<td>EDDY EPCOTT</td>
<td>123, Main Street Anytown, Illinois, IL 60416</td>
<td></td>
<td>01/01/1981</td>
</tr>
</tbody>
</table>

Showing 1 - 10 of 14 Results on 10 Per Page

| Export | | |

1  | 2  | >  | >>  |
Patient Eligibility Details Page – Patient Review and Coordination (PRC) notes
Step-by-Step Instructions

Steps

Start on the Provider Dashboard

1. Click the Patient Eligibility >> Patient Eligibility Search quick link.
   The Patient Eligibility Search page is displayed.

Patient Eligibility Search Page

2. Enter your desired search criteria.
   CHPW Member, Medicare, or ProviderOne ID
   Minimum search criteria combinations are shown at the top of the page.

3. Click the Search button
   The Patient Eligibility Search Results page is displayed.

4. Click the CHPW Member ID link.
   The Patient Eligibility Details page is displayed.

5. View your Patient search results list.
   Your Patient search results list will display in a table format.
   You can control how many results display per page by using the results per page drop-down just below the table.

Patient Eligibility Details Page

6. View the patient’s eligibility information.
7. What’s next...

**Download a PDF copy** – Click the icon at the top right of the Patient Eligibility Details page to export a copy of the patient eligibility information in PDF format.

**View Claims** – Click the *View Claims* button to see a list of this patient’s medical claims.

**View Authorizations** – Click the *View Authorizations* button. You will be redirected to the JIVA login page.

**View Benefits** – Click the *View* button in the Member Plan information based on the line of business. This will open a PDF copy of the patient’s benefit information.

**Scroll Bar** – Use the scroll bar to view the member’s Other Health Insurance details.

**Field Description Help Text** – Is available for some column headings and fields. Just place your cursor over a column or field that has a question mark (?) to display the column or field description.
Claims
You can search for and view claim details for member claims associated with the Preferred Tax IDs you have selected.

How to Search for Claims
Follow these step-by-step instructions to:
- View a list of claims associated with your Tax ID number
- Print a list of claims associated with your Tax ID number
- View a claim detail record

Before You Begin
Log in to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

You will need one or more of the following search criteria:
- Claims In (the last 30 days or other date span)
- Claims Status
- Processing Status
- Member Last Name
- CHPW Member, Medicare, or ProviderOne ID number
- Authorization Number
- Date of Birth

Advanced search criteria:
- CHPW Member ID
- Member First Name (can be partial name)
- Member Last Name (can be partial name)
- Date of Birth
- Gender
- Provider Number
- Federal Tax ID
- Provider NPID
- Provider Last Name (can be partial name)
- Provider First Name (can be partial name)
- Claim Type
- Claim Number
- Date of Service date range
Provider Dashboard – Quick Links

- Dashboard
- Tax ID Preferences
- Authorizations & Referrals
- Patient Eligibility
- **Claims**
- Secure Messages
- Extras
- Provider Search
- Other Health Insurance
- Profile Management
- Provider Resources
- Reports
Claims Search page

Claims Search

Search Information:
- CHPW Member: Brings back a match only when a complete CHPW Member ID is entered and an exact match is found.
- Medicare ID: Brings back a match only when a complete Medicare ID is entered and the equivalent CHPW Member ID is found.
- ProviderOne ID: Brings back a match only when a complete ProviderOne ID is entered and the equivalent CHPW Member ID is found.

Search By:
- Claims in: Last 30 Days
- Claim Status
- Processing Status
- Member Last Name
- CHPW Member ID
- Medicare ID
- ProviderOne ID

Authorization # Date of Birth

Advanced Search Criteria

Advanced Search

CHPW Member ID
Member First Name
Member Last Name
Date of Birth
Provider Number
Fed. Tax ID
Provider NPI
Provider First Name
Provider Last Name
Claim Type
Claim Number
Date Of Service - From
To

Search for Claims

Export as

Clear
# Claims Search Results

<table>
<thead>
<tr>
<th>Claim Number</th>
<th>Provider Name</th>
<th>CHPW Member ID</th>
<th>Member Name</th>
<th>Date of Birth</th>
<th>Date Of Services</th>
<th>Total Billed</th>
<th>Claim Type</th>
<th>Processing Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>21202</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21206</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21221</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21227</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21304</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2010</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21370</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21372</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21378</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21380</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>08/12/2018</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
</tbody>
</table>

