Member Services
Now at your fingertips

CHPW HealthMAPS
PROVIDER PORTAL USER GUIDE

COMMUNITY HEALTH PLAN
of Washington™

The power of community

Apple Health (Medicaid)
Medicare Advantage
Individual & Family Plans

REVISION HISTORY

Version	Date	Prepared By	Summary of Changes
V1.0	August 2018	Joelle Gourdeau	DRAFT
V1.0	November 2018	Joelle Gourdeau	FINAL
V1.0	January 2019	Renée Lillie	Revised
V1.1	June 2019	Joelle Gourdeau	Updated Provider Directory Search
V2	September 2020	Amy Lathan / Renée Lillie	Added "Other Health Insurance (OHI)" section
V3	January 2021	Renée Lillie / Amy Lathan / Dianna Graham	Removed steps to view auths/referrals and steps to submit online claims; added references to training guides; updated "Provider Search" section
V3.1	June 2021	Renée Lillie	Fixed: Table of Contents; broken website link; outdated screenshot
V4.0	September 2021	Renée Lillie / Amy Lathan	Updated instructions to create new account or log in to existing account through OneHealthPort
V5.0	October 2022	Renée Lillie / Amy Lathan	Minor edits
V6.0	February 2024	Renée Lillie / Amy Lathan	Clarified OneHealthPort instructions; added note about claim denial and adjustment reason code descriptions
V6.1	April 2024	Amy Lathan / Renée Lillie	Added "Other Health Insurance" and "EFT Enrollment and Updates" sections
V6.2	October 2024	Renée Lillie	Rebranded and reformatted (not published)
V7.0	January 2025	Amy Lathan / Renée Lillie	Added information for non-contracted providers
V7.1	May 2025	Amy Lathan / Renée Lillie	Added information about RAC Code field

Table of Contents

1 Accessing the Portal

A HealthMAPS provider portal account allows you to view CHPW eligibility, benefits coverage, and claim information for CHPW members.

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 10-15 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 register for our HealthMAPS portal.

How to Create a CHPW HealthMAPS Provider Portal Account and How to Log Into the Portal

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 you 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 see the "About OneHealthPort and Multi-Factor Authentication" and "How to Log In" sections below or the HealthMAPS FAQ on our Provider Portal Training webpage for more information.

Before You Begin

You will need to know your Billing National Practitioner Identifier (NPI) and Billing Tax ID (TIN) number(s) to create a new HealthMAPS account. Please note, if you are creating a new account, it may take up to 5 calendar days to process your registration. You will receive an email when your registration is complete.

Screens

OneHealthPort for CHPW

Choose an Authentication Method

The site or application you are trying to access requires Multi-Factor Authentication. Please select an authentication method from the list below.

For more information visit the MFA page

| ONE-TIME PASSCODE | GOOGLE AUTHENTICATOR |

CHPW HealthMAPS

Quick Links

- Dashboard
- Tax ID Preferences
- Authorizations & Referrals ‹
- Patient Eligibility ‹
- Claims ‹
- Secure Messages
- Extras ‹
- Provider Search
- Other Health Insurance
- Provider Resources ‹
- Reports ‹

Q&A—OneHealthPort and Multi-Factor Authentication

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.

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.

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.

What if I have more questions?

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.

If you have questions about CHPW's HealthMAPS portal, please see our Provider Portal Training page, or email our Customer Service Team at customercare@chpw.org. One of our Customer Care Representatives will contact you.

How to Log In

Follow these steps to log in to HealthMAPS via OneHealthPort.

Step-by-Step Instructions

Start from CHPW's OneHealthPort page

1. Go to OneHealthPort for CHPW at https://www.onehealthport.com/sso-payer/community-health-plan-washington.

   a. Select the ***HealthMAPS Login*** button.

   b. Enter your OneHealthPort logon credentials.

   c. Choose your authentication method.

   d. Follow the instructions on the OneHealthPort page to continue.

   e. Click **Verify** when prompted.

   Tips!

   - If you're not sure if you're registered with OneHealthPort, see OneHealthPort's Frequently Asked Questions page for more information.
   - Once you have a OneHealthPort account, you'll have access to CHPW's HealthMAPS provider portal.
   - Follow these instructions each time you want to log in to HealthMAPS.

2. **The CHPW HealthMAPS Provider Dashboard displays.**

How to Log Out

For security purposes, it is recommended that you logout of the Provider Portal instead of just closing your browser. Follow these steps to securely end your provider portal session.

Screens

Provider Dashboard Page
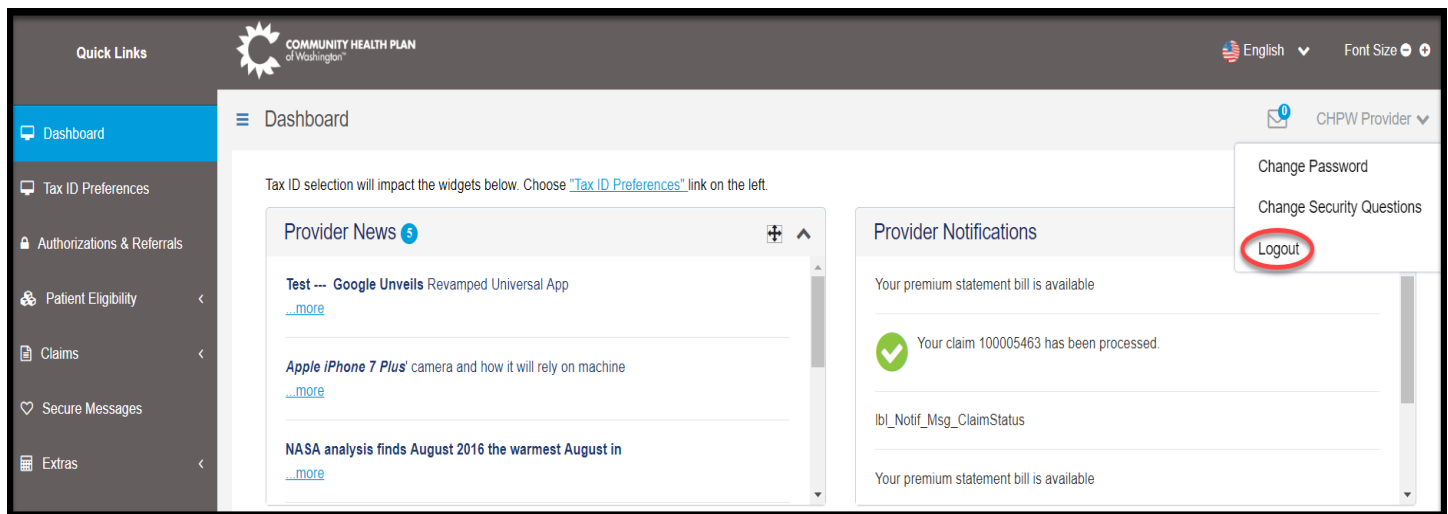
Step-by-Step Instructions

Start on your Provider Dashboard Page

1. **Click the *Welcome [Provider Name]* option.**

   This option is located near the top right of the page.

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

   You will be returned to the **Provider Login** page.

2 The Provider Dashboard

How to Customize Your Dashboard

The dashboard can be customized to present the most valuable and useful information at a glance. The dashboard provides easy navigation to high-level metrics with the ability to drill down to detailed information simply by selecting the desired object. The customized gear list allows you to select what information to display on your dashboard based on your Preferred Tax ID selections.

Before You Begin
You will need your User ID and password.

