# 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>
</tr>
<tr>
<td>V1.0</td>
<td>November 2018</td>
<td>Joelle Gourdeau</td>
<td>FINAL</td>
</tr>
<tr>
<td>V1.0</td>
<td>January 2019</td>
<td>Renée Lillie</td>
<td>Revised</td>
</tr>
<tr>
<td>V1.1</td>
<td>June 2019</td>
<td>Joelle Gourdeau</td>
<td>Updated Provider Directory Search with new functionality</td>
</tr>
<tr>
<td>V1.1</td>
<td>July 2019</td>
<td>Renée Lillie</td>
<td>Changed “HealthMAPS” to “myCHPW”</td>
</tr>
</tbody>
</table>
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Accessing the Portal
You’ll need to start by creating an account. This includes creating your user login ID, password, and setting up your security questions and answers. Setting up a member portal account lets you come back to the member portal at any time to review your coverage information.

How to Create a CHPW Member Portal Account
You will need to fill out and submit the online Member Registration form to CHPW. Follow these step-by-step instructions to create your member portal account.

Before You Begin
You must have active coverage through CHPW to be able to create a myCHPW member portal account. To create a portal account, you will need the following:

- Your Member ID number. You can find this on your CHPW Member ID card.
- Your first and last name as it appears on your enrollment application.
- Your date of birth
- Your residential address
Member Registration page

Registration
Welcome to HealthMAPS Member Portal. Please complete the fields below in order to finish your registration.

Required fields are indicated with an asterisk (*).

Member Information

- Who is this account for?
  - I am creating this account for myself (default)
  - I am creating this account for my spouse/dependent

- Member ID Number

- Date of Birth

Demographic Information

- First Name

- Last Name

- Address (No., Street)

- Suite/Apt Number

- City

- State

- Zip Code

- Home Phone

- Mobile Phone

Sign Up Information

- Email Address

- User ID

- 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 to abide by the terms and conditions set forth in the Community Health Plan of Washington Rights and Responsibility manual located at https://chpw.org/for-members/your-privacy-and-rights/.

[Clear] [Register] [Cancel]
Step-by-Step Instructions

Start from the myCHPW Member Portal

1. Open your web browser (Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, or Apple Safari)
   Enter the myCHPW web address in your web browser address field: https://mychpw.chpw.org/en/member. Press Enter. You will see the Community Health Plan of Washington myCHPW login page. See the CHPW Member Welcome Page screen on page 5 of this guide.

2. Start from the CHPW myCHPW Member Portal page. Click the sign up link
   This will take you to the Member Registration form.

Member Registration Page

3. You must select whom the account is being created for
   Important! If you make an account for a dependent/spouse:
   CHPW will apply the HIPAA Privacy rule, the Health Insurance Portability and Accountability Act of 1996, which restricts access to specific medical information.

4. Enter your Member ID Number and Date of Birth
   The Member ID number you enter must match the number from your Member ID Card.
   The birth date you enter must match the birth date from your enrollment application.

5. Enter the rest of your information
   Make sure you fill out the required fields.
   The First Name and Last Name you enter on the Registration form must match the name on your Member ID Card.

6. Create your User ID
   The User ID you create must be at least eight characters. You can use your email address as your User ID if you want. Your User ID can contain any combination of numbers and letters. The only special characters allowed are: the @ symbol, a period, and an underscore.
   Important! If the User ID already exists, a message will display.
   If the email address already exists, a message will display.
7. **Password and Security Questions**
   
   Follow the instructions to create your password.

   You will be able to change your password, security questions, and security answers at any time.

8. **Agree to the Privacy Policy**
   
   There’s a link to CHPW’s Privacy Policy at the bottom of the page.

   To complete the registration process, you must view and agree to the Privacy Policy. Select the link to view the Privacy Policy and check the box next to: “I understand and agree with the CHPW Privacy Policy.”

9. **Click the Register button.**
   
   If your registration was successful, a “Success” message will display with a link to the myCHPW member portal.

   If your registration did not pass the validation process, the portal will display a message.

   **IMPORTANT!** Before clicking the Register button, be sure to make a note of your User ID, Password, and Security Questions and Answers. You will need your User ID and password to access the member portal. You will need your security questions and answers if you want or need to change your password.

---

**What’s Next**

10. **If your registration was successful:**

    The portal will display a message that has a link to the myCHPW member portal.

    You can now sign in to the myCHPW member portal and view your health coverage information.

    A confirmation email will be sent to the email account you entered on the registration form.

11. **If your registration was not successful:**

    An email will be sent to the email account you entered on the registration form.
How to Log in to the Member Portal

Follow these step-by-step instructions to log in to the myCHPW member portal.