Showing 1 - 10 of 21 Claims, 10 Per Page
Claim Detail

<table>
<thead>
<tr>
<th>Claim Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Claim #</strong></td>
</tr>
<tr>
<td><strong>Claim Type</strong></td>
</tr>
<tr>
<td><strong>CHPW Member ID</strong></td>
</tr>
<tr>
<td><strong>Patient Name</strong></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Plan</strong></td>
</tr>
<tr>
<td><strong>Coverage Group</strong></td>
</tr>
<tr>
<td><strong>IPA</strong></td>
</tr>
</tbody>
</table>

**Amount Billed**: $200.00

- **Patient Responsibility**: $20.00
- **Plan Discount**: $40.00
- **Plan Paid**: $140.00
- **Patient Responsibility**: $20.00

**Provider Information**

- **Provider NPI**: 1234567890
- **Provider Type**: PCP
- **Provider Name**: John PROVIDER14

**VISITED**

- **Claim #**: 20640
- **Authorization #**: 98765
- **Date of Service**: 09/12/2019
- **Overall Claim Status**: Payable

**Claim Header Information**

<table>
<thead>
<tr>
<th>Diagnosis Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>780</td>
<td>GENERAL SYMPTOMS</td>
</tr>
</tbody>
</table>

**Claim Details**

<table>
<thead>
<tr>
<th>From Date of Service</th>
<th>To Date of Service</th>
<th>Procedure Code</th>
<th>Procedure Description</th>
<th>Status Date</th>
<th>Status</th>
<th>Claim Line Status</th>
<th>Claim Line Processing Status</th>
<th>Denial Reason/Description</th>
<th>Billed Amount</th>
<th>Allowed Amount/Code</th>
<th>Provider Write Off</th>
<th>Co-Pay Amount</th>
<th>Co-Ins Amount/Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/01/2002</td>
<td>12/05/2003</td>
<td>80214</td>
<td>80214</td>
<td></td>
<td></td>
<td>Payable</td>
<td>Processed</td>
<td></td>
<td>$200.00</td>
<td>$160.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Showing 1 - 1 of 1 Claim Details**

- **5 Per Page**

**View Eligibility**  **Send Inquiry to CSR**
Step-by-Step Instructions

Steps

Start on the Provider Dashboard

1. **Click the Claims >> Claim Search quick link.**
   
   The Claims Summary page is displayed.

Claims Summary Page

2. **Enter the desired search criteria.**
   
   You can enter as many or as few data elements as you want.

   **TIP!** Click the Advanced Search button to open the Advanced Search box where many more search criteria options are available.

3. **Click the Search button.**
   
   The search results are displayed on the bottom of the Claims Summary page.

4. **Optional:**
   
   **Download the list as an Excel file** – Click the icon at the top right of the Claims Summary page to download a copy of the patient eligibility information in Excel format.

   **Download the list as a PDF file** – Click the icon at the top right of the Claims Summary page to download a copy of the patient eligibility information in PDF format.

5. **View your Claims search results list.**
   
   Your Claims search results list will display in a table format.

   You can control how many results display per page using the results per page dropdown just below the table.

6. **Click a Claim Number link to view the claim’s details.**
   
   The Claim Detail page is displayed.
Claim Detail Page

6. View the Claim Detail information.

7. What’s Next...

   Download the claim detail as a PDF file – Click the icon at the top right of the Claim Detail page to download a copy of the file in PDF format.

   View Claims Details – View patient, plan, provider, claim header, and claim details information.

   View Eligibility – Click the View Eligibility button at the bottom of the page to view the member’s eligibility information.

   Send message to CSR – Click the Inquiry to Customer Service button at the bottom of the page to send a message about the claim to a CHPW customer service representative.

   Field Description Help Text – Is available for some column headings and fields. Just place your cursor over the column or field that has a question mark (?) to display the column or field description.
How to Submit Online Claims
You can submit online professional, institutional, and corrected or replacement claims through the CHPW HealthMAPS provider portal.