Screens
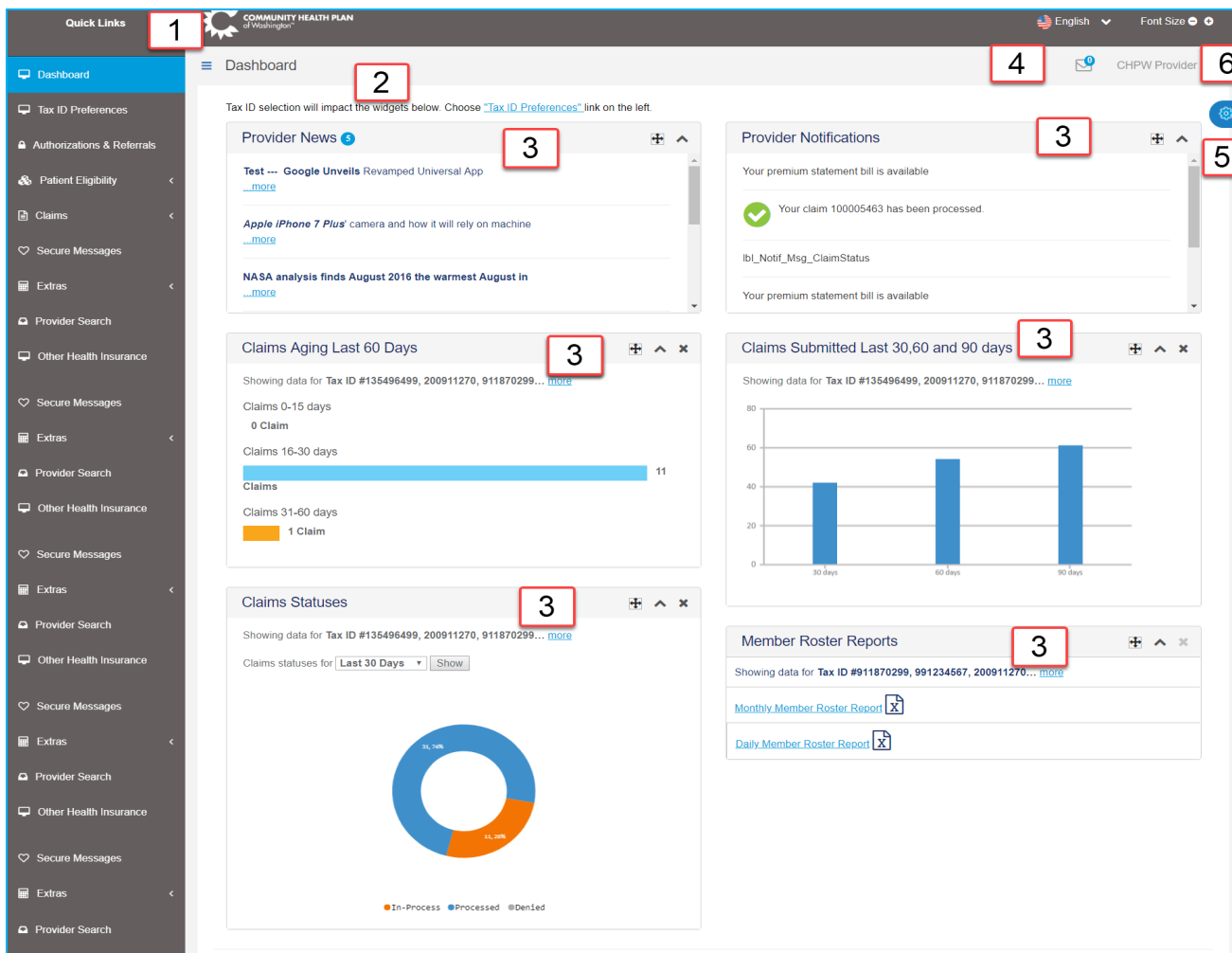
Provider Dashboard Functions

1. **Quick Links**

   Use the links in this section to go directly to the page or function you want to access.

2. **Dashboard Display**

   Click the three horizontal lines to hide or display the Quick Links pane.

3. **Widgets**

   The Provider Dashboard contains several small boxes called widgets. Widgets can be moved or collapsed and some widgets can be hidden. This gives you the option to customize your Provider Dashboard so you can quickly see the information you are most interested in each time you log in.

   The Provider News widget is general information that all CHPW providers can view.

   Provider Notifications are specific notifications that only you can view.

4. **Secure Messages Icon**

   Click this icon to go directly to your Secure Messages page. Secure messages are like email, but they can be only be read in the CHPW HealthMAPS provider 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 select and deselect items in the list to customize your dashboard view. You can change what displays on your dashboard at any time.

6. **Welcome dropdown**

   Click the Welcome message to display a dropdown with the following options: Change Password, Change Security Questions, and Logout.

3 Provider Tax ID Preferences

You can decide what information you would like to display on your dashboard based on the approved Tax IDs available to you on the Preferred Tax ID selection page.

When you click the link on the dashboard, you will be taken to the Preferred Tax ID selection page.

How to Choose your Preferred Tax IDs

Follow these steps to choose your Preferred Tax IDs.

Before You Begin

Log in to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard

Provider Tax ID Preferences Page

Selecting Your Preferred Tax IDs

Select A Single Tax ID

Removing Your Preferred Tax IDs

Remove A Single Preferred Tax ID

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Preferred Tax ID link.***

   The Preferred Tax ID page displays.

Select Your Preferred Tax IDs

2. **Your Approved Tax IDs will display in the *Available Tax IDs* box.**

   By default, all the information that displays on your dashboard is for all of your Tax IDs submitted and approved during your registration process.

3. **Select Your Preferred Tax IDs.**

   You may add one or more preferred Tax IDs from the **Available Tax ID** box to the **Tax IDs** box.

   Click on a *single* Tax ID and select the **Add** button. This will move the single Tax ID you selected to the **Tax IDs** box.

   Click the **Select All** link and select the **Add** button. This will move all the Available Tax IDs to the **Tax ID**s box.

   > **IMPORTANT!** The information that displays on your dashboard is limited to the Tax IDs that are moved from the Available Tax IDs box to the Tax IDs box.

   > **Tips!** Use the **Select All** hyperlink to move all Tax IDs at the same time. Use the **Deselect All** hyperlink if you want to deselect the Tax IDs.

4. **Remove Your Preferred Tax IDs.**

   You may remove one or more Tax IDs from the **Tax IDs** box.

   Click on a single Tax ID or click on the **Select All** link, then select the **Remove** button. This will remove the selected Tax ID(s) to the Available Tax IDs box.

   > **IMPORTANT!** When you remove a Tax ID from the Tax IDs box to the Available Tax IDs box, the information for that Tax ID will no longer display on the Provider Dashboard.

5. **Deselect Selected Tax ID Preferences.**

   You may deselect the selected Tax IDs by clicking on **Deselect All** link.

6. **Save Your Tax ID Preferences.**

   Select the **Save** button to save your Tax ID preferences.

   > **IMPORTANT!** You may change your Tax ID preferences at any time.

4 Authorizations and Referrals

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.**

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.

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

This guide does not provide information about Jiva. Jiva training materials are available from our Provider Portal Training page.

How to Access Authorizations and Referrals

Please refer to the Claims Entry, Corrected Claims, and Viewing Prior Authorizations and Referrals training guide, "View prior authorizations and referrals" section, for step-by-step instructions to access authorizations and referrals.

The training guide is available from our Provider Portal Training page, under "HealthMAPS FAQs and Training."

5 Patient Eligibility

The Patient Eligibility search feature lets you view a patient's eligibility details.

Beginning in May 2025, if an Apple Health patient has a Recipient Aid Category (RAC) code, the code will display on the Patient Eligibility Details page. RAC codes are used to indicate an Apple Health enrollee's eligibility for specific Medicaid programs.

How to View Patient Eligibility

Follow these steps to view a patient's eligibility detail record.

Before You Begin

Log in to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

You will need one or more of the following search criteria:

- CHPW Member ID number, Medicare ID number, or ProviderOne ID number.
- Any of the minimum search combinations listed at the top of the search page.

Screens

Provider Dashboard

Lunch

Patient Eligibility Search Page

Patient Eligibility Search Results Page, including RAC code

Patient Eligibility Details Page – Patient Review and Coordination (PRC) notes

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Patient Eligibility >> Patient Eligibility Search* quick link.**

   The **Patient Eligibility Search** page is displayed.

Patient Eligibility Search Page

2. **Enter your desired search criteria.**

   CHPW Member ID number, Medicare ID number, or ProviderOne ID number.

   Minimum search criteria combinations are shown at the top of the page.

3. **Click the *Search* button**

   The **Patient Eligibility Search Results** page is displayed.

4. **Click the *CHPW Member ID* link.**

   The **Patient Eligibility Details** page is displayed.

5. **View your patient search results list.**

   Your patient search results list will display in a table format.

   You can control how many results display per page by using the results per page dropdown just below the table.

Patient Eligibility Details Page

6. **View the patient's eligibility information.**

7. **What's next…**

   Download a PDF copy – Click the icon at the top right of the **Patient Eligibility Details** page to export a copy of the patient eligibility information as a PDF file.

   View Claims – Click the *View Claims* button to see a list of this patient's medical claims.

   View Authorizations – Click the *View Authorizations* button. You will be redirected to the Jiva login page.