**Before You Begin**
You will need your User ID and Password.

**Screens**

![Member Sign In](image)

**Step-by-Step Instructions**

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Enter your User ID and Password.</td>
<td><strong>IMPORTANT!</strong> The member portal keeps track of failed login attempts and will lock your account after three failed attempts. If your account is locked, follow the instructions on the onscreen message to unlock your account.</td>
</tr>
</tbody>
</table>
2. **Click the Sign In button.**

   If your login is successful, you will be taken to the Member Dashboard.

### How to Log Out

We recommend that you log out of the member portal instead of just closing your browser. Follow these step-by-step instructions to securely end your member portal session.

#### Screens

**Member Dashboard Page**

![Member Dashboard Page](image)

#### Step-by-Step Instructions

**Steps**

1. **Click the *Welcome Member Name* option.**

   This option is on the top right of the page.

2. **Click the *Logout* option.**

   You will be returned to the Member Login page.
Your Member Dashboard

How to Customize Your Dashboard

Before You Begin

You must have an active myCHPW member portal account.

The dashboard provides a high-level overview of your benefit coverage information.
Member Dashboard Functions

**Member Dashboard**

**Quick Links**
Use the links on the left-hand side of the page to go directly to the page you want to view.

**Dashboard Display**
Click the three horizontal lines to hide or display the Quick Links panel.

**Widgets**
The Member Dashboard contains several small boxes called widgets. Widgets can be moved, collapsed, or hidden. Widgets let you customize your Member Dashboard, so you can quickly see the information you are most interested in each time you log in.

The Member News widget is general information that all CHPW members can view.

Member Notifications are specific notifications that only you can view.

**Secure Messages Icon**
Secure messages are like email, but they can be only be read in the myCHPW member 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.

**Gear List**
Click the Gear List to open the Customized Dashboard display. You can use the Gear List to choose what you want to display in your dashboard.

**Welcome drop-down**
The Welcome drop-down is next to your name. It will let you change your password, change your security questions, change your address, and log out.

**No information available**
“No information available” will display over widgets that don’t apply to you.
For example, if you don’t have other health insurance, then “No information available” will display over that icon.
If you are not enrolled in the Patient Review and Coordination (PRC) program “No Information Available” will display in the widget.
Your Authorizations / Referrals

How to View Your Authorizations / Referrals
Follow these step-by-step instructions to view the status of your authorizations and referrals.

Before You Begin
Log in to the myCHPW member portal and start from the Member Dashboard.

Screens

Member Dashboard – Quick Links
Authorizations & Referrals Search Page

Member Authorizations / Referrals Advanced Search Page
Member Authorization Details Page – Inpatient Authorization

Authorization Detail

<table>
<thead>
<tr>
<th>AUTHORIZATION</th>
<th>AUTH TYPE</th>
<th>INPATIENT/PATIENT CATEGORY</th>
<th>SERVICE SET RECEIPT</th>
<th>Overall Claim Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>100001724</td>
<td>INPATIENT AUTH</td>
<td></td>
<td>3/1/2007 12:30:27 PM</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Member Information

Member Name: William Smith  
Date of Birth: 07/03/1969  
Gender: Male  
Health Plan: F. Kramer Group Health Plan

Provider Information

Referring Provider:  
JOSH LOGAN  
7000 HILL ROAD  
JACKSONVILLE  
Fonda  
92721  
91952-45595

Referred To Provider:  
JOHN MCCARTHY  
3000 HILL ST  
Jacksonville  
California  
92721

Place Of Service:  

Authorization Details

Diagnosis Code  
486  
PNEUMONIA, ORGANISM UNSPEC. FIED

*Diagnosis Narrative  
PNEUMONIA, ORGANISM UNSPEC. FIED

Procedure/Services

[Send Inquiry to CSR]
Member Authorization Details Page – Outpatient Referral

Authorization Detail

<table>
<thead>
<tr>
<th>AUTHORIZATION</th>
<th>AUTH TYPE</th>
<th>REFERRING/PATIENT CATEGORY</th>
<th>SERVICE DATE/TIME RECEIVED</th>
<th>Overall Processing Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Outpatient Referral</td>
<td></td>
<td>6/5/2018 10:54:13 PM</td>
<td>Open</td>
</tr>
</tbody>
</table>

Member Information

Member Name: [redacted]
Date of Birth: 06/25/52
Gender: Male
Health Plan: [redacted]

Provider Information

Referring Provider: Cascade Summit Physical Therapy
1609 S 24th Ave Ste 102
Yakima
Washington
899205719
509208613

Place Of Service:

Authorization Details

<table>
<thead>
<tr>
<th>Diagnosis Code</th>
<th>Description</th>
<th>Diagnosis Narrative</th>
</tr>
</thead>
<tbody>
<tr>
<td>R40</td>
<td>DIZZINESS AND GIDDINESS</td>
<td>DIZZINESS AND GIDDINESS</td>
</tr>
</tbody>
</table>