Please see the appropriate training guide for more information. The guides are available from https://www.chpw.org/for-providers/training/, under Training Workbooks, then under HealthMAPS Portal.

- Instructions for Professional Claims Entry
- Instructions for Corrected or Replacement Claims Entry
- Instructions for Institutional Claims Entry

How to Submit Professional Claims
Follow these step-by-step instructions to enter professional claims associated with your Tax ID number.

Before You Begin
Log in to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens
Submit a Professional Claim – Submitted Batch Tab Selected
Submit a Professional Claim – NEW Batch Tab Selected

Step-by-Step Instructions

Steps

Start on the Provider Dashboard

1. Click the **Claims >> Submit Professional Claims** quick link.
   
   The **Submit a Professional claim** page is displayed.

View Submitted Batches

2. **View Submitted Batches**
   
   The view will default to the Submitted Batch tab. This section will display all batches you have submitted.

3. **Quick search a batch by Batch Number**
   
   Enter the batch number in the Quick search a batch by Batch Number field. When the batch is located, the information will be populated in the table below the quick search batch field. If the batch cannot be found a message will display.

4. **Field Description Help Text**
   
   Help text is available for some column headings and fields. Just place your cursor over the column or field that has a question mark (?) to display the column or field description.
5. **View New Batch**
   When the New Batch tab is selected, any batches that have not been submitted will display. You can select the batch and continue entering additional claims or submit the batch for processing.

6. **Field Description Help Text**
   Help text is available for some column headings and fields. Just place your cursor over the column or field that has a question mark (?) to display the column or field description.

**Submit New Claims**

7. **Submit a Professional Claim**
   Please see the Instructions for Professional Claims Entry for more information. Training guides are available from https://www.chpw.org/for-providers/training/, under Training Workbooks, then under HealthMAPS Portal.
How to Submit Institutional Claims
Follow these step-by-step instructions to enter institutional claims associated with your Tax ID number.

Before You Begin
Log in to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens
Step-by-Step Instructions

Steps

Start on the Provider Dashboard

1. Click the **Claims >> Submit Institutional Claims** quick link.
   
The Online Professional Claims page is displayed.

Institutional Claims Page

2. Enter your desired claims.
   
   Please see the Instructions for Institutional Claims Entry for more information. Training guides are available from [https://www.chpw.org/for-providers/training/](https://www.chpw.org/for-providers/training/), under Training Workbooks, then under HealthMAPS Portal.
Secure Messages

Secure messages are like email, but they can be accessed only within the CHPW HealthMAPS provider portal. You can use the secure messaging feature to contact the CHPW Customer Service team.

How to View Your Secure Messages

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens

Provider Dashboard Page – Quick Links

- Dashboard
- Tax ID Preferences
- Authorizations & Referrals
- Patient Eligibility
- Claims
- Secure Messages
- Extras
- Provider Search
- Other Health Insurance
- Profile Management
- Provider Resources
- Reports
Step-by-Step Instructions

Provider Dashboard Page

1. **Click the Secure Messages quick link.**
   
The Secure Messages page is displayed.

Secure Messages Page

2. **View your list of secure messages.**
   
   Your messages are displayed in a table format.
   
   You can control the number of messages shown per page using the results per page drop-down displayed just below the table.

3. **Sort and filter your list of messages.**
   
   Filter your list of secure messages by entering data in the search fields at the top of the page, then clicking the looking glass icon.
   
   Sort the table by clicking on the column headers that include an arrow.

4. **Click the Ref ID link to open a message.**
   
The Message page is displayed.

Message Page

5. **What’s next...**
   
   **Review Original Message** – You can view the original message.
   
   **Respond** – Respond to the message by typing text in the Reply: box then clicking the Send button.
   
   **Review Message History** – Click the History option to view all messages included in the secure message conversation.
   
   **Download Attached Document** – Download an attachment.
   
   **Attach a file to your response** – Attach a file to your response before you send it by clicking the Choose File option. Locate the file you want to attach and click Open then click Upload. You can attach the following types of files:
   
   - .doc
   - .docx
   - .pdf
   - .txt
   - .xlsx
How to Create and Send a New Secure Message

Before You Begin
Log in to the CHPW HealthMAPS provider portal. Start from the Provider Dashboard and select Secure Messages.