   View Benefits – Click the *View* button in the **Member Plan** information based on the line of business. This will open a PDF copy of the patient's benefit information.

   Scroll Bar – Use the scroll bar to view the member's **Other Health Insurance** details. See the "Other Health Insurance (OHI)" section below for more information.

   Field Description Help Text – Is available for some column headings and fields. Just place your cursor over a column or field that has a question mark **(?)** to display the column or field description.
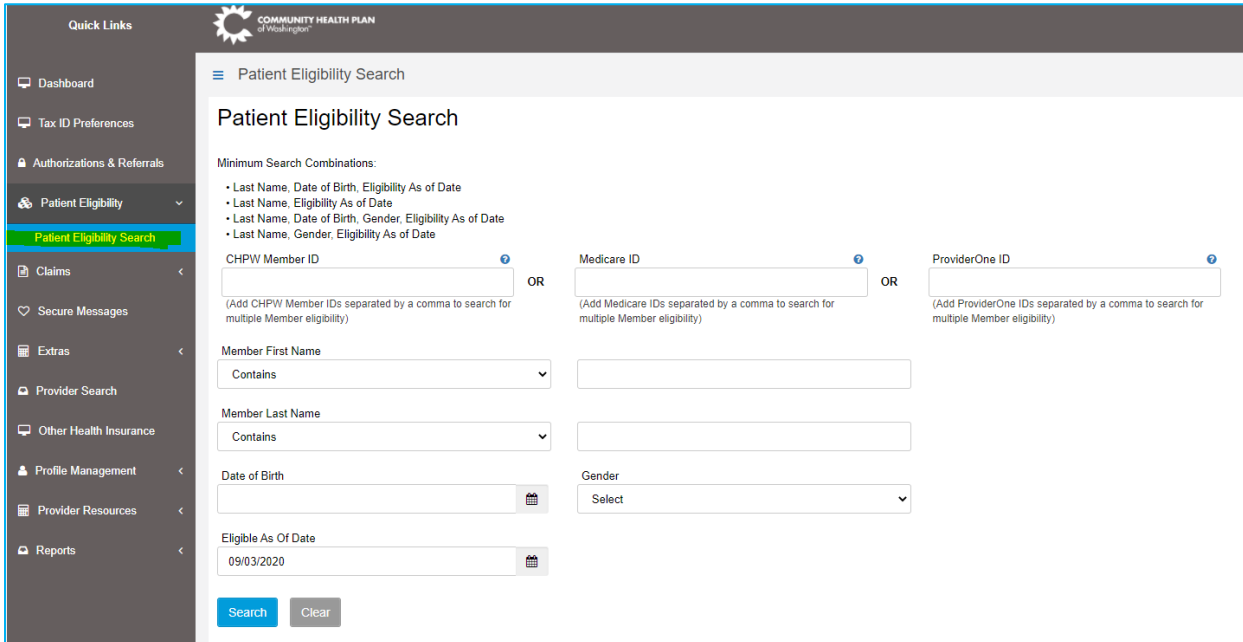
Other Health Insurance (OHI)

View or Report a Patient's Other Health Information (OHI)

Follow the instructions below to view or report a CHPW member's OHI. If you have questions about a member's OHI, please email Customer Service at customercare@chpw.org.

Screens

Patient Eligibility Search

Other Health Insurance—View

Other Health Insurance—Report

Step-by-Step Instructions

View OHI

To view a patient's other health information (OHI):

1. **Go to Patient *Eligibility >> Patient Eligibility Search*.**

2. **Enter your search criteria.**

   Using the available fields and the data you have, enter your search criteria (such as the CHPW Member ID) and click *Search*.

3. **Scroll down to view the member's other health insurance information.**

   When the member's information displays, scroll down to the **Member Other Health Insurance** section to view the member's other health insurance information.

Report OHI

1. **To provide or report a member's OHI to CHPW, click *Other Health Insurance* (under *Quick Links*), 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.**

   Enter the CHPW member ID number in the ***CHPW Member ID*** field, then click the magnifying glass icon to search for the member number.

   Click the radio button (small circle) next to the member's information, then click *Continue*.

3. **Enter the other health information.**

   Enter the other health information you want to submit.

4. **Optional: Upload a screenshot or a document.**

   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. ***Submit*.**

   When you're done entering information (and uploading any files, if applicable), click *Submit*.

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

6   Claims

You can search for and view claim details for member claims associated with the Preferred Tax IDs you have selected.

How to Search for Claims

Follow these steps to:

- View a list of claims associated with your Tax ID number
- Print a list of claims associated with your Tax ID number
- View a claim detail record

Before You Begin

Log in to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

You will need one or more of the following search criteria:

- Claims In (the last 30 days or other date span)
- Claims Status
- Processing Status
- Member Last Name
- CHPW Member, Medicare, or ProviderOne ID number
- Authorization Number
- Date of Birth

Advanced search criteria:

- CHPW Member ID OR Medicare ID OR Medicaid ID
- Member First Name (can be partial name)
- Member Last Name (can be partial name)
- Date of Birth
- Gender
- Provider Number
- Federal Tax ID
- Provider NPID
- Provider Last Name (can be partial name)
- Provider First Name (can be partial name)
- Claim Type
- Claim Number
- Date of Service date range

Screens

Provider Dashboard
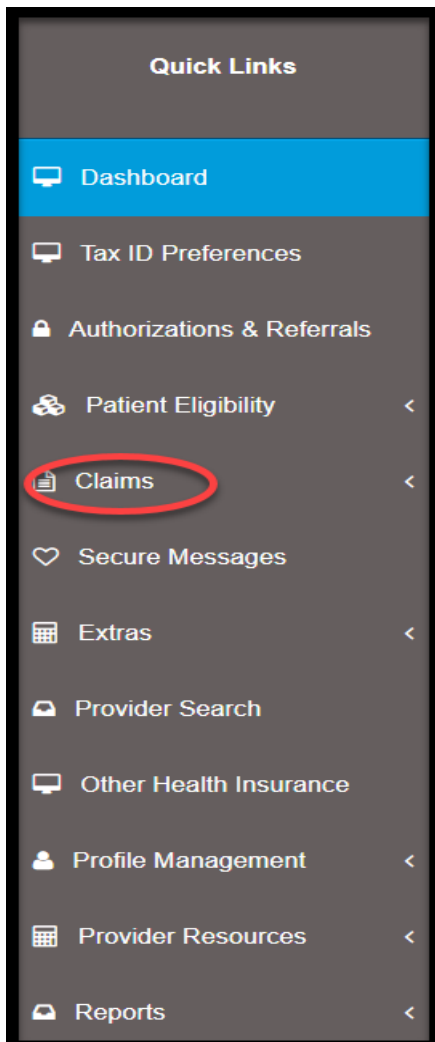
Claims Search page

Claims Search

Claims Search

Search Information:

- CHPW Member: Brings back a match only when a complete CHPW Member ID is entered and an exact match if found.
- Medicare ID: Brings back a match only when a complete Medicare ID is entered and the equivalent CHPW Member ID is found .
- ProviderOne ID: Brings back a match only when a complete ProviderOne ID is entered and the equivalent CHPW Member ID is found

Search By:

Claims in	Claim Status	Processing Status	Member Last Name
Last 30 Days	Select	Select	

CHPW Member ID		Medicare ID		ProviderOne ID
	OR		OR	

(Add Member IDs separated by a comma to search for multiple Member eligibility)

(Add Medicare IDs separated by a comma to search for multiple Member eligibility)

(Add ProviderOne IDs separated by a comma to search for multiple Member eligibility)

Authorization #	Date of Birth			Advanced Search

Search Result

Export as

Claims Advanced Search Criteria

Advanced Search

CHPW Member ID	Contains	
Member First Name	Contains	
Member Last Name	Contains	
Date of Birth		Gender	Select
Provider Number		
Fed.Tax.ID		
Provider NPID		
Provider First Name	Contains	
Provider Last Name	Contains	
Claim Type	Select	
Claim Number		
Date Of Service - From		To	

Clear

Search for Claims

Claims Search Results

Search Result

Export as [Excel icon] [PDF icon]

Claim Number	Provider Name	CHPW Member ID	Member Name	Date of Birth	Date Of Services	Total Billed	Claim Type	Processing Status
20640	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21202	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21206	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21221	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21267	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21364	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21370	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21372	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21378	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed
21380	John PROVIDER14	MAN500-01	JACK EPCOTT	01/01/1960	08/12/2018	$200.00	Professional	Processed