Procedure/Services

<table>
<thead>
<tr>
<th>Procedure/Service</th>
<th>Description</th>
<th>From Date</th>
<th>To Date</th>
<th>Quantity</th>
<th>Notes</th>
<th>Procedure Narrative</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>9761</td>
<td>PHYSICAL THERAPY EVALUATION: LOW COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY WITH NO PERSONAL FACTORS AND/OR COMORBIDITIES</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>PHYSICAL THERAPY EVALUATION</td>
<td>Open</td>
</tr>
<tr>
<td>9762</td>
<td>PHYSICAL THERAPY EVALUATION: MODERATE COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY OF PRESENT PROBLEM WITH 1-2 PERSONAL FACTORS</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>PHYSICAL THERAPY EVALUATION</td>
<td>Open</td>
</tr>
<tr>
<td>9763</td>
<td>PHYSICAL THERAPY EVALUATION: HIGH COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY OF PRESENT PROBLEM WITH 3 OR MORE PERSONAL FACTORS</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>PHYSICAL THERAPY EVALUATION</td>
<td>Open</td>
</tr>
<tr>
<td>9764</td>
<td>RE-EVALUATION OF PHYSICAL THERAPY ESTABLISHED PLAN OF CARE: REQUIRING THESE COMPONENTS: AN EXAMINATION INCLUDING A REVIEW OF HISTOPATHOLOGY</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>RE-EVALUATION OF PHYSICAL THERAPY</td>
<td>Open</td>
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<tr>
<td>97110</td>
<td>THERAPEUTIC PROCEDURE, 1 OR MORE AREAS, EACH 15 MINUTES, THERAPEUTIC EXERCISES TO DEVELOP STRENGTH AND ENDURANCE, RANGE OF MOTION</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>THERAPEUTIC EXERCISES</td>
<td>Open</td>
</tr>
<tr>
<td>97116</td>
<td>THERAPEUTIC PROCEDURE, 1 OR MORE AREAS, EACH 15 MINUTES, GAIT TRAINING (INCLUDES STAIR CLIMBING)</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>GAIT TRAINING THERAPY</td>
<td>Open</td>
</tr>
<tr>
<td>97530</td>
<td>THERAPEUTIC ACTIVITIES, DIRECT (ONE-ON-ONE) PATIENT CONTACT BY THE PROVIDER USE OF DYNAMIC ACTIVITIES TO IMPROVE FUNCTIONAL PROFICIENCY</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>THERAPEUTIC ACTIVITIES</td>
<td>Open</td>
</tr>
</tbody>
</table>

Disclaimer: This authorization inquiry does not guarantee payment. Payment is subject to the patient's coverage and eligibility at the time of service.
Step-by-Step Instructions

Start on your Member Dashboard

1. Click the Authorizations & Referrals quick link.
   This will take you to the Authorizations & Referrals Search.

Authorized & Referrals Page

2. Enter what you are searching for.
   TIP! Click the Advanced Search button to open the Advanced Search box. This will give you more ways to narrow down your search.

3. Click the Search button.
   The search results are displayed on the bottom of the Authorizations & Referrals Page.
4. **Optional: Download your results**
   
   You can download the patient eligibility information as a PDF. Click the icon on the top right of the page to download.

5. **The High Alert button** will show you the HIPAA Privacy Policy Rule. **IMPORTANT!** The High Alert button will only display if you’re looking at an account you made for someone else.

6. **Learn more about the different fields.** If there is a question mark near a field or column, hover over it with your cursor to read more about it.

7. **Click the Authorization or Referral Number link** to view the Authorization or Referral details.
   
   The Authorization Detail page is displayed.
   
   The Referral Detail page is displayed.

8. **You can see authorization details or referral details.**

9. **What’s next....**

10. **Download the list as a PDF file** – Click the icon at the top right of the **Authorizations & Referrals Search** page to download a copy of the patient eligibility information in PDF format.

11. **Upload a file**

12. **Send Inquiry to CSR.** From the **Member Self Services** menu, select **Secure Messages** to send a message directly to a CHPW Customer Service Representative through the MyCHPW secure system.
How to View Your Medical Benefits

Follow these step-by-step instructions to view your health plan benefits and to view a copy of your health plan’s Benefits and Coverage.

Before you Begin
Log in to the CHPW myCHPW Member Portal and start from the Member Dashboard.