Screens

Secure Messages Page

Compose Message Page
### Step-by-Step Instructions

#### Steps

**Provider Dashboard Page**

1. Click the *Secure Messages* quick link.  
   The *Secure Messages* page is displayed.

**Secure Messages Page**

2. Click the *Compose new message* button.  
   The *Compose Message* page is displayed.

**Compose Message Page**

3. Select a message subject.
4. Type your message text.
5. **Optional: Attach a file to your response.**  
   Attach a file to your message before you send it by clicking the *Choose File* option. Locate the file you want to attach and click *Open* then click *Upload*. You can attach the following types of files:
   - .doc
   - .docx
   - .pdf
   - .txt
   - .xlsx
6. Click the *Send* button.  
   The *Your Message Sent Successfully* popup is displayed. The popup displays the Reference ID number of your secure message. Make note of this number to help you easily find it in the future.

**Your Message Sent Successfully Popup**

7. Click the *OK* button.  
   You’ll be returned to the Secure Messages page.  
   Your new message is shown in your list of messages.
Extras
The links under the Extras option in the Quick Links pane provide shortcuts to helpful web pages. This guide does not provide detailed information about those web pages.

Credentialed Provider

*How to Become a Credentialed Provider*

**Before You Begin**
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

**Screens**

*Provider Dashboard Page – Quick Links*
Become A Credentialed Provider – Message

Contact the CHPW Credenting Team at Provider.Credentialing@chpw.org
Step-by-Step Instructions

Steps

Provider Dashboard Page

1. **Click Extras >> Become a Credentialed Provider quick link.**

   The Become a Credentialed Provider message displays with the CHPW credentialing team's contact information.
Disease Management Program

How to Enroll a Member into a Disease Management Program

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens

Provider Dashboard Page – Quick Links

Quick Links

- Dashboard
- Tax ID Preferences
- Authorizations & Referrals
- Patient Eligibility
- Claims
- Secure Messages

Extras

- Become a Credentialed Provider
- Disease Management

Provider Search
- Other Health Insurance
- Profile Management
- Provider Resources
- Reports
Care Management

Our Care Management team is dedicated to identifying risks, needs, and goals to develop action plans and provide exceptional levels of care. We offer a robust approach to evaluating the effectiveness of care members receive.

Our Care Management Team uses clinical and evidence-based guidelines as tools in the care management process.

We monitor the care management process with care-usage reviews as well as analyses that identify potential for care coordination, disease management, and members who may be at risk for improper use of care resources. Our providers can access care management resources for patients in several ways, through prior authorization requests, our customer service department or through a case management referral.

The Care Management Team consists of clinical and nonclinical staff in the following areas:

- Case Management
- Patient Review and Coordination (PRC) Program
- SSI Referrals
- Utilization Management / Prior Authorization
- Health Coaching Program
- Health Homes

Our goal is to provide care that takes the challenge out of managing complex health conditions.

We offer a variety of programs that follow specific guidelines to ensure our health care services are efficient and effective.

Provider Criteria and Guidelines

- Clinical Coverage Criteria (used to determine medical necessity)
- Clinical Practice Guidelines (used to determine treatment plan)
- Provider Manual

We follow these rules:

- Utilization Management decision makers approve or deny based only on whether the care and service are appropriate and whether the care or service is covered.
- Community Health Plan of Washington does not reward providers or others for denying coverage or care.
- Community Health Plan of Washington does not offer financial incentives to encourage Utilization Management decision makers to make decisions that result in under-utilizing care or services.

Staff members are available to discuss the care management process, and appropriate peer reviewers (medical director, pharmacist, or associate clinical Director) are available to discuss any management authorizations or denials. Relevant policies and/or clinical criteria are available upon request.

To contact our staff and peers reviewers, please call 1-800-440-1561 (TTY Relay: Dial 7-1-1), from 8 a.m. to 5 p.m., Monday through Friday.
Step-by-Step Instructions

Steps

Provider Dashboard Page

1. **Click Extras >> Disease Management quick link.**

   You will be redirected to the CHPW.org Care Management page.
Provider Search

How to search for a provider
Follow these step-by-step instructions to search for a doctor/medical professional, hospital, facility, behavioral health or DME supplier.

