Member Services
Now at your fingertips

MyCHPW MEMBER PORTAL USER GUIDE

November 2023

COMMUNITY HEALTH PLAN
of Washington™
# 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>
<tr>
<td>V 2.0</td>
<td>August 2021</td>
<td>Dianna Dietrich / Amy Lathan / Cheri Eriksen / Renée Lillie</td>
<td>Updated for current system; added Rate a Doctor and Treatment Cost Calculator for Cascade Select plans</td>
</tr>
<tr>
<td>V 3.0</td>
<td>October 2023</td>
<td>Amy Lathan / Renée Lillie</td>
<td>Updated for Individual and Family Cascade Select plans ; added instructions for optional two-factor authentication (2FA); Rate a Doctor now available for all plans; TCC now available for Medicare Advantage</td>
</tr>
<tr>
<td>V 3.1</td>
<td>November 2023</td>
<td>Renée Lillie</td>
<td>Added information about member address changes</td>
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1 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 myCHPW Member Portal Account

The CHPW member portal may look a little different depending on whether you are an Apple Health (Medicaid), Medicare Advantage, or Individual and Family Cascade Select member (for example, different colored portal pages depending on your plan). However, the member portal has most of the same features and is used the same way no matter which CHPW plan you have. Anything that is different for your specific plan, is indicated in this User Guide.

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.
Screens

**CHPW Member Welcome Page**

As previously noted, you may have different colored portal pages depending on your plan.
**Step-by-Step Instructions**

### Start from the myCHPW Member Portal Page

1. **Open your web browser**
   
Enter the myCHPW web address in your web browser address field: [https://mychpw.chpw.org/en/member](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 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.

   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**
Sign in here to access coverage information as well as useful member tools and resources.

- Username
- Password

Forgot Password?

Sign In

Access to your health plan when you need it. myCHPW member portal gives you a secure way to look at your plan benefits and other health information online.

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

Steps

Start from the Member Portal

1. Enter your User ID and Password.

   **IMPORTANT!** 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.

2. Click the Sign In button.

   If your login is successful, you will be taken to the Member Dashboard.
How to Enable or Disable Two-Factor Authentication

You have the option to protect your account with an added layer of security. It’s called “two-factor authentication” or “2FA” (or “two-step authentication”). With 2FA, even if someone gets your myCHPW password, they won’t be able to sign in to your account.

You’ll be prompted to set up 2FA when logging into the member portal, however, 2FA is optional. You’ll still be able to access and use the portal even if you don’t set up 2FA.

Next time you log into myCHPW, follow the on-screen instructions to either enable 2FA or to opt out of it. Whichever you choose, you can change your 2FA preference later.

Screens—enable 2FA
TWO-STEP AUTHENTICATION

Now we'll send you a One-time password (OTP), which you'll enter in the next step.

- Receive One-time password using the email address on your account

Enter OTP

A One-time password has been sent to your email address on your account; please enter it to login.

Note: Generated OTP is only valid for 20 minutes.

Didn't receive a code? Resend OTP 00:01
OTP code

Please return to website and enter this OTP code to login.

If you did not make this request, please contact Customer Service Representative at: 800-440-1561 or email to customercare@chpw.org.

OTP CODE:

[Red box: THIS OTP CODE IS VALID FOR 20 MINUTES]

CONFIDENTIALITY NOTICE: This e-mail, including any attachments, may contain confidential, privileged and/or proprietary information which is solely for the use of the intended recipient(s). Any review, use, disclosure or retention by others is strictly prohibited. If you are not an intended recipient, please contact the sender and delete this e-mail, any attachments, and all copies.

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Do not reply to this email as it is a system-generated message.
Two-Step Authentication

Protect your account with an added layer of security. It's called "Two-factor Authentication".

Each time you sign in to your Member Portal Account, you will need your password and verification code.

Add an extra layer of security
Enter your password and unique verification code that's sent to the email address on your account.

Keep the bad guys out
Even if someone else gets your password, it won't be enough to signing in to your account.

Signing in to your account will work a little differently with two-step authentication:
1. When you sign in, you will enter your user name and password as you normally do.
2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in.

Please select 'Enable' option to Opt-in or 'Disable' option to Opt-out from Two-Factor Authentication.

- Enable
- Disable

Cancel  Next
Step-by-Step Instructions

Steps

Start from the member portal sign-in screen.