Showing 1 - 10 of 21 Claims 10 Per Page ▼

1 2 3 > >>

Claim Details

Claim Details

Claim # **20640**   Claim Type **Professional**

CHPW Member ID	Patient Name	Gender	Date of Birth	Address
MAN500:01	JACK EPCOTT	M	1/1/1960	123, Main Street Anytown,#122, No:-12-45/33, opp to meadows,Illinois,IL,60416

Plan
TEST FOR BCBSF

Coverage Group
BLUECROSSBLUESH

IPA
Alachua Standard

Amount Billed : **$200.00**

Patient Responsibility

$20.00

Plan Discount		$40.00
Plan Paid		$140.00
Patient Responsibility		$20.00

Provider Information

Provider NPI
1234567890

Provider Type
PCP

Provider Name
John PROVIDER14

VISITED	Claim #	Authorization #	Date of Service	Overall Claim Status
John PROVIDER14	20640	99892	08/12/2018	Payable

Claim Header Information

Diagnosis Code	Description
780	GENERAL SYMPTOMS

Claim Details

From Date of Service & To Date of Service	Posted Date	Received Date	Rev/SVC/Mod	Procedure Code	#Units	POS	Type of Service	Status Date	Claim Line Status	Claim Line Processing Status	Denial RSN/Description	Billed Amount	Allowed Amount/Code	Provider Write Off	Co-Pay Amount	Co-Ins Amount/Code
05/01/2002 12/05/2003	12/05/2003			99213	11				Payable	Processed		$200.00	$160.00		$0.00	$0.00

Showing 1 - 1 of 1   Claim Details | 5 Per Page ▼ | 1

View Eligibility   Send Inquiry to CSR

Export as

Claim Denial and Adjustment Reason Codes

Descriptions of claim denial and adjustment reason (RSN) codes are available in the **Claim Details**. The example below shows the description for a claim adjustment.

Claim Details

From Date of Service & To Date of Service	Posted Date	Received Date	Rev/SVC/Mod	Procedure Code	#Units	POS	Type of Service	Status Date	Claim Line Status	Claim Line Processing Status	Denial RSN/Description	Adjustment RSN /Description	Billed Amount	Allowed Amount/Code
12/11/2023 12/11/2023	12/23/2023	12/14/2023		99283	1.0	23			Payable	Paid			$311.00	$53.82 | PFE
12/11/2023 12/11/2023	01/06/2024	12/14/2023		99283	-1.0	23			Adjustment	Final		CLM ADJ-PROCESS UNDER INCORRECT MEMBER	$-311.00	$-53.82 | PFE

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Claims >> Claim Search* quick link.**

   The **Claims Summary** page is displayed.

Claims Summary Page

2. **Enter the desired search criteria.**

   You can enter as many or as few data elements as you want.

   > **Tip!** Click the ***Advanced Search*** button to open the Advanced Search box where many more search criteria options are available.

3. **Click the *Search* button.**

   The search results are displayed on the bottom of the **Claims Summary** page.

4. **Optional:**

   Download the list as an Excel file – Click the icon at the top right of the **Claims Summary** page to download a copy of the patient eligibility information in Excel format.

   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 as a PDF file.

5. **View your Claims search results list.**

   Your claims search results list will display in a table format.

   You can control how many results display per page using the results per page dropdown just below the table.

6. **Click a *Claim Number* link to view the claim's details.**

   The **Claim Detail** page is displayed.

Claim Detail Page

7. **View the Claim Detail information.**

8. **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 as a PDF file.

   View Claims Details – View patient, plan, provider, claim header, and claim details information.

   View Eligibility – Click the ***View Eligibility*** button at the bottom of the page to view the member's eligibility information.

   Send message to CSR – Click the ***Inquiry to Customer Service*** button at the bottom of the page to send a message about the claim to a CHPW customer service representative.

   Field Description Help Text – Is available for some column headings and fields. Just place your cursor over the column or field that has a question mark **(?)** to display the column or field description.

How to Submit Online Claims

You can submit online professional, institutional, and corrected or replacement claims through the CHPW HealthMAPS provider portal.

Please refer to the Claims Entry, Corrected Claims, and Viewing Prior Authorizations and Referrals training guide for step-by-step instructions to submit claims.

The training guide is available on our [Provider Portal Training page](#).

7 Secure Messages

Secure messages are like email, but they can be accessed only within the CHPW HealthMAPS provider portal. You can use the secure messaging feature to contact the CHPW Customer Service team.
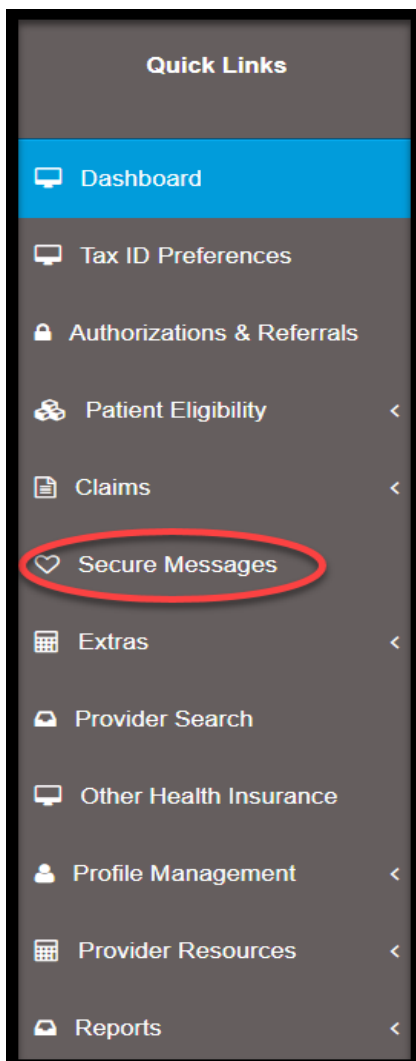
How to View Your Secure Messages

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard

Secure Messages Page

Message Page

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *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 shown per page using the results per page dropdown displayed just below the table.

3. **Sort and filter your list of messages.**

   Filter your list of secure messages by entering data in the search fields at the top of the page, then clicking the looking glass icon.

   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...**

   Review Original Message – You can view the original message.

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

   Review Message History – Click the ***History*** option to view all messages included in the secure message conversation.

   Download Attached Document – Download an attachment.

   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
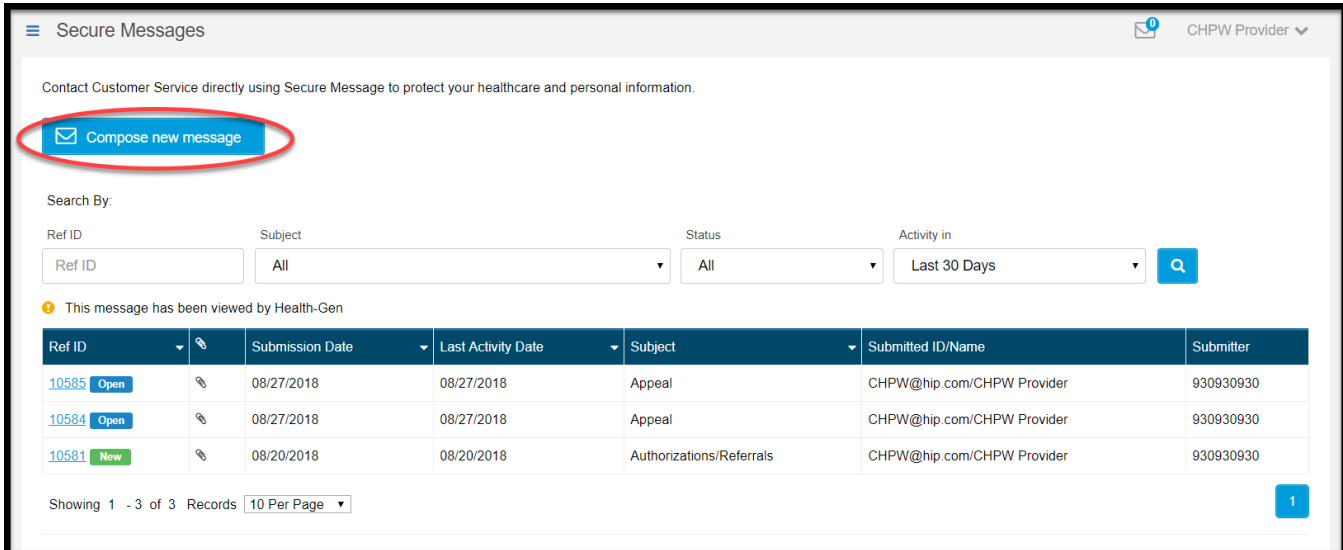   - .pdf
   - .txt
   - .xlsx

How to Create and Send a New Secure Message

Before You Begin

Log in to the CHPW HealthMAPS provider portal. Start from the **Provider Dashboard** and select *Secure Messages*.