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens

Provider Dashboard – Quick Links

- Dashboard
- Tax ID Preferences
- Authorizations & Referrals
- Patient Eligibility
- Claims
- Secure Messages
- Extras
- Provider Search
- Other Health Insurance
- Profile Management
- Provider Resources
- Reports
Quick Search
Quick Search options allow you to use default settings or enter new search values to refine your search.

Advanced Filter Options
Advanced filter options allow you to refine your search by entering information into any of the input fields, choosing a specific dropdown selection, or by selecting any of the checkboxes. Some of the fields display with default values. The default values can be changed.
Map View
A map displays next to the quick search fields at the top of the search results. Using the map location and destination allows you to get directions and shows the route. The map view defaults to expanded view.
**Search by Address**

The Search by address allows you to search using an address.

---

**Address 1:**

**Address 2:**

**City:**

**State:**

**Zip Code:**

**Done**
**Step-by-Step Instructions**

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Dashboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click the Provider Search link from the left navigation menu.</td>
<td>The Provider Search page displays.</td>
</tr>
<tr>
<td><strong>Search for a Doctor</strong></td>
<td></td>
</tr>
<tr>
<td>2. Quick Search</td>
<td></td>
</tr>
<tr>
<td>Quick search allows you to use the default settings or change the settings by entering a city, zip code or county, and selecting a provider type. You can also search for a Primary Care Provider by selecting the PCP checkbox.</td>
<td>TIP! Click the Advanced Filter Options down arrow to open the Advanced Search section where more search criteria options are available.</td>
</tr>
<tr>
<td>3. Provider Search Instructions.</td>
<td>Select the Provider Search Instructions link at the top right of the search results page for instructions on how to use the search functionality.</td>
</tr>
<tr>
<td>4. Children Behavioral Health Providers</td>
<td>Select the Children’s Behavioral Health Providers link to search for Children Behavioral Health Providers.</td>
</tr>
<tr>
<td>5. Advanced Filter Options</td>
<td>Select the down arrow icon ▼ to view additional Advanced Filter Options. The fields that display here are based on the Provider Type selected. Select the up arrow ▲ to collapse the section.</td>
</tr>
<tr>
<td>6. Search Within</td>
<td>Search by Address</td>
</tr>
</tbody>
</table>
7. **Search Results**
   
The search results are displayed below the map. The first result will default to expanded view. Each time a new section is selected the previous section will automatically collapse.

**Tips!** Click Additional Details in the detail section to view additional details.

**Note:** CHPW Community Health Centers are returned in the search results as a priority.

8. **Showing 1 - 10 of 32944 locations**
   
The total number of search results will display. The returned results view will default to display 10 per page. You can increase the number by selecting the down arrow.

   - 10 Per Page
   - 20 Per Page
   - 50 Per Page
   - 100 Per Page
   - View All

9. **Last Date Updated**
   
The last date the provider directory was updated will display at the top left of the search results detail page.

   **Last Updated:** January 28, 2019

10. **Visit Clinic Website**
    
    If available, the website link will display. When selected you will be taken to the location website.

    **TIP!** If you would like to add your clinic website to the directory, you may send your request to **Provider.Changes@chpw.org**.

    [Visit Clinic Website]
11. View on Map
Select View on Map to view the location on the map.
The map view will default to expanded view ⬆. Select the arrow to collapse the view.

12. Print Map Directions
When selected, this will print the directions from the location specified to the desired location.

13. Export as
Download the search results as a PDF file — Click the icon at the top right of the Search Results section to download a copy of the provider directory in PDF format.

Tip! To print a directory to include ALL coverage areas the search must be based on your default address or a complete address entered in the Search by Address window and by selecting ALL in the Search Within dropdown options which is located in the Advanced Filter Options section.

14. Click to Report an Error Link
When selected How to Report an Error instructions will display.
Profile Management
The Profile Management Quick Links allow you to update your portal account profile, including Change Password, Change Security Questions, and Address Change.

How to Change Your Password
From the Profile Management tab select the Change Password link from the Quick Links menu on the left. Follow these step-by-step instructions to replace your existing password with a new password.