1. Open your web browser and go to the myCHPW portal.
   Go to https://mychpw.chpw.org/en/member.

2. Click Enable.
   Then click Next.

More Information

Or, click Disable if you don’t want to use 2FA. If you choose Disable, the portal takes you straight to your Member Dashboard.

This is a one-time screen. Once you select a preference, you won’t be prompted to enable or disable 2FA next time you log in, however, you can change your preference later. See the “How to Change Your 2FA Preference” section below.
3. **Click Send OTP.**
   
   A confirmation pop up box displays stating a message was sent to the email address that we have on file for you.

4. **Check your email for the OTP.**

   IMPORTANT! Your OTP code is valid for **20 minutes**.

5. **Go back to the myCHPW member portal and enter the OTP.**

   Enter the OTP that we sent to your email and then click Validate.

6. **The portal takes you to your Member Dashboard.**

7. **If your OTP expired, or if you receive a message that you entered the wrong code, or if your account is locked, contact Customer Service.**
   
   Call (800) 440-1561 or email customercare@chpw.org.
How to Change Your 2FA Preference
You can change your 2FA preference at any time.

Screens—change 2FA preference

Start from the member portal sign-in screen.

1. **Sign in to the portal as usual.**
   Enter your User ID and Password as you normally do.

2. **Click Welcome [Your name].**
   Then click **Two Factor Authentication**.

**Step-by-Step Instructions**

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Sign in to the portal as usual.</strong> Enter your User ID and Password as you normally do.</td>
<td></td>
</tr>
<tr>
<td><strong>2. Click Welcome [Your name].</strong> Then click <strong>Two Factor Authentication</strong>.</td>
<td></td>
</tr>
</tbody>
</table>
3. **Choose either Enable or Disable to change your preference.**
   
   Then click **Save**.

4. **You can log out and log back in right away to confirm your 2FA preference is updated, or you can wait until next time you log in again.**

5. **If you need assistance, or if your account is locked, contact Customer Service.**
   
   Call (800) 440-1561 or email [customercare@chpw.org](mailto:customercare@chpw.org).
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

Step-by-Step Instructions

Start on your Member Dashboard

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.
2 Your Member Dashboard

How to Customize Your Dashboard

Before You Begin
You must have an active member portal account.
The dashboard provides a high-level overview of your benefit coverage information.

Screens
Member Dashboard Functions

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

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

3. **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 members can view.

   Member Notifications are specific notifications that only you can view.

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

5. **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.

6. **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.

7. **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.
3 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 member portal and start from the Member Dashboard.

Screens
Member Dashboard–Quick Links
As previously noted, you may have different colored portal pages depending on your plan.
Member Authorizations / Referrals Advanced Search Page

Advanced Search

Auth / Ref Status
Select

Start Date

End Date

Clear
Search
Member Authorization Details Page – Inpatient Authorization
### Member Authorization Details Page – Outpatient Referral

#### Authorization Detail

<table>
<thead>
<tr>
<th>AUTHORIZATION</th>
<th>AUTH TYPE</th>
<th>INPATIENT/PATIENT CATEGORY</th>
<th>SUBMITTER'S RECEIPT</th>
<th>Overall Processing Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></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:** 02-02
- **Gender:** Male
- **Health Plan:** [Redacted]

#### Provider Information

- **Referring Provider:** Cascade Summit Physical Therapy
  - 1600 S 24th Ave Ste 102
  - Yakima
  - Washington
  - 98902-27119

- **Place Of Service:**

#### Diagnosis Details

<table>
<thead>
<tr>
<th>Diagnosis Code</th>
<th>Description</th>
<th>Diagnosis Narrative</th>
</tr>
</thead>
<tbody>
<tr>
<td>RH2</td>
<td>DIZZINESS AND GODDNESS</td>
<td>DIZZINESS AND GODDNESS</td>
</tr>
</tbody>
</table>

#### Procedure/Services

<table>
<thead>
<tr>
<th>Procedure/Services</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>97861</td>
<td>PHYSICAL THERAPY EVALUATION: LOW COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY WITH NO PERSONAL FACTORS AND/OR COMORBIDITIES IS</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>
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<tr>
<td>97862</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>97863</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>97864</td>
<td>RE-EVALUATION OF PHYSICAL THERAPY ESTABLISHED PLAN OF CARE: REQUIRING THESE COMPONENTS: AN EXAMINATION INCLUDING A REVIEW OF HISTORY</td>
<td>06/01/2018</td>
<td>06/01/2018</td>
<td>6.0</td>
<td></td>
<td>RE-EVALUATION OF PHYSICAL THERAPY ESTABLISHED PLAN OF CARE:</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>
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<td>THERAPEUTIC EXERCISES</td>
<td>Open</td>
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<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>
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<td>97530</td>
<td>THERAPEUTIC ACTIVITIES: DIRECT ONE-ON-ONE PATIENT CONTACT BY THE PROVIDER USE OF DYNAMIC ACTIVITIES TO IMPROVE FUNCTIONAL PERFORMANCE</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.
**Send Inquiry to CSR**