Screens

Member Dashboard – Quick Links

[Image of the Member Dashboard with a red circle around the “My Benefits” option]
### Coverage

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>Patient Name</th>
<th>Gender</th>
<th>Date of Birth</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>2040</td>
<td>John Smith</td>
<td>FEMALE</td>
<td>12/19/1944</td>
<td><em>Redacted</em></td>
</tr>
</tbody>
</table>

**Plan**
- Medicare Advantage Pharmacy Plan (HMO)

**Coverage Group**
- CMS

**IPA**
- Healthpoint

### Assigned Clinic

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Address</th>
<th>Clinic Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Redacted</em></td>
<td><em>Redacted</em></td>
<td>505-869</td>
</tr>
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### Member Plan Information

<table>
<thead>
<tr>
<th>Group</th>
<th>Plan</th>
<th>Plan Effective Date</th>
<th>Plan End Date</th>
<th>Medicare Advantage Plans</th>
<th>Dental Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS</td>
<td>Health-Gen HD P</td>
<td>1/1/2013</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Member Eligibility History

<table>
<thead>
<tr>
<th>Group</th>
<th>Plan</th>
<th>Plan Effective Date</th>
<th>Plan End Date</th>
<th>Panel ID</th>
<th>Panel Name</th>
<th>IPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2018</td>
<td>12/31/2017</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>12/1/2017</td>
<td>12/31/2017</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>MA Special Needs Plan (HMO SNP)</td>
<td>1/1/2017</td>
<td>10/31/2017</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>MA Special Needs Plan (HMO SNP)</td>
<td>7/1/2016</td>
<td>12/31/2016</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2018</td>
<td>06/30/2016</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2016</td>
<td>12/31/2015</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2015</td>
<td>05/31/2015</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2014</td>
<td>12/31/2014</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2013</td>
<td>12/31/2013</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
<tr>
<td>CMS SPONSORED</td>
<td>Medicare Advantage Pharmacy Plan (HMO)</td>
<td>1/1/2010</td>
<td>12/31/2012</td>
<td>031</td>
<td>Healthpoint Auburn</td>
<td>Healthpoint</td>
</tr>
</tbody>
</table>
### Member Other Health Insurance

<table>
<thead>
<tr>
<th>Policy Holder Name</th>
<th>Policy Holder Date of Birth</th>
<th>Other Health Insurance Policy Number</th>
<th>Other Health Insurance Phone Number</th>
<th>Other Health Insurance Name</th>
<th>Cov Eff Date</th>
<th>Car Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>AAA AUTO CLUB SOUTH</td>
<td>1/1/2011</td>
<td></td>
</tr>
</tbody>
</table>

### Deductible/ Out-Of-Pocket

<table>
<thead>
<tr>
<th></th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deductible</strong></td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Out-of-Pocket</strong></td>
<td>$6725.00</td>
<td>$40.00</td>
</tr>
</tbody>
</table>

### Benefits and Limits

#### Office Visits

<table>
<thead>
<tr>
<th>Services</th>
<th>If In-Network Provider</th>
<th>Out-Of-Network Provider</th>
<th>Limitations and Exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary care visit to treat an injury or illness</td>
<td>20% co-insurance</td>
<td>40% co-insurance</td>
<td>none</td>
</tr>
<tr>
<td>Specialist visit</td>
<td>20% co-insurance</td>
<td>40% co-insurance</td>
<td>none</td>
</tr>
<tr>
<td>Preventive care/screening/immunization</td>
<td>No charge</td>
<td>40% co-insurance</td>
<td>none</td>
</tr>
</tbody>
</table>

#### Chiropractic

<table>
<thead>
<tr>
<th>Limited Amount</th>
<th>Services Processed</th>
<th>Services Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 (Days)</td>
<td>0</td>
<td>12</td>
</tr>
</tbody>
</table>

**Narrative:**

CHIROPRACTIC VISITS COVERED PER CALENDAR YEAR WITHOUT PRIOR AUTHORIZATION. PA REQUIRED FOR ANYTHING GREATER THAN 12 VISITS.
## Step-by-Step Instructions

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start on the Member Dashboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click the <em>My Benefits &gt;&gt; Medical</em> quick link.</td>
<td>The <em>Medical Coverage</em> page is displayed.</td>
</tr>
<tr>
<td><strong>Medical Coverage Page</strong></td>
<td></td>
</tr>
<tr>
<td>2. View Medical Coverage page</td>
<td></td>
</tr>
<tr>
<td>3. What’s next...</td>
<td><strong>If you do not have other health insurance, this section will display “No Information Available.”</strong></td>
</tr>
</tbody>
</table>

- Click the view button to open a copy of your benefits.
- Learn more about the different fields. Hover your cursor over the question mark (?) to bring up more information.
- See information from your other insurance plans by selecting the horizontal scroll bar.
Your Claims
You can view your claims and EOBs (explanation of benefits) in the myCHPW member portal. To view claims, you must be a current member of CHPW and you must have an active portal account.