Before You Begin
You will need to know your current password and your security questions and answers. Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens

Provider Dashboard Page – Quick Links

![Quick Links Menu]

- Dashboard
- Tax ID Preferences
- Authorizations & Referrals
- Patient Eligibility
- Claims
- Secure Messages
- Extras
- Provider Search
- Other Health Insurance
- Profile Management
- Provider Resources
- Reports
**Change Password Page**

![Change Password Page]

**Step-by-Step Instructions**

<table>
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<tr>
<th>Steps</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Dashboard Page</strong></td>
<td><strong>Shortcut!</strong> Select the arrow next to your name and click on Change Password link.</td>
</tr>
<tr>
<td><strong>1. Click the Profile Management Tab</strong></td>
<td></td>
</tr>
<tr>
<td>Click the Profile Management tab from the Quick Links menu.</td>
<td></td>
</tr>
<tr>
<td><strong>2. Click the Change Password option.</strong></td>
<td></td>
</tr>
<tr>
<td>The Change Password page is displayed.</td>
<td></td>
</tr>
<tr>
<td><strong>Change Password Page</strong></td>
<td></td>
</tr>
<tr>
<td><strong>3. Enter the requested data.</strong></td>
<td></td>
</tr>
<tr>
<td>Be sure to follow the onscreen instructions when creating your new password.</td>
<td></td>
</tr>
<tr>
<td><strong>4. Click the Save Password button.</strong></td>
<td></td>
</tr>
<tr>
<td>The provider portal will display a success message telling you that your password has been changed.</td>
<td></td>
</tr>
<tr>
<td><strong>Success Message Page</strong></td>
<td></td>
</tr>
<tr>
<td><strong>5. Click OK to continue.</strong></td>
<td></td>
</tr>
<tr>
<td>You will be taken to the Login Page where you can log in using your new password.</td>
<td></td>
</tr>
</tbody>
</table>
How to Update Your Security Questions and Answers

From the Profile Management tab select Update Security Questions link from the Quick Links menu on the left. Security questions and answers are used to validate your identity in case you forget your password.

Follow these step-by-step instructions to change the answers to your current security questions or to select a different set of security questions and answers.

**Before You Begin**
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard. You will need to know your current password.

**Screens**

*Change Security Questions Page*

![Change Security Questions Page](image)

*Change Security Questions Page*

![Change Security Questions Page](image)
## Step-by-Step Instructions

### Start on the Provider Dashboard Page

1. **Click the Profile Management >> Change Security Questions link.**
   
   The Change Security Questions page is displayed.

### Change Security Questions Page – Validate

2. **Type your password.**

3. **Click the Validate button.**

   You will be taken to your current list of Security Questions.

### Change Your Security Questions Page – List of Questions

4. **If desired, change one or more of your security questions.**

5. **Provide answers for each security question.**

   You must provide an answer for each security question, even those questions that you didn’t change. Your answers are not validated on this page, but whatever you enter on this page will be used going forward when you are required to answer your security questions.

6. **Click the Save button**

   The provider portal will display a success message.

7. **Click the Close button.**
Provider Resources

The links under the Provider Resources option in the Quick Links pane provide shortcuts to helpful web pages. This guide does not provide details about the “Provider Resources” web pages.

How to Access Provider Resources

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens

Provider Dashboard Page – Quick Links
How to Access Provider Forms & Tools

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard. Select Provider Resources, then Provider Forms & Tools.

Screens

Provider Forms & Tools - Quick Links

Forms and Tools page

Step-by-Step Instructions

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<tbody>
<tr>
<td><strong>Provider Dashboard Page</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click Provider Resources &gt;&gt; <strong>Provider Forms &amp; Tools</strong></td>
<td>You will be redirected to the CHPW.org Forms and Tools page.</td>
</tr>
</tbody>
</table>
How to Access the Provider Add, Change and Term Form

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard. Select Provider Resources, then Provider Add, Change and Term Form.