**Step-by-Step Instructions**

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start on your Member Dashboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click the <em>Authorizations &amp; Referrals</em> quick link.</td>
<td>This will take you to the <em>Authorizations &amp; Referrals Search</em>.</td>
</tr>
<tr>
<td><strong>Authorizations &amp; Referrals Page</strong></td>
<td>TIP! Click the <em>Advanced Search</em> button to open the Advanced Search box. This will give you more ways to narrow down your search.</td>
</tr>
<tr>
<td>2. Enter what you are searching for.</td>
<td></td>
</tr>
<tr>
<td>3. Click the <em>Search</em> button.</td>
<td>The search results are displayed on the bottom of the <em>Authorizations &amp; Referrals</em> page.</td>
</tr>
</tbody>
</table>
4. **Optional: Download your results.**
   You can download the 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.

   **Authorization or Referral Detail Page**

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

9. **What’s next….**

   **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.

   **Send Inquiry to a Customer Service Representative**

10. **Send Inquiry to CSR.**
    From the Member Self Services menu, select Secure Messages to send a message directly to a Customer Service Representative through the myCHPW secure system.

11. **Upload a file. (Optional)**
    Attach a file to your inquiry 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
4 Your Benefits

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 Member Portal and start from the *Member Dashboard*.

**Screens**

*Member Dashboard – Quick Links*
As previously noted, you may have different colored portal pages depending on your plan.
### Medical Coverage Page Continued

#### 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>Cvr/Eff Date</th>
<th>Cert Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Deductible/ Out-Of-Pocket

**In-Network**
- Deductible: $0.00
- Out-of-Pocket: $6725.00

**Out-of-Network**
- Deductible: $0.00
- Out-of-Pocket: $0.00

#### 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

#### Steps

<table>
<thead>
<tr>
<th>Start on your Member Dashboard</th>
</tr>
</thead>
</table>
| 1. **Click the** *My Benefits >> Medical* **quick link.**  
  The *Medical Coverage* page is displayed. |

<table>
<thead>
<tr>
<th>Medical Coverage Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. <strong>View Medical Coverage page</strong></td>
</tr>
</tbody>
</table>
| 3. **What’s next...**  
  **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. |

If you do not have other health insurance, this section will display “No Information Available.”
5  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 Menu
Claims Summary – Search/Search Results

My Claims Summary
Processed & In Process Claims.

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
--- | --- | --- | --- | --- | --- | --- | --- | --- | ---
BMCHTST1 | John PROVIDER14 | 07/27/2018 | $5,000.00 | $0.00 | $2,875.00 | $0.00 | $0.00 | Institutional | In Process
BMCHTST04 | John PROVIDER14 | 07/27/2018 | $5,000.00 | $0.00 | $2,750.00 | $0.00 | $600.00 | Institutional | In Process
BMCHTST01 | John PROVIDER14 | 07/27/2018 | $5,000.00 | $0.00 | $2,750.00 | $0.00 | $600.00 | Institutional | In Process
BMCHTST05 | 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
### Step-by-Step Instructions

#### Steps

<table>
<thead>
<tr>
<th>Start on your Member Dashboard</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the <em>My Claims</em> quick link.</td>
<td>TIP! Click the <em>Advanced Search</em> button to open the Advanced Search box where more search criteria options are available.</td>
</tr>
<tr>
<td>The <em>My Claims Summary</em> page is displayed.</td>
<td></td>
</tr>
</tbody>
</table>

#### My Claims Summary Page

| 2. Enter the desired search criteria. | |
| 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 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.