How to View Your Claims and EOBs
Follow these step-by-step instructions to see your medical claims and their associated EOBs.

Before You Begin
Log in to the myCHPW member portal and start from the Member Dashboard.
You can view a summary of your claims on your dashboard, and you can use the Advanced Search to search for claims by a date of service range.

Screens

Member Dashboard – Quick Links

![Quick Links Menu](image.png)
Claims Summary – Search/Search Results

My Claims Summary
Processed & In Process Claims.

Claims in
Search By: Last 30 Days

Advanced Search

Claim Number	Provider	Date of Service	Amount Billed	Your Plan Paid	Plan Discount	Deductible	Your Responsibility	Claim Type	Status
BOMCHTST04	John PROVIDER14	07/27/2018	$5,000.00	$0.00	$2,875.00	$0.00	$0.00	Institutional	In Process
BOMCHTST04	John PROVIDER14	07/27/2018	$5,000.00	$0.00	$2,750.00	$0.00	$225.00	Institutional	In Process
BOMCHTST05	John PROVIDER14	07/27/2018	$5,000.00	$0.00	$2,750.00	$0.00	$400.00	Institutional	In Process

Showing 1 - 4 of 4 Claims
10 Per Page

Claims Summary – Advanced Search Criteria

Advanced Search

Claim Status
Select

Start Date

End Date

Clear
Search
### Claim Detail page

#### Claim Details

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>Patient Name</th>
<th>Gender</th>
<th>Date of Birth</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDR0701</td>
<td>William Smith</td>
<td>M</td>
<td>7/3/1959</td>
<td>123, Main Street Anytown, #122, No. 12, 45/33, opp to meadows, Illinois, IL 60416, Cook</td>
</tr>
</tbody>
</table>

#### Coverage Information

- **Plan**: Health-Gen HDHP
- **Coverage Group**: N KAIRMER GROUP
- **IPA**: Alachua Standard

#### Amount Billed: $5,000.00

- **Your Responsibility**: $0.00
- **Plan Discount**: $2,975.00
- **Plan Paid**: $2,025.00
- **Patient Responsibility**: $0.00

#### Provider Information

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

#### VISITED

<table>
<thead>
<tr>
<th>Claim #</th>
<th>Authorization #</th>
<th>Date of Service</th>
<th>Overall Claim Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>RKMCHTST01</td>
<td>100001547</td>
<td>07/27/2018</td>
<td>Payable</td>
</tr>
</tbody>
</table>

#### Claim Details

<table>
<thead>
<tr>
<th>From Date of Service &amp; To Date of Service</th>
<th>Rev/SVC/Mod</th>
<th>Procedure Code</th>
<th>Units</th>
<th>POS</th>
<th>Type of Service</th>
<th>Status Date</th>
<th>Claim Line Status</th>
<th>Claim Line Processing Status</th>
<th>Denat RSN/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>
<th>Deduct Amount/Code</th>
<th>Not Covered Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/19/2007 - 06/20/2007</td>
<td>120</td>
<td></td>
<td></td>
<td></td>
<td>Payable</td>
<td>In Process</td>
<td></td>
<td></td>
<td></td>
<td>$4,000.00</td>
<td>$1,700.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>06/10/2007 - 06/10/2007</td>
<td>250</td>
<td></td>
<td></td>
<td></td>
<td>Payable</td>
<td>In Process</td>
<td></td>
<td></td>
<td></td>
<td>$1,000.00</td>
<td>$425.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 - 2 of 2 Claim Details 5 Per Page

- [Send Inquiry to CSR](#)
- [View Benefits and Balances](#)
Step-by-Step Instructions

Steps

**Start on your Member Dashboard**

1. Click the *My Claims* quick link.
   
   The *My Claims Summary* page is displayed.

**My Claims Summary Page**

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

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

4. Optional:
   
   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. 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.

   Select the horizontal scroll bar to view information about your claim.

   Procedure Code hover your cursor over the procedure code.

   View EOB click the *View EOB* button at the bottom of the page to display the *Explanation of Benefits* associated with the claim.

   Inquiry to Customer Service click the *Inquiry to Customer Service* button at the bottom of the page to send a secure message about the claim to the Customer Service team.

   View Benefits and Balances click the *View Benefits and Balances* button at the bottom of the page to open the Medical Coverage page.
Find A Doctor

How to Find a Doctor
Follow these step-by-step instructions to search for a doctor/medical professional, hospital, facility, behavioral health or DME (durable medical equipment) supplier using Find A Doctor.

Before You Begin
Log in to the member portal and start from the Member Dashboard.

Screens

Member Dashboard – Quick Links
**Quick Search**
When the Find A Doctor search page displays it will return results based on these default values: Doctors/Medical Professionals, your provider network, and within a 5-mile radius of your home address. You will see a pin on the map for each location found. To view a specific location, select the **View on Map** link in the search results. Search results will display below the map.