Screens

Provider Add, Change and Term Form – Quick Links

Provider Add, Change and Term Form

Provider CHANGES FORM
Please complete the appropriate section of this form and email the completed form to: PROVIDER.CHANGES@CHPW.ORG

Please note:
- Incomplete information may result in a delay to processing your claims.
- A referral is required for all services rendered prior to a provider’s effective date. Effective date will be determined during the processing of the request.

To GREEN! Please visit http://chpw.org/for-providers/bulletin-board/electronic-data-interface-faq
Or email EDI_support@chpw.org to learn more.

INDIVIDUAL PROVIDER ADD/CHANGE/TERM FORM

Date submitted:

Is the provider in ProviderSource? Type “yes” or “no.”

For providers in ProviderSource where the information is current in ProviderSource and CHPW has access to download the information, only the provider name, NPI, and a brief description of the change being made needs to be submitted.

Type “yes” next to your applicable option:
- Primary care provider
- Hospital-based provider
- Specialist provider
- Other:

TYPE OF CHANGE (type “yes” next to your applicable option):
- Add provider
- Change provider
- Terminate provider
- Reason for Termination
1. Click Provider Resources >> Provider Forms & Tools

This will download a fillable PDF.
How to Access the Provider Enrollment Information Request Form

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard. Select Provider Resources, then Provider Enrollment Information Request Form.

Screens

Provider Enrollment Information Request Form – Quick Links

Provider Enrollment Information Request Form

Provider Enrollment Request Form

If you want to join the Community Health Plan of Washington's provider network, please complete the form below and tell us about your practice. When we receive this information, a Contract Administrator will review your request and determine if we are currently accepting new providers in your county. If we are accepting new providers, a contract may be extended to you. If we are unable to contract with you at this time, we will send you a letter to explain why. We will keep your information on file for future openings in our network. Thank you for your interest in Community Health Plan of Washington. We look forward to hearing from you!

Enrollment Details

Select the lines of business in which you would like to contract

Select line of business...

Does your business have a signed Core Provider Agreement (CPA) with the WA State Health Care Authority (HCA) to see Medicaid patients? ☑ Either Signed Core Provider Agreement or 'Non-Billing Provider must be selected Yes

☐ Yes ☐ No

If no CPA, are you enrolled as a Non-Billing Provider with the WA State Health Care Authority (HCA)? ☑

☐ Yes ☐ No
Step-by-Step Instructions

Steps

Provider Dashboard Page

1. Click Provider Resources >> Provider Enrollment Information Request Form

You will be redirected to the CHPW.org Provider Enrollment Information form.

How to Access the Clinic and Group Add Change Term Form

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard. Select Provider Resources, then Clinic and Group Add Change Term Form.

Screens

Provider Enrollment Information Request Form – Quick Links

Provider Enrollment Information Request Form

Clinic and Group Add Change Term Form
Step-by-Step Instructions

Provider Dashboard Page

1. Click Provider Resources >> Clinic and Group Add Change Form

   This will download a fillable PDF.
Provider Reports
Clicking Provider Reports on the provider services menu lets you view the reports that are generated.

How to Access Reports
Follow these step-by-step instructions to View the Reports:

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard.

Screens

Provider Dashboard Page – Quick Links

Available Reports

- Monthly Capitation
- Monthly Member Roster
- Daily Member Roster
### Monthly Capitation Reports

- Capitation RA For CHNW IPA 111 For APR-2018
- Capitation RA For CHNW IPA 111 For FEB-2018
- Capitation RA For CHNW IPA 111 For JAN-2018
- Capitation RA For CHNW IPA 111 For JUN-2018
- Capitation RA For CHNW IPA 111 For MAR-2018
- Capitation RA For CHNW IPA 111 For MAY-2018

### Monthly Member Roster Report

- Monthly Roster For IPA 111 For JUN-2018

### Daily Member Roster Report

- Member Roster For IPA 111 For 07/02/2018
**Step-by-Step Instructions**

### Provider Dashboard Page

<table>
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<th>More Information</th>
</tr>
</thead>
</table>
| 1. **Click Reports.** >> *Clinic and Group Add Change Form*  
Click the report you want to view: *Monthly Capitation*, *Monthly Member Roster*, or *Daily Member Roster.* | |
| 2. **Your available rosters display.**  
Click a report name to open a roster. When prompted, click *Open* or *Save.* | |