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: Do I have to be contracted with CHPW to use HealthMAPS?

A: No, you do not have to be contracted with CHPW to use HealthMAPS.

You can use CHPW's HealthMAPS portal to submit claims, update your banking (payment) information, check patient eligibility and more, even if you're not a CHPW-contracted provider, as long as your information is in our claims system.

If your information is *not* in our system and you would like to use the portal, email the following information to Provider.Changes@chpw.org, using the subject line, "HealthMAPS Portal Set Up Request":

- Your W-9 form;
- A copy of the claim;
- Your tax identification number (TIN);
- Company name and provider name(s);
- Billing-level and provider-level National Provider Identifier (NPI) number;
- Your license information; and
- Your billing address.

You also have the option to mail a paper claim you'd like to bill CHPW to:

CHP Claims
PO Box 269002
Plano, Texas 75026-9002

After we receive your information, we'll perform some checks and balances (confirm you're licensed to see members in Washington state, etc.), then we'll enter your information into our claims system. You should be able to submit claims in our HealthMAPS portal ***within 30 business days of sending your information to us***.

If you have submitted claims to CHPW that have been processed, you are already in our claims system and can enroll in HealthMAPS. If you're a participating provider with us, once you have a contract and are credentialed, you should be able to use our HealthMAPS portal.

Q: How do I access or login to HealthMAPS?

A: CHPW offers a provider portal through OneHealthPort. HealthMAPS requires Multi-Factor Authentication through OneHealthPort. This enhances the safety and security of our provider and membership data. This means that providers must sign in to HealthMAPS through OneHealthPort. 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.

Login to the HealthMAPS Portal

1. Go to OneHealthPort for CHPW at https://www.onehealthport.com/sso-payer/community-health-plan-washington.
2. Select the **HealthMAPS Login** button.

3. Enter your OneHealthPort logon credentials.
4. Choose your authentication method.
5. Follow the instructions on the OneHealthPort page to continue.
6. Click **Verify** when prompted.

Q: What is OneHealthPort?

OneHealthPort's Single Sign-On (SSO) 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.

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

Please see OneHealthPort's Frequently Asked Questions page for more information.

- 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 don't have a OneHealthPort account, follow the instructions under "How do I register to use OneHealthPort?" or go directly to Register Your Organization.

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

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.

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. When you click the Authorizations & Referrals link in the HealthMAPS Quick Links list, you will be taken to the CHPW Jiva website.

Please continue to request authorizations and referrals via the Jiva portal.

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.

You can access Jiva directly at https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin. If you require access to Jiva, you can use this same link to self-register.

Please contact Portal.Support@chpw.org for Jiva registration questions.

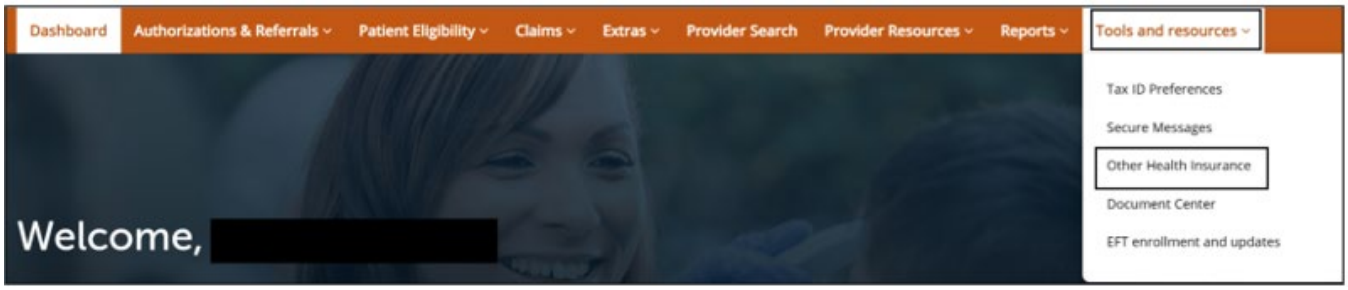
Jiva training materials are available from the Provider Portal Training page on our website.

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. Go to the **Tools and resources** tab on the right of the HealthMAPS screen, select **Other Health Insurance**, and follow the appropriate steps below.



The steps to view or report OHI, along with screenshots, are also included in the HealthMAPS Provider User Guide, available from our Provider Portal Training page.

You can also email Customer Service at 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.

Report OHI

1. To provide or report a member's OHI to CHPW, go to **Tools and resources**, click **Other Health Insurance under**, then click **Add**.
2. **Enter the CHPW member ID number**.
    a. Enter the CHPW member ID number in the **CHPW Member ID** field, then click the magnifying glass icon to search for the member number.
    b. Click the radio button (small circle) next to the member's information, then click **Continue**.
3. **Enter the other health information.**
    a. Enter the other health information you want to submit. Required fields are marked with a *****.
4. **Optional: Upload a screenshot or a document.**
    a. 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**.
5. **Click *Save* to finish later or click Submit**.
    a. If you want to finish later, click **Save**.
    b. When you're done entering information (and uploading any files, if applicable), click **Submit**. Once we receive your information, we'll verify that it is accurate and valid, then we'll update our systems with the new information.
6. **Click the *View* button (scroll to the far right) to see submitted OHI.**
    a. Once you submit the OHI form, you'll be able to **view** the submitted OHI, but the submitted information cannot be edited.

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 our Provider Portal Training page.

- 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.

If you have other questions about HealthMAPS or if you have general questions about other topics, please email Customer Service at customercare@chpw.org.

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