**Hover your cursor over the Procedure Code.**

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

**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.

**Click the View Benefits and Balances button** at the bottom of the page to open the Medical Coverage page.

---

6  Find/Rate 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.
Dashboard – Quick Links

As previously noted, you may have different colored portal pages depending on your plan.
**Member Dashboard – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.
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

Central Washington Family Medicine

**Nora Kirschner, MD**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Accepting New Patients</th>
<th>Specialty</th>
<th>Areas Of Expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>Yes</td>
<td>Internal Medicine</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Extended Hours</th>
<th>Urgent Care Facility</th>
<th>Board Certification</th>
<th>Primary Care Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Not Available</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Limitations</th>
<th>Languages Spoken by Clinical Staff</th>
<th>Provider Languages Spoken</th>
<th>Telehealth</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Limitations</td>
<td>Hebrew, Spanish</td>
<td>Hungarian</td>
<td>No</td>
</tr>
</tbody>
</table>

**Interpretation Services**: Please call clinic to verify.

**ADA Accessibility**: Yes

**Accessibility Details**: Parking, Exterior Building, Interior Building, Restroom

**Medical Group Affiliations**: Community Health Of Central Washington

**Hospital Affiliations**: YAKIMA VALLEY MEMORIAL HOSPITAL, SHC Medical Center Yakima
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>Address 1:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address 2:</th>
<th>City:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State:</th>
<th>Zip Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td></td>
</tr>
</tbody>
</table>

[Image of the Search by Address interface]
### Step-by-Step Instructions

#### Start on your Member Dashboard

1. **Click the *Find A Doctor* quick link.**
   
   The *Find A Doctor* page displays. The returned results will be based on the default values of Doctors/Medical Professionals within a 5-mile range from your home address.

#### Search for a Doctor

2. **Quick Search**
   
   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.

   **TIP!** Click the *Advanced Filter Options* down arrow to open the Advanced Search section where you can see more search criteria.

3. **Provider Search Instructions**
   
   Select the *Provider Search Instructions* link, located at the top right of the search results page, to learn how to use the search function.

4. **Children Behavioral Health Providers**
   
   Select the *Children Behavioral Health Providers* link to search for Children Behavioral Health Providers.

5. **Advanced Filter Options**
   
   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.

6. **Search Within | Search by Address**
   
   *Search Within* works together with the *Search by Address* ONLY when a complete address is entered.
Search Results

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.

Tip! 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.

Last Updated: 07/26/2021

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 Button](image)

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 Button](image)

**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.

![Click to report error](image)
How to Rate a Doctor
Follow these step-by-step instructions to rate a doctor.

**Member Dashboard – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.

![Quick Links](image-url)

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- **Find/Rate a Doctor**
- Member Self Services
- Profile Management
- Member Resources
- Treatment Cost Calculator
**Step-by-Step Instructions**

**Steps**

---

### Start on your Member Dashboard

1. **Click the *Find/Rate A Doctor* quick link.**
   
   The *Find/Rate A Doctor* page displays.
   
   Enter search criteria to find the Doctor you would like to add a rating for.

### Rate a Doctor

2. **Rate a doctor.**
   
   Click the Rate Provider button displayed under the provider’s name and to the far right.

![Image of Central Washington Family Medicine with Rate Provider button](image-url)
The **Rate Your Experience** window will display. You can select a star rating, out of 5 stars, and enter a comment in the **Comment** box.

When finished, select the **Submit Comment** button.

3. **View ratings and comments of other members**

Expand the provider listing and the system will display the stars in gold, 1 out of 5, under the provider’s name.

You can view other member comments by clicking on the **View Member Comments** hyperlink below the star rating.

When no rating exists, the system will display “No Rating” and disable the “View Member Comments” link.
7 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 Links
As previously noted, you may have different colored portal pages depending on your plan.
Step-by-Step Instructions

## Start on your Member Dashboard

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

   The [CHPW Member Center webpage](#) is displayed. Note that this is different than the myCHPW Member Portal.

## Member Center Login Page

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

   **Note:** You will need to use your CHPW Member Center User ID and Password for Member Center Login.

   After you log in, follow the onscreen instructions to print your ID card.
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 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 myCHPW member portal and start from your Dashboard.

Screens
Member Dashboard – Quick Links

![Quick Links]

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find a Doctor
- Member Self Services
  - Request Member ID Card
  - Secure Messages
- Update PCP
- Other Health Insurance
- Profile Management
- Member Resources
Secure Message Page

Send Message directly using Secure Message to protect your healthcare and personal information.

Search By:

<table>
<thead>
<tr>
<th>Ref ID</th>
<th>Subject</th>
<th>Status</th>
<th>Activity In</th>
</tr>
</thead>
<tbody>
<tr>
<td>12440</td>
<td>Open</td>
<td>All</td>
<td>Last 30 Days</td>
</tr>
<tr>
<td>12438</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12432</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12417</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12410</td>
<td>Open</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12414</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12413</td>
<td>Open</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12412</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12411</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>12410</td>
<td>New</td>
<td>All</td>
<td></td>
</tr>
</tbody>
</table>

This message has been viewed by Health-Gen
Step-by-Step Instructions

Steps

Start on your Member Dashboard

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.