Screens

Secure Messages Page

Compose Message Page

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *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.**

5. **Optional: Attach a file to your response.**

   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 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.

8 Extras

The links under the **Extras** option in the **Quick Links** pane provide shortcuts to helpful web pages. This guide does not provide detailed information about those web pages.

How to Become a Credentialed Provider

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard

Become A Credentialed Provider – Message
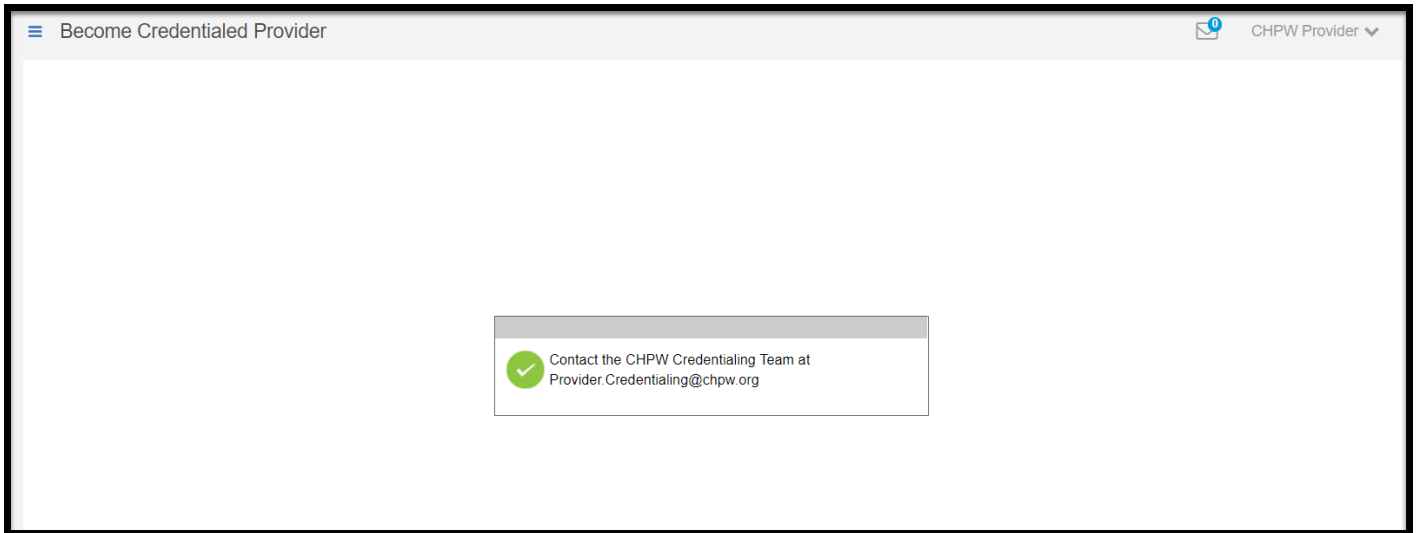
Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Extras >> Become a Credentialed Provider* quick link.**

   The **Become a Credentialed Provider** message displays with the CHPW credentialing team's contact information, Provider.Credentialing@chpw.org.

Disease Management Program

How to Enroll a Member into a Disease Management Program

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard
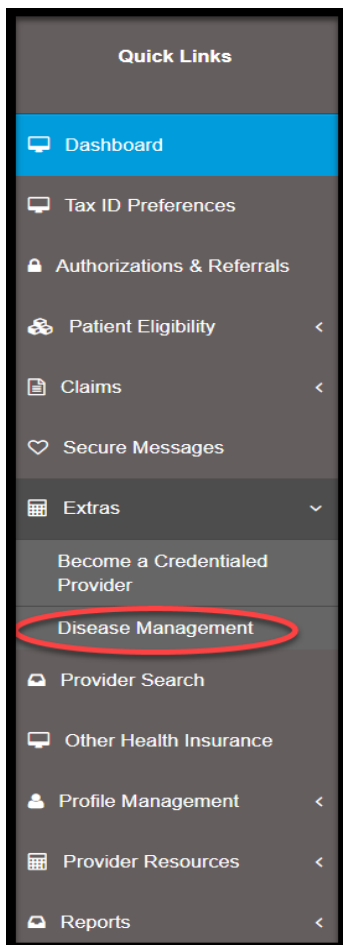
Disease Management – CHPW Website Care Management

Step-by-Step Instructions

Provider Dashboard Page

1. **Click Extras >>** *Disease Management* **quick link.**

   You will be redirected to our Care Management page.

![Community Health Plan of Washington logo]
COMMUNITY HEALTH PLAN
of Washington™
The power of community

9 Provider Search

How to search for a provider

Follow these steps to search for a doctor/medical professional, hospital, facility, behavioral health or DME supplier.
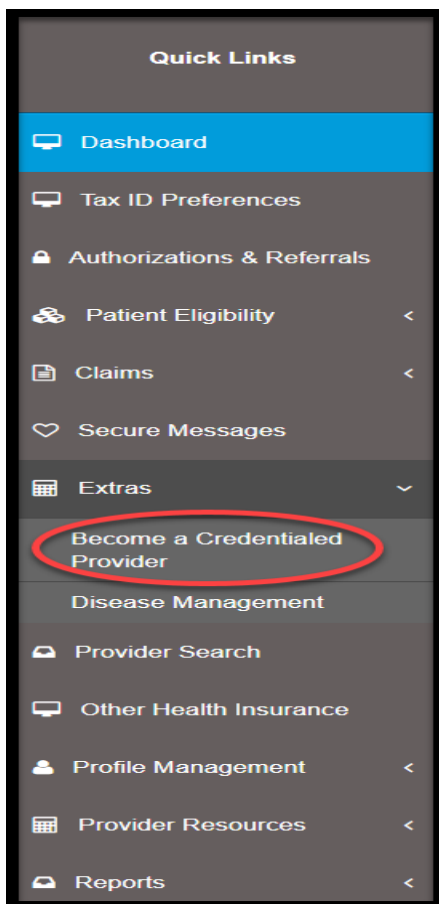
Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard
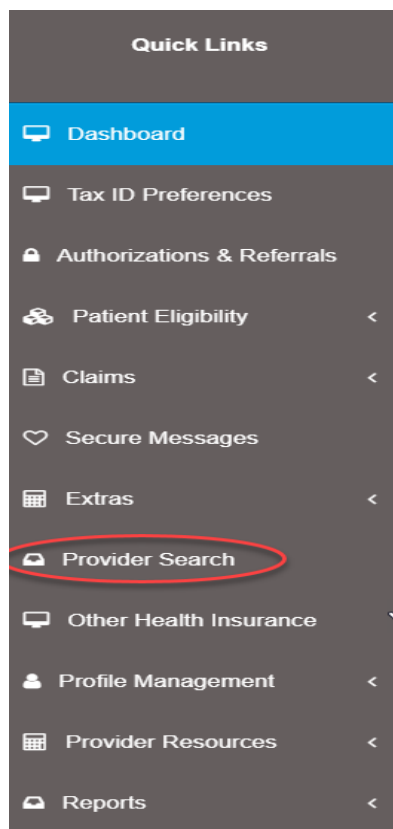
Quick Search

Quick Search options allow you to use default settings or enter new search values to refine your search.

Advanced Filter Options

Advanced Filter Options allow you to refine your search by entering information into any of the input fields, choosing a specific dropdown selection, or by selecting any of the checkboxes. Some of the fields display with default values. The default values can be changed.

Search Results

Map View

A map displays next to the quick search fields at the top of the search results. Using the map location and destination allows you to get directions and shows the route. The map view defaults to expanded view.

Search by Address

The Search by Address allows you to search using any address.

Search by Address   ✖

Address 1:

Address 2:   City:

State: Zip Code:

Select ▼

Done

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Provider Search* link from the left navigation menu.**

   The **Provider Search** page displays.

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 more search criteria options are available.

3. **Provider Search Instructions.**

   Select the ***Provider Search Instructions*** link at the top right of the search results page for instructions on how to use the search functionality.

