

## CHPW HealthMAPS Provider Portal FAQ

### 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 do I access HealthMAPS?

**A:** CHPW is implementing Multi-Factor Authentication for all of our provider-facing portals, including HealthMAPS. This enhances the safety and security of CHPW's provider and membership data.

OneHealthPort already offers Multi-Factor Authentication for Community Health Plan of Washington. **Beginning September 27, 2021, we'll require you to sign in directly to OneHealthPort for access to CHPW's HealthMAPS provider portal.**

### Q: What is OneHealthPort?

OneHealthPort's Single Sign-On offers healthcare professionals an easy and secure way to access the provider portals of major local health plans and hospitals as well as other valuable online services with one ID and password.

### Q: What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) means a user must verify their identity by multiple methods in order to log into an account or system. Methods can include something you know, such as your username and password, plus something that is unique to each log in, such as a unique code that is generated by an app and sent to you via email or text. You enter the necessary information to verify your identity and approve your login. This can help prevent someone else from accessing your account, even if they know your username and password.

Please see OneHealthPort's Multi-Factor Authentication page for more information, <https://www.onehealthport.com/multi-factor-authentication>.

### Q: How do I check if my organization has a OneHealthPort account?

Please see OneHealthPort's Frequently Asked Questions page for more information, <https://www.onehealthport.com/sso/frequently-asked-questions>.

- To check if your organization is registered with OneHealthPort, follow the instructions under "What if I don't know whether my Organization is registered yet or who is my Administrator?"
- If you do not have a OneHealthPort account, follow the instructions under "How do I register to use OneHealthPort?" or go directly to Register Your Organization, <https://www.onehealthport.com/sso/register-your-organization>.

If you already have a OneHealthPort account, you're all set.

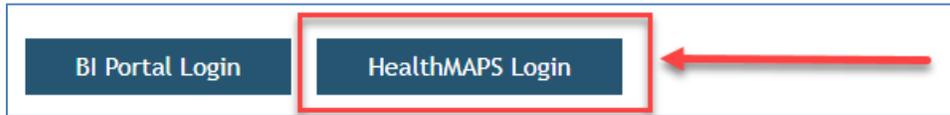
### Q: What happens if I do not log in to HealthMAPS from OneHealthPort after September 27?

Beginning September 27, if you try to create a new HealthMAPS account or log in to HealthMAPS directly, the system will redirect you to OneHealthPort. You will then need to log in to OneHealthPort to access HealthMAPS.

Please note, if you are creating a new HealthMAPS account, it may take up to 5 calendar days to process your registration. You will receive an email when your registration is complete.

To log in to HealthMAPS from OneHealthPort:

1. Select this link: <https://www.onehealthport.com/sso-payer/community-health-plan-washington>.
2. Select the button that reads HealthMAPS Login as in the screenshot below.



3. Enter your OneHealthPort logon credentials.

#### Q: What if I have questions about OneHealthPort?

If you have questions about OneHealthPort, including how to register or how to access your account, you can contact OneHealthPort's Help Desk at 1 (800) 973-4797, 24 hours a day, seven days a week.

#### 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 logon; it can be accessed via the Authorizations Request button (link) in HealthMAPS but it cannot be accessed directly from OneHealthPort.

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 Jiva registration questions.

Jiva training materials are available from the Provider Portal Training page on our website,

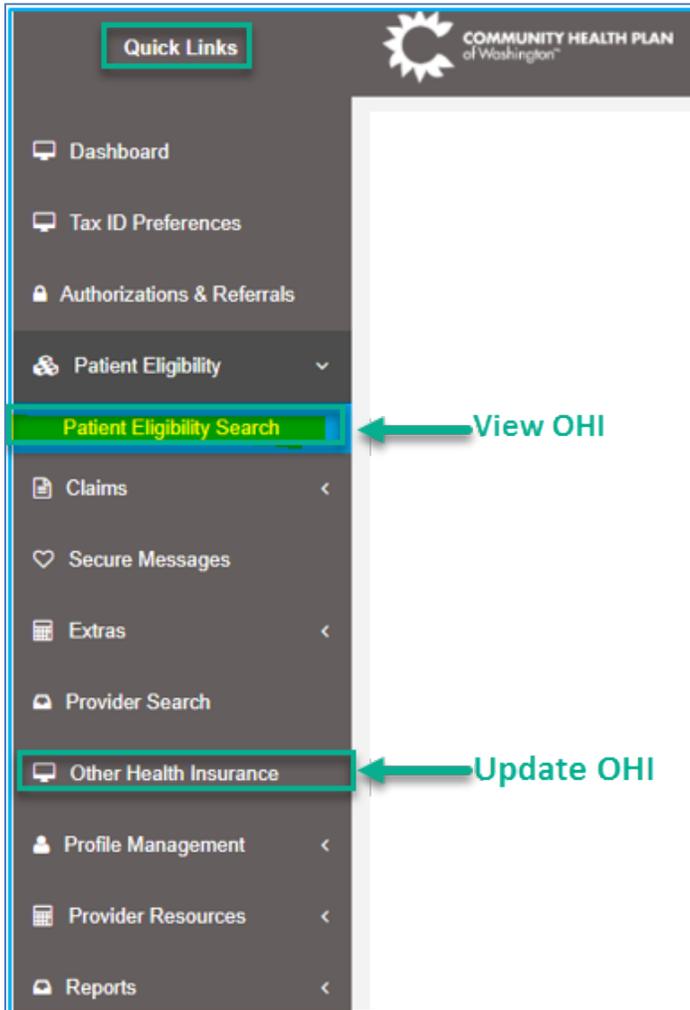
<https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/>.

#### 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 [customer@chpw.org](mailto:customer@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 Portal Training page on our website, <https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/>.

- 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 has detail about how to view authorizations, 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 other questions about HealthMAPS or if you have general questions about other topics, please email Customer Service at [customercare@chpw.org](mailto:customercare@chpw.org).