**Search Results**

Showing 1 - 10 of 32944 locations 10 Per Page

Last Updated: 02/04/2019 (CHPW Community Health Centers are returned in the search results as a priority.)

Visit Clinic Website  View on Map

Click to report error
Map View
A map displays next to the quick search fields at the top of the search results. It shows you directions and the route. The map view defaults to an expanded view.
**Advanced Filter Options**

Here you can refine your search. Enter information into any of the fields, choose a specific drop-down selection and/or select any of the checkboxes. Some of the fields show default values. The default values can be changed.
### Search by Address

The Search by Address allows you to search using an address other than your default home address.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address 1:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address 2:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>City:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>State:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Select</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Zip Code:</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

### Steps

<table>
<thead>
<tr>
<th>Member Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Click the <em>Find A Doctor</em> link from the left navigation menu.</td>
</tr>
<tr>
<td>The <em>Find A Doctor</em> page displays. The returned results will be based on the default values of Doctors/Medical Professionals within a 5-mile range from the member’s home address.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Search for a Doctor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.</strong> Quick Search</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>
</tr>
<tr>
<td><strong>TIP!</strong> Click the <em>Advanced Filter Options</em> down arrow to open the Advanced Search section where you can see more search criteria.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Search Instructions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the Provider Search Instructions link, located at the top right of the search results page, to learn how to use the search function.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Children Behavioral Health Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the Children Behavioral Health Providers link to search for Children Behavioral Health Providers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advanced Filter Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the down arrow icon ‣ , to see more 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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Search Within</th>
<th>Search by Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Within works together with the Search by Address ONLY when a complete address.</td>
<td></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 collapse.

**Tips!** Click Additional Details in the detail section to see more.

**Note:** CHPW Community Health Centers will appear first in the search results.

8. **Showing 1 - 10 of 32944 locations**

The total number of search results will display. The default view will show 10 results per page. You can increase the number by selecting the down arrow.

9. **Last Date Updated**

The last date the provider directory was updated will show at the top left of the search results detail page.

10. **Visit Clinic Website**

If available, the website link will display. Select it to go to the clinic’s 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.

View on Map

12. Print Map Directions

Select this to print directions from the specified location 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.

Export as

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 drop-down located in the Advanced Filter Options section.

14. Click to Report an Error Link

This link has instructions on how to report an error.
Member Self-Service

Request ID Card

How to View, Download, or Print Your ID Card
Follow these step-by-step instructions to order a copy of your Health Plan ID card.

Before You Begin
Note: You will see only your own ID card.

Screens

Member Dashboard – Quick Link

CHPW Member Center Login page | Request Member ID Card
Step-by-Step Instructions

Steps

**Member Dashboard**

1. Click the **Member Self Services >> Request Member ID Card** quick links option.

   The **CHPW Member Center webpage** is displayed.

2. **Login to the Member Center.**

   **Note:** You will need to use your Member Center CHPW User ID and Password for Member Center Login.
Secure Messages
You can send and receive Secure Messages through your myCHPW member portal account. Secure messages are like email, but they can be accessed only within the CHPW myCHPW member portal. This keeps your health information secure. You can use the secure messaging feature to contact the CHPW Customer Service team.

How to View Your Secure Messages

Before You Begin
Log in to the CHPW myCHPW member portal and start from your Dashboard.

Screens

Member Dashboard – Quick Link

![Quick Link](image-url)
## Secure Messages

Contact Customer Service directly using Secure Message to protect your healthcare and personal information.

### Compose New Message

The Secure Messages page allows you to search and manage messages.