4. **Children's Behavioral Health Providers**

   Select the ***Children's Behavioral Health Providers*** link to search for children's behavioral health providers.

5. **Advanced Filter Options**

   Select the down arrow ▼ to view additional Advanced Filter Options. The fields that display here are based on the Provider Type you selected. Select the up arrow ▲ to collapse the section.

6. **Search Within | Search by Address**

   Search Within works in combination with the Search by Address ***only*** when a complete address is entered.

   > **Tip!** The Search Within will not work when using a city, zip code, or county search.

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 automatically collapse.

   > **Tip!** Click ***Additional Details*** in the detail section to view additional details.

   > **Note:** CHPW Community Health Centers are returned in the search results as a priority.

8. **Showing 1-10 of [total number of] locations**

   The total number of search results will display. The returned results view will default to display 10 per page. You can increase the number by selecting the down arrow.
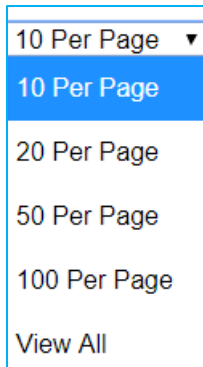
9. **Last Date Updated**

   The last date the Provider Directory was updated will display at the top left of the search results detail page.

   Last Updated: January 28, 2019

10. **Visit Clinic Website**

    If available, the website link will display. When selected you will be taken to the location website.

    > **Tip!** If you would like to add your clinic website to the directory, you may send your request to Provider.Changes@chpw.org.

    Visit Clinic 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
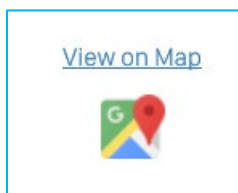
12. **Print Map Directions**
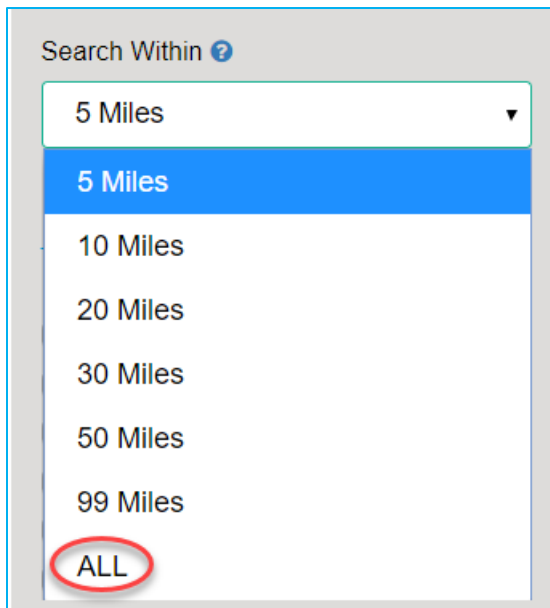
    When selected, this will print the directions from the location specified to the desired location.

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 as a PDF file.

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_** dropdown options which is located in the Advanced Filter Options section.

Search Within ❓

5 Miles ▼

- 5 Miles
- 10 Miles
- 20 Miles
- 30 Miles
- 50 Miles
- 99 Miles
- ALL

14. *Click to Report an Error* Link

When selected, you will be redirected to the Contact Us page on our website where you can report an error with our Provider Directory via an online form, by email, or by phone.

Click to report error

10 Other Health Insurance

How to Add a Patient's Other Health Insurance (OHI)

Follow these steps to report a patient's other health insurance (OHI). See the "Patient Eligibility" section of this manual for information on how to *view* a member's OHI.

Before You Begin

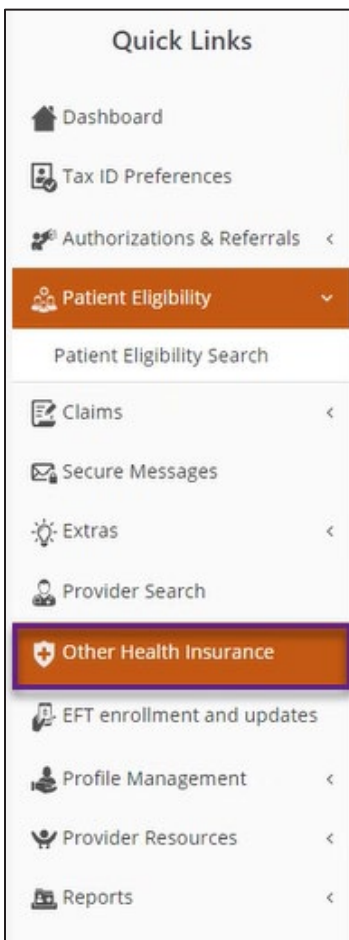Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard – Quick Links

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Other Health Insurance* quick link.**

   The **Other Health Insurance** page displays.

   > **Tip!** See the "Patient Eligibility" section of this manual for information on how to ***view*** a member's OHI.

2. **Click *Add*.**

3. **Enter the *CHPW Member ID* and click *Search*.**

   When the search results display, select the appropriate member record, then click ***Continue***.

4. **Complete the online OHI form.**

   Complete the form with any information you have about the member's OHI. You have the option to attach documents.

5. **Click *Submit*.**

11 EFT Enrollment and Updates

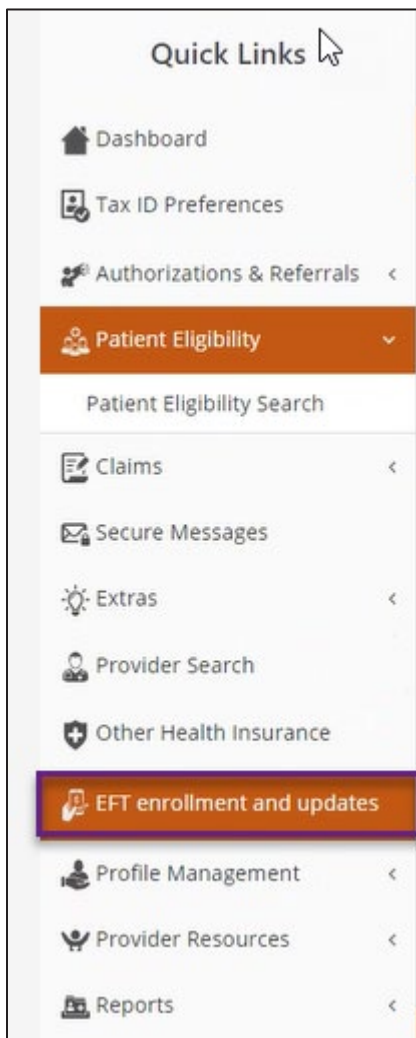## How to Enroll in Electronic Funds Transfer (EFT) or Change EFT

Follow these steps to enroll in Electronic Funds Transfer (EFT) or change EFT.

Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard

![Community Health Plan of Washington — The power of community]

EFT enrollment and updates

* Name on Account

* Bank Name

* Address

* City   * State   * Zip Code

* Type of Account
◉ Checking ○ Savings

* Financial Institution Routing Number   * Account Number

* Upload File
Select a file to Upload
[Choose File] No file chosen   [Upload]

Submission Information

* Reason for Submission
◉ New Enrollment ○ Change Enrollment

* Enrollment Requested EFT start/change effective date

* EFT Email Notification

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *EFT enrollment and updates* quick link.**

    The **EFT enrollment and updates** page displays.

2. **Click *Submit an EFT enrollment application*.**

    Click this link to process a new EFT request or to update existing information.

    Read the resulting *Disclaimer* page. If you understand and agree, select the ***I understand and agree with the terms of this Disclaimer*** checkbox, then click ***Agree***. If you do not, you will not be able to proceed.

3. **Complete the online form.**

    All fields are required, **except**:

    - Fax Number

    - Attn (Fax Number)

    - Ext. (Telephone Number)

4. **Attach a bank letter or blank check to your request, then click *Upload*.**

    Important! We cannot process your EFT request without a bank letter or blank check.

5. **Select the *I understand and agree with the terms of this Authorization Agreement* checkbox.**

6. **Click *Submit Application*.**

    CHPW processes EFT enrollment and update requests within 7-10 calendar days. CHPW will email you to let you know if your request is approved and provide a timeline for when to expect the deposit account change if your request is approved.

7. **Questions?**

    If you have any questions about EFT, please email EDI.Support@chpw.org.

12 Profile Management

The Profile Management Quick Links allow you to update your portal account profile, including Change Password, Change Security Questions, and Address Change.

