

## CHPW HealthMAPS Provider Portal FAQ

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

**A:** Providers should access HealthMAPS, CHPW's provider portal, for patient information. This includes eligibility, claims, other health insurance, and more.

### Q: How do I access HealthMAPS?

**A:** You can go online to <https://mychpw.chpw.org/en/provider> and register to create a HealthMAPS account. You will need to know your Billing Tax ID number(s) in order to do so.

Please note, it may take up to 5 calendar days to process your HealthMAPS registration. You will receive an email when your registration is complete.

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

If you have questions or problems registering for HealthMAPS, please email Customer Service at [customercare@chpw.org](mailto:customercare@chpw.org).

### Q: Is HealthMAPS replacing Jiva?

**A:** No, HealthMAPS is not replacing our Jiva care management portal.

You can view/review authorizations and referrals in HealthMAPS that have been processed by our Utilization Management Intake team. **Please continue to request authorizations and referrals via the Jiva portal,** <https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin>.

Jiva requires a separate login; it can be accessed via the Authorizations Request button (link) in HealthMAPS but it cannot be accessed with your OneHealthPort account.

If you require access to Jiva you can self-register here:

<https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin>. Please contact [Portal.Support@chpw.org](mailto:Portal.Support@chpw.org) for registration questions.

Jiva training materials are available from the Provider Education and Training page on our website, <https://www.chpw.org/provider-center/training-and-orientation/mandatory-and-optional-training/>, under Provider portal training and then under JIVA Portal.

### Q: What can I do in HealthMAPS?

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

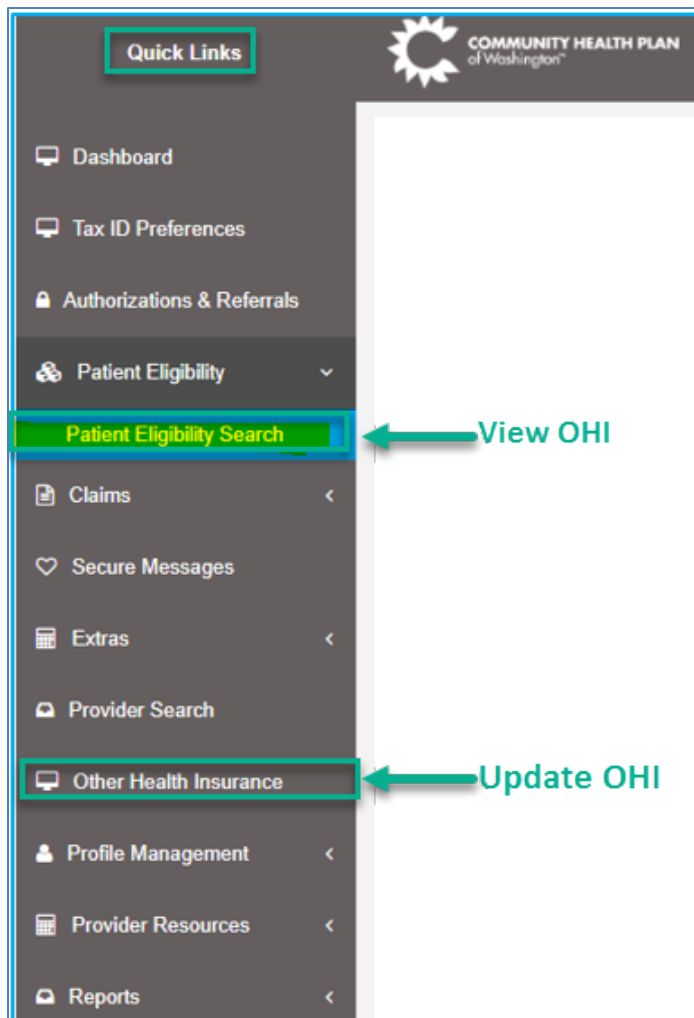
### Q: How can I look up patients with dual coverage in HealthMAPS?

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

SNP and the other for Behavioral Health Services Only. In this example, a search by Medicare ID only would return only the SNP record.

**Q: How can I view or update a patient's other health insurance (OHI) in HealthMAPS?**

**A:** To view or update a patient's other health information (OHI), log in to HealthMAPS. From the **Quick Links** on the left of the HealthMAPS screen, follow the appropriate steps below.



The steps to view or report OHI, along with screenshots, are also included in the *HealthMAPS Provider User Guide*. See the question about training materials in this FAQ for details on how to access the user guide.

You can also email Customer Service at [customercare@chpw.org](mailto:customercare@chpw.org) if you have questions about a member's OHI.

**View OHI**

1. Go to **Patient Eligibility** and click **Patient Eligibility Search**.
2. Using the available fields and the data you have, enter your search criteria (such as the CHPW Member ID) and click **Search**.
3. When the member's information displays, scroll down to the **Member Other Health Insurance** section at the bottom of the screen to view the member's other health insurance information.

## Update or add OHI

1. Click **Other Health Insurance**, then click **Add**.

**Note:** Once we receive your information, we will verify that it is accurate and valid, then we will update our systems with the new information.

2. Enter the CHPW member ID number in the **CHPW Member ID** field, then click the magnifying glass icon to search for the member number.
3. Click the radio button (small circle) next to the member's information, then click **Continue**.
4. Enter the other health information you want to submit.
5. You can also upload a screenshot or a document to support the information. At the bottom of the form, **Select a file to Upload** and then click **Upload**.
6. When you're done entering information (and uploading any files, if applicable), click **Submit**.

## Q: Can I attach documents to claims in HealthMAPS?

**A:** Yes. When entering professional, institutional, or corrected/replacement claims, look for the **Additional Claim Attachment** tab. Adding attachments is optional; you are not required to attach documents to submit your claim.

There are limitations in number of attachments and attachment size; the system will notify you if you reach the limit.

## Q: Are there any training materials for HealthMAPS?

**A:** Yes. Training guides are available from the Provider Education and Training page on our website, <https://www.chpw.org/provider-center/training-and-orientation/mandatory-and-optional-training/>, under Provider portal training and then under HealthMAPS Portal.

- The *HealthMAPS Provider User Guide* has detail about how to create your HealthMAPS account, customize your HealthMAPS dashboard, view and send secure messages, and more.
- The *Claims Entry, Corrected Claims, and Viewing Prior Authorizations and Referrals* guide includes high level claim flow charts and explains how to enter new and corrected or replacement claims.

## Q: Who do I contact if I have questions?

**A:** If you have questions about how to enter claims in HealthMAPS, please email [EDI.Support@chpw.org](mailto:EDI.Support@chpw.org).

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