Messages Page

5. What’s next...

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

   Attach a file to your response (optional) 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 myCHPW member portal and start from your Dashboard.

Screens
Secure Messages Page

Compose Message Page
Step-by-Step Instructions

Steps

1. **Click the Member Self Services >> Secure Messages quick link.**
   
The Secure Messages page is displayed.

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

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 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

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.

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**

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start on your Member Dashboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click the <strong>Member Self Services &gt;&gt; Update PCP</strong> quick links option.</td>
<td>The CHPW Member Center webpage is displayed. Note that this is different than the myCHPW Member Portal.</td>
</tr>
<tr>
<td><strong>Member Center Login Page</strong></td>
<td></td>
</tr>
<tr>
<td>2. Login to the Member Center.</td>
<td></td>
</tr>
<tr>
<td>Note: You will need to use your CHPW Member Center User ID and Password for Member Center Login.</td>
<td>After you log in, follow the onscreen instructions to update your PCP.</td>
</tr>
</tbody>
</table>
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
As previously noted, you may have different colored portal pages depending on your plan.
Other Health Insurance Add Coverage or Other Coverage has been reported Page
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

CHPW Member ID

Member Date of Birth

Member First Name

Member Middle Name

Member Last Name

Medical / Dental / Vision

Medicare

Do you have Medicare coverage?
• Yes  • No

Medicare ID#

Hospital Part A: Effective Date

Hospital Part B: Effective Date

Reason for coverage
• Over 65  • Disabled  • ESRN  • Retired

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

Uploader

Clear  Save  Submit
### Step-by-Step Instructions

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start on your Member Dashboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click the <em>Member Self Services &gt;&gt; Other Health Insurance</em> quick links option.</td>
<td>The Other Health Insurance page is displayed.</td>
</tr>
</tbody>
</table>

**Other Health Insurance Form**

2. Other Health Insurance page.

Select the coverage type you are reporting: Medical, Dental, Vision or Medicare.
8 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
As previously noted, you may have different colored portal pages depending on your plan.
Member Change Address page

Member Change Address

Enter details below to update your residential and mailing address.

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Member Id</th>
<th>Current Residential Address</th>
<th>Current Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Smith</td>
<td>39D07FB4EF035A6A5211DC4803A78E01</td>
<td>123, Main Street Anytown, #122, No.: 12-45/33, opp to meadows, Illinois IL_60418</td>
<td>123, Main Street Anytown, #122, No.: 12-45/33, opp to meadows, Illinois IL_60418</td>
</tr>
</tbody>
</table>

New Residential Address

Address 1:
Address

Address 2:
Address

City
City

State Zip
State Zip

New Mailing Address

Address 1:
Address

Address 2:
Address

City
City

State Zip
State Zip

Submit Clear Form
Step-by-Step Instructions

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.
   TIP! 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 Customer Service phone number.

4. You must also contact the following.
   • Apple Health (Medicaid) members: Call Washington Healthplanfinder at 1-855-923-4633 to update your address with the state.
   • Individual and Family Cascade Select members: Call Washington Healthplanfinder at 1-855-923-4633 to update your address with the state.
   • Medicare Advantage members:
     ➢ Call CHPW Customer Service at 1-800-942-0247. We’ll check to make sure you’re eligible to continue your current plan if you move to a new county.
     —and—
     ➢ Call Social Security at 800-772-1213 to change your address with Medicare.
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*
As previously noted, you may have different colored portal pages depending on your plan.
**Change Your Password page.**

### Change Password

Required fields are indicated with asterisk (*)

**Current Password:** 
********

**New Password:** 
********

**Confirm New Password:** 
********

Password must contain:
- Minimum of 8 characters & maximum of 30 characters
- At least 1 letter in uppercase (A-Z)
- At least 1 letter in lowercase (a-z)
- At least 1 number (0-9)
- At least 1 special character ( , $, &, _ , %)

Password cannot be the same as the previous 4 passwords.