How to Change Your Password

From the **Profile Management** tab select the *Change Password* link from the Quick Links menu on the left. Follow these steps to replace your existing password with a new password.

Before You Begin

You will need to know your current password and your security questions and answers. Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard
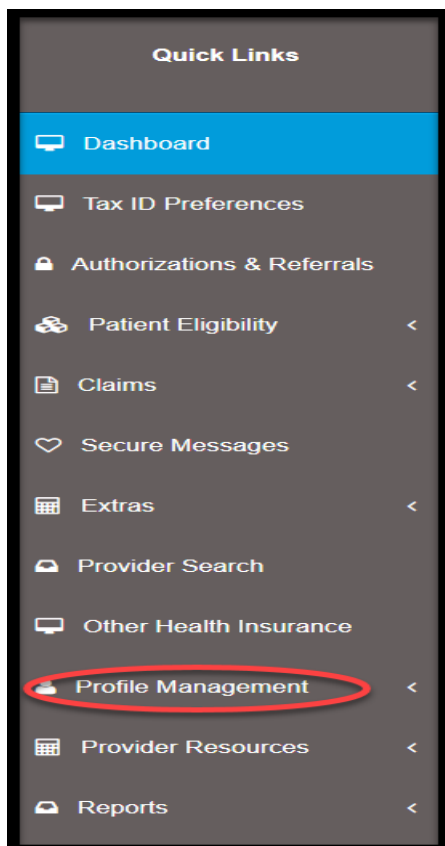
Change Password
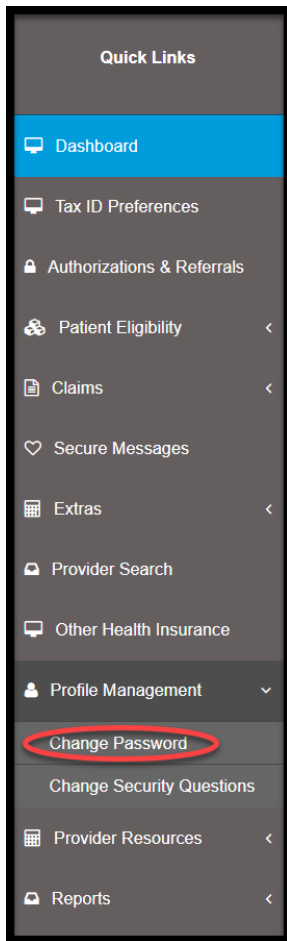
Change Password Page

Change Password

Required fields are indicated with asterisk (*)

*Current Password:

*New Password

*Confirm New Password

Change 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.

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click the *Profile Management* tab.**

   Click the ***Profile Management*** tab from the ***Quick Links*** menu.
   > **Shortcut!** Select the arrow next to your name and click the ***Change Password*** link.

2. **Click the *Change Password* option.**

   The **Change Password** page is displayed.

Change Password Page

3. **Enter the requested data.**

   Be sure to follow the onscreen instructions when creating your new password.

4. **Click the *Save Password* button.**

   The provider portal will display a success message telling you that your password has been changed.

Success Message Page

5. **Click *OK* to continue.**

   You will be taken to the **Login Page** where you can log in using your new password.

How to Update Your Security Questions and Answers

From the **Profile Management** tab select *Update Security Questions* link from the Quick Links menu on the left. Security questions and answers are used to validate your identity in case you forget your password.

Follow these steps to change the answers to your current security questions or to select a different set of security questions and answers.
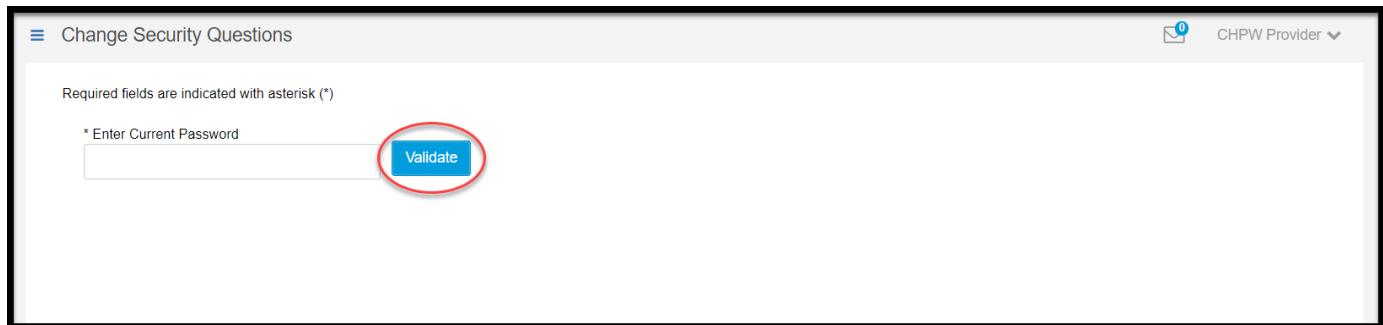
Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.
You will need to know your current password.
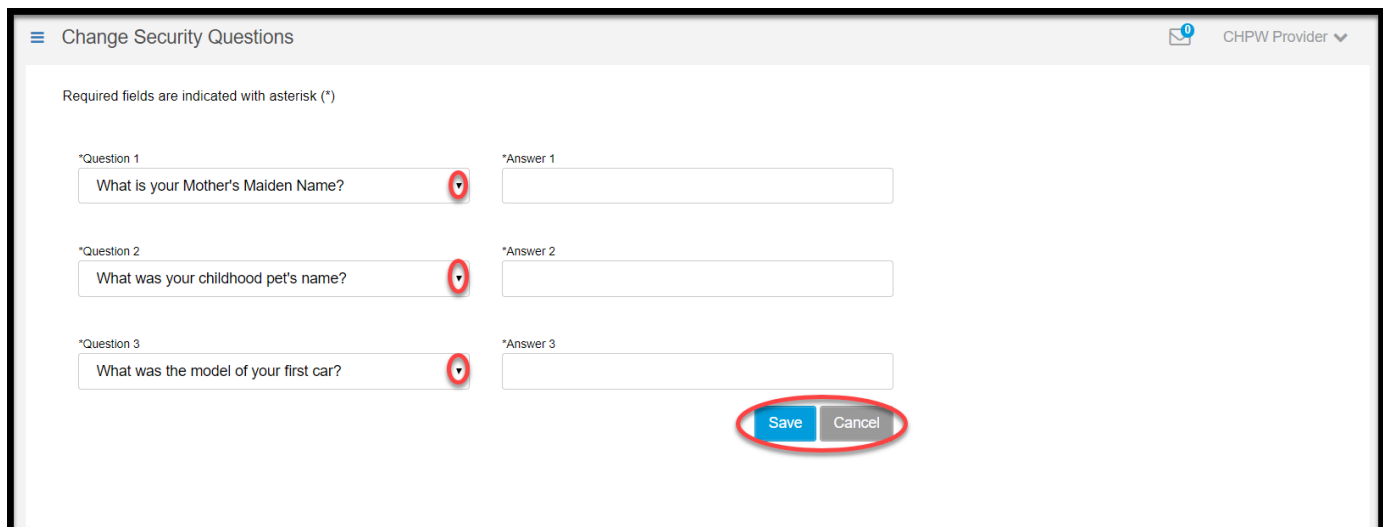
Screens

Change Security Questions Page

Start on the Provider Dashboard

1. **Click the** *Profile Management >> Change Security Questions* **link.**

   The **Change Security Questions** page is displayed.

Change Security Questions Page – Validate

2. **Type your password.**

3. **Click the** *Validate* **button.**

   You will be taken to your current list of Security Questions.

Change Your Security Questions Page – List of Questions

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

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

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

6. **Click the** *Save* **button.**

   The provider portal will display a success message.

7. **Click the** *Close* **button.**

13 Provider Resources

The links under the **Provider Resources** option in the Quick Links pane provide shortcuts to helpful web pages.