**Search By:**
- Ref ID
- Subject
- Status
- Activity In

**Messages Table:**

<table>
<thead>
<tr>
<th>Ref ID</th>
<th>Submission Date</th>
<th>Last Activity Date</th>
<th>Subject</th>
<th>Submitted ID/Name</th>
<th>Submitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>12443</td>
<td>11/13/2016</td>
<td>11/13/2016</td>
<td>CLAIMS/CLAIMS REQUEST ADJUSTMENT</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12436</td>
<td>11/10/2016</td>
<td>11/10/2016</td>
<td>AUTHORIZATIONS/REFERRALS</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12437</td>
<td>11/10/2016</td>
<td>11/10/2016</td>
<td>CLAIMS/CLAIMS REQUEST ADJUSTMENT</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12417</td>
<td>11/07/2018</td>
<td>11/07/2018</td>
<td>RELEASE OF INFORMATION HIPAA DESIGNATION</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12418</td>
<td>11/07/2018</td>
<td>11/07/2018</td>
<td>CLAIMS/CLAIMS REQUEST ADJUSTMENT</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12414</td>
<td>11/06/2018</td>
<td>11/06/2018</td>
<td>CLAIMS/CLAIMS REQUEST ADJUSTMENT</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12415</td>
<td>11/05/2018</td>
<td>11/05/2018</td>
<td>CLAIMS/CLAIMS REQUEST ADJUSTMENT</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12419</td>
<td>11/02/2018</td>
<td>11/02/2018</td>
<td>OTHER HEALTH INSURANCE-COB</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12411</td>
<td>11/02/2018</td>
<td>11/02/2018</td>
<td>CLAIMS/CLAIMS REQUEST ADJUSTMENT</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
<tr>
<td>12410</td>
<td>11/02/2018</td>
<td>11/02/2018</td>
<td>APPEAL</td>
<td><a href="mailto:emp1@vol.com">emp1@vol.com</a>/William Smith</td>
<td>10002790</td>
</tr>
</tbody>
</table>

Showing 1 - 10 of 12 Records | 10 Per Page

[1] [2] [>] [>>]
Message Detail Page

Step-by-Step Instructions

Steps

Member Dashboard Page

1. Click the Member Self Services >> 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 displayed per page using the controls just below the table.

3. Sort and filter your list of messages.

   Filter your list of secure messages by entering what you want to see in the search fields at the top of the page, then clicking the blue search button.

   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...**

   **Respond** – respond to the message by typing text in the **Reply**: box then clicking the **Send** button.

   **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 myCHPW member portal and start from your Dashboard.

Screens

Secure Messages Page

Compose Message Page
Step-by-Step Instructions

Steps

**Member Dashboard Page**

1. **Click the Member Self Service >> 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 in the Message box.**

5. **Attach a file to your response. (Optional)**

   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 a 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.
Update Your PCP
Follow these step-by-step instructions to Update Your PCP.

How to Update Your PCP

Before You Begin
Log in to the myCHPW member portal and start from the Member Dashboard.

Screens

Member Dashboard – Quick Links
Step-by-Step Instructions

Steps

### Member Dashboard

1. **Click the Member Self Services >> Update PCP quick links option.**
   
   The CHPW Member Center webpage is displayed.

### CHPW Member Center Login Page

2. **Login to the Member Center.**
   
   **Note:** You will need to use your Member Center CHPW User ID and Password for Member Center Login.
Other Health Insurance
Follow these step-by-step instructions to report other health insurance.

How to Report Other Health Insurance

Before You Begin
Log in to the myCHPW member portal and start from the Member Dashboard.

Screens

Member Dashboard – Quick Links
Other Health Insurance Add Coverage Page

As of today, you do not have any Other Health Insurance coverage.

If you want to add other coverage, click here: Add

Other Coverage has been reported page

Other Health Insurance

Tell us about your other health insurance coverage.

Having other health insurance coverage does not change your coverage with us. Keeping us up to date with changes in your insurance coverage helps us pay your claims quickly and accurately. This is called your Coordination of Benefits.

<table>
<thead>
<tr>
<th>Policy Holder Name</th>
<th>Coverage Type</th>
<th>Other Health Insurance Name (Carrier)</th>
<th>Other Health Insurance Policy Number</th>
<th>Other Health Insurance Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0123456789</td>
<td>Dental</td>
<td>Nicole Westling</td>
<td>507</td>
<td>0</td>
</tr>
<tr>
<td>0123456789</td>
<td>Medical</td>
<td>Nicole Westling</td>
<td>598</td>
<td>0</td>
</tr>
</tbody>
</table>

Showing 1 - 2 of 2 Records 5 Per Page

If you want to add other coverage, click here: Add
## Add Medical/Dental/Vision coverage information.

**Other Health Insurance Form**

If any of the information populated below is incorrect please send a secure email using the envelope icon above or call our Customer Service department at one of the numbers below for assistance prior to completing this form.
Apple Health Customer Service 800-440-1561
Integrated Managed Care Customer Service 866-418-1009
Medicare Advantage Customer Service 800-942-0247

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>Member Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Member First Name</th>
<th>Member Middle Name</th>
<th>Member Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Medical / Dental / Vision

* Coverage Type

If the Carrier is the same for multiple coverage types Medical, Dental or Vision select the checkbox next to the coverage types covered by that Carrier.