**Change Password**

### Step-by-Step Instructions

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start on your Member Dashboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click the <em>Profiles Management &gt;&gt; Change Password</em> quick link.</td>
<td>The <em>Change password</em> page is displayed.</td>
</tr>
<tr>
<td><strong>Change Password Fields</strong></td>
<td></td>
</tr>
<tr>
<td>2. Enter your current password and new password.</td>
<td>Enter your current password, new password and confirm new password in the fields provided.</td>
</tr>
<tr>
<td>3. Change Password button</td>
<td>Click <em>Change Password</em>. A change password confirmation message will display.</td>
</tr>
<tr>
<td>4. Login Page</td>
<td>Once your password has been changed you will be redirected to the myCHPW member portal login page.</td>
</tr>
<tr>
<td>5. A confirmation email will be sent to your email address.</td>
<td></td>
</tr>
</tbody>
</table>
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
As previously noted, you may have different colored portal pages depending on your plan.
**Validate Password page**

Required fields are indicated with asterisk (*)

* Enter Current Password

![Validate button]

**Change Security Questions page**

Required fields are indicated with asterisk (*)

- *Question 1: What is your Mother's Maiden Name?  
- *Answer 1

- *Question 2: What was the name of the city you were born in?  
- *Answer 2

- *Question 3: What was your childhood pet's name?  
- *Answer 3

![Save and Cancel buttons]
Step-by-Step Instructions

Steps

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

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.

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

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

   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**. A confirmation message will display.

5. **Click the Save button.**

   The portal will display a success message.

6. **Click the Close button.**
9 Member Resources

How to view More Information about Your Plan and Coverage

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
As previously noted, you may have different colored portal pages depending on your plan.
Step-by-Step Instructions

Start on your Member Dashboard

1. Click the Member Resources >> [your plan] quick link.

   The appropriate CHPW webpage is displayed, depending on your selection. Note that this is a different website than the myCHPW Member Portal.
10 Treatment Cost Calculator

The Treatment Cost Calculator lets you get cost estimates for services or appointments.

The Treatment Cost Calculator is available for Medicare Advantage and Individual and Family Cascade Select members/plans only.

How to Use the Treatment Cost Calculator

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

Screens
As previously noted, you may have different colored portal pages depending on your plan.
Treatment Cost Calculator

Search for medical procedure costs by code or description

<table>
<thead>
<tr>
<th>Treatment Type</th>
<th>Procedure Description / Code</th>
<th>Search Within</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>99242 - Office Consultation for a New or Established Patient, Which Requires These 8 K</td>
<td>25 Miles</td>
</tr>
</tbody>
</table>

Search by Address
PO BOX 942, SEATTLE, WA, 98101 Edit Address

*The list below reflects estimated costs from providers in your designated search area. Visit My Benefits for detailed benefit information.*
## Estimated Cost of Treatment Results

### Estimated Cost of Treatment: $132.78 *

<table>
<thead>
<tr>
<th>Treatment Type</th>
<th>Medical</th>
<th>00142 - ANESTHESIA FOR PROCEDURES ON EYE LENS SURGERY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Within</td>
<td></td>
<td>25 Miles</td>
</tr>
</tbody>
</table>

### In-Network Provider

<table>
<thead>
<tr>
<th>Remaining Deductible</th>
<th>Remaining Max. Out-of-Pocket</th>
<th>Estimated Cost after Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$581.63</td>
<td>$2021.63</td>
<td>$132.78</td>
</tr>
</tbody>
</table>

* CHPW, on behalf of CHNW, developed this tool to help you understand your potential costs for certain services. Neither CHPW nor CHNW guarantee the prices shown are what you will be charged - the costs shown are estimates only. CHPW and CHNW assume no liability for any differences between the prices shown on this site and your actual charges. The inclusion of a particular provider or service is not a guarantee that CHNW will cover the services. If you have questions about your benefit plan or coverage, please call 1-866-907-1906. While we try to provide the.
## Treatment Cost Calculator

1. **Estimated Cost of Treatment**
   - This is a national average based on geographic information.

2. **Average Cost and Estimated Cost After Adjustment**
   - These estimates are specific to the provider(s) you selected.

3. **Deductible, Out-of-Pocket, and Estimated Cost After Adjustment**
   - These estimates are specific to you and your Medicare Advantage or Individual and Family Cascade Select benefit plan.
   - You will not pay more than the remaining out-of-pocket balance if the estimated cost is more than your out-of-pocket balance.
### Step-by-Step Instructions

#### Steps

**Start on your Member Dashboard**

1. **Click Treatment Cost Calculator.**
2. **Search by medical procedure code or description.**
   - Enter your search criteria.
3. **Click Search.**
   - The search results will display.