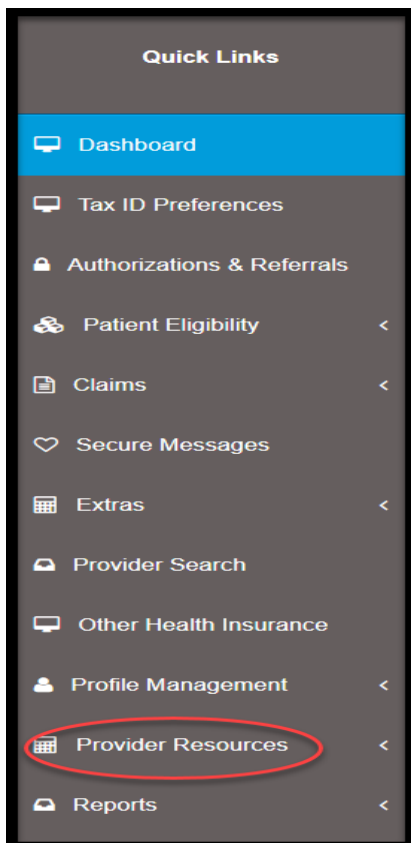This guide does not provide details about the "Provider Resources" web pages.

How to Access Provider Resources

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.
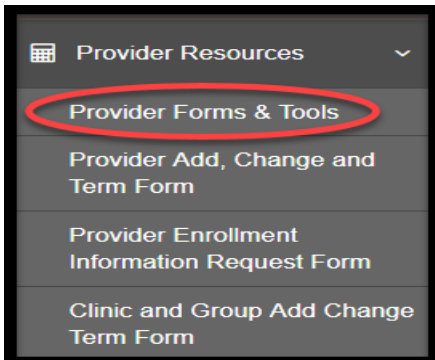
Screens

Provider Dashboard

How to Access Provider Forms & Tools

Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard - Provider Resources

CHPW Website – Forms and Tools page

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click *Provider Resources >> Provider Forms & Tools.***

    You will be redirected to our Provider Forms & Tools page.
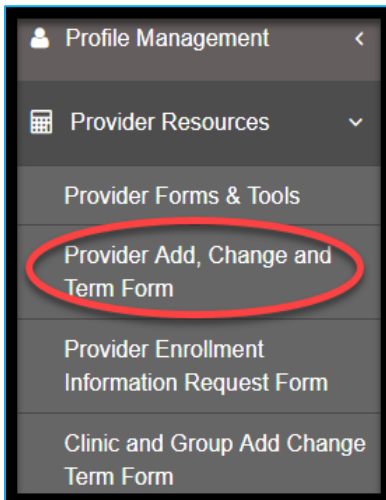
How to Access the Provider Add, Change and Term Form

Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard – Provider Resources

CHPW Website – Provider Add, Change and Term Form

PROVIDER CHANGES FORM

Please complete the appropriate section of this form and email the completed form to:
PROVIDER.CHANGES@CHPW.ORG

Please note:
- Incomplete information may result in a delay to processing your claims.
- A referral is required for all services rendered prior to a provider's effective date. Effective date will be determined during the processing of the request.

Go GREEN! Please see our Provider Manual for more information about electronic transactions or email EDI.Support@chpw.org

INDIVIDUAL PROVIDER ADD/CHANGE/TERM FORM

Date submitted:

Is the provider in ProviderSource? Type "yes" or "no."
For providers in ProviderSource where the information is current in ProviderSource and CHPW has access to download the information, only the provider name, NPI, and a brief description of the change being made needs to be submitted.

Type "yes" next to your applicable option:

Primary care provider		Specialist provider
Hospital-based provider		Other:

TYPE OF CHANGE (type "yes" next to your applicable option):

Add provider		Change provider
Terminate provider		Reason for Termination

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click** *Provider Resources >> Provider Add, Change and Term Form.*

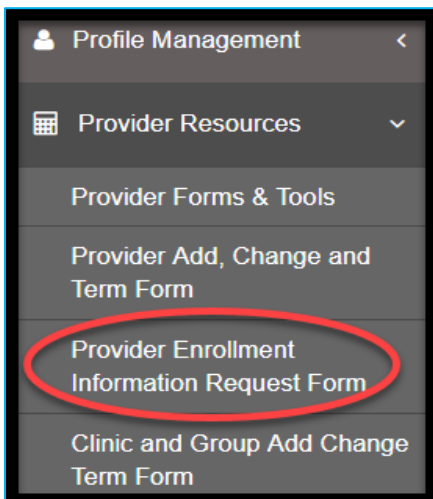   This will download a fillable PDF.

How to Access the Provider Enrollment Information Request Form
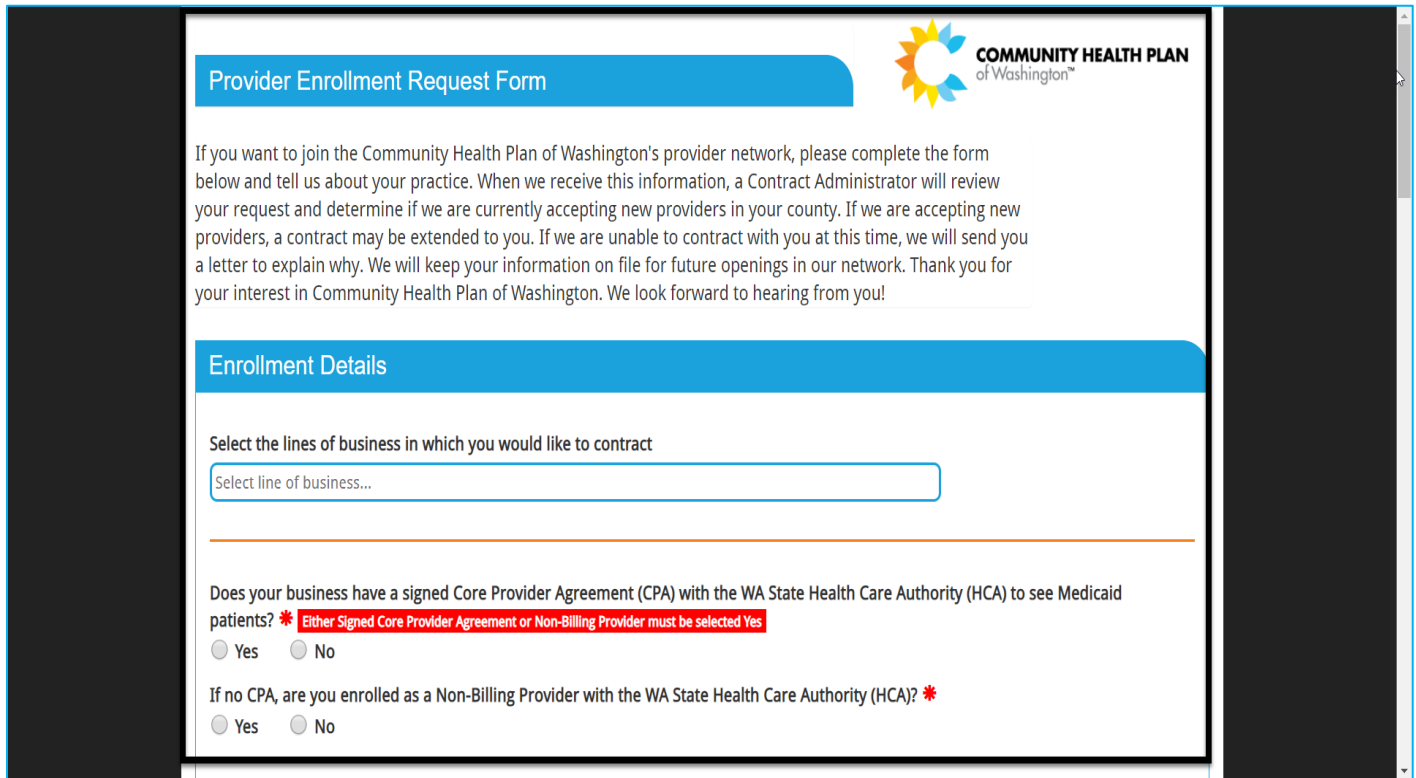
Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard – Provider Resources

Provider Enrollment Information Request Form

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click Provider Resources >> *Provider Enrollment Information Request Form.***

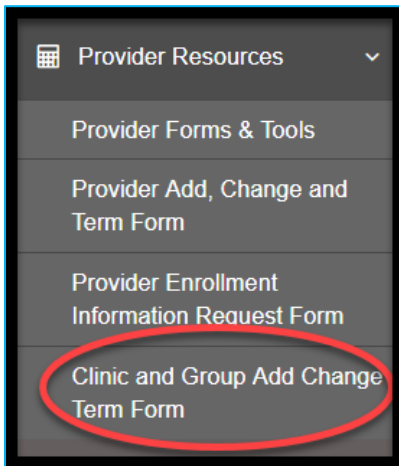   You will be redirected to our