- [ ] Medical
- [ ] Dental
- [ ] Vision

### Carrier Information

* Other Health Insurance Name (Carrier) 

Order of Coverage

- Primary

Carrier Type

- Select

### Policy Holder / Insured Information

* Policy Holder Name

* Policy Holder Date of Birth

Name of Insured

* Other Health Insurance Policy Number

Other Health Insurance Phone Number

Effective Date

* Termination Date

* Other Family Coverage

5-Select

Select a file to Upload

Choose File: No file chosen

Save  Submit  Clear
Add Coverage Other Health Insurance Form Medicare

Other Health Insurance Form

If any of the information populated below is incorrect please send a secure email using the envelope icon above or call our Customer Service department at one of the numbers below for assistance prior to completing this form.
Apple Health Customer Service 800-440-1561
Integrated Managed Care Customer Service 866-418-1009
Medicare Advantage Customer Service 800-942-0247

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>Member Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Member First Name</th>
<th>Member Middle Name</th>
<th>Member Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Medical / Dental / Vision | Medicare

Do you have Medicare coverage?
- Yes
- No

Reason for coverage
- ⡿ Over 65
- ⡿ Disabled
- ⡿ ESRN
- ⡿ Retired

Medicare ID# ⡿

Hospital Part A: Effective Date ⡿

Hospital Part B: Effective Date ⡿

Are you receiving Disability Payments?
- Yes
- No

If yes, enter as of date

Are you receiving Social Security Disability Benefits?
- Yes
- No

If yes, enter as of date

Select a file to Upload
Choose File: No file chosen

Clear  Save  Submit
Step-by-Step Instructions

Steps

Other Health Insurance

1. Click the Member Self Services >> Other Health Insurance quick links option.
   The Other Health Insurance page is displayed.

CHPW Member Update Other Health Insurance

2. Other Health Insurance page
   Select the coverage type you are reporting: Medical, Dental, Vision or Medicare.
Profile Management
You can manage your profile using the myCHPW member dashboard.

How to Change Your Address

Before You Begin
Log in to the myCHPW member portal and start from your Dashboard.

Screens

Member Dashboard Page – Quick Links
1. Click the *Profile Management* >>> Change Address quick link.
Step-by-Step Instructions

Steps

Start on your Member Dashboard

1. Click the *Profiles Management* >> Change Address quick link.
   The Member Change Address page is displayed.

Member Change Address

2. Enter the new address.
   If the Residential and Mailing address are the same Click *same as residential address checkbox* in the new mailing address section.

3. Submit new address
   If the address submitted cannot be verified a message will display with the CHPW Customer Service phone number.
How to Change Your Password

Before You Begin
Log in to the myCHPW member portal and start from your Dashboard.

Screens

Member Dashboard Page – Quick Links

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find a Doctor
- Member Self Services
- Profile Management
- Change Address
- Change Password
- Change Security Questions
- Member Resources
Step-by-Step Instructions

Steps

1. Click the Profiles Management >> Change Password quick link.

   The Change password page is displayed.

Change Password Fields

2. Enter your current password and new password.

   Enter your current password, new password and confirm new password in the fields provided.

3. Change Password Button:

   Click Change Password a change password confirmation message will display.

4. Login Page

   Once your password has been changed you will be redirected to the myCHPW member portal login page.

5. A confirmation email will be sent to your email address.
How to Change Your Security Questions

Before You Begin
Log in to the myCHPW member portal and start from your dashboard.

Screens

Member Dashboard Page – Quick Links

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find a Doctor
- Member Self Services
- Profile Management
  - Change Address
  - Change Password
  - Change Security Questions
- Member Resources
**Step-by-Step Instructions**

**Steps**

**Start on your Member Dashboard**

1. Click the Profiles Management >> Change Security Questions quick link.
   
   The Change Security Questions page is displayed.

**Change Security Questions Page – Validate**

2. Type your password and Validate
   
   Enter your current password and click the Validate button. You will be taken to your current list of Security Questions.

**Change Security Questions Page – List of Questions**

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

4. Provide answers for each security question.

5. You must provide an answer for each security question, even those questions that you didn’t change. Your security question 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.

   Click Change Security Questions confirmation message will display.
6. **Click the Save button**
   
   The provider portal will display a success message.

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

How to view Medicaid Benefits

How to view Member Resources

Before You Begin
Log in to the myCHPW member portal and start from your dashboard.

Screens

*Member Dashboard Page – Quick Links*
**Medicaid Apple Health Page**

**Step-by-Step Instructions**

**Steps**

Start on your Member Dashboard

1. Click the Member Resources >> Medicaid.

   The CHPW.org Medicaid page is displayed.

**How to View Medicare Benefits**

**Before You Begin**

Log in to the myCHPW member portal and start from your dashboard.

**Screens**

Member Dashboard Page – Quick Links

![Quick Links Diagram]

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find a Doctor
- Member Self Services
- Profile Management
- Member Resources
- Medicaid
- Medicare
- Dental
Step-by-Step Instructions

Steps

Start on your Member Dashboard

1. Click the Member Resources >> Medicare

The Community HealthFirst Medicare Advantage page is displayed, https://healthfirst.chpw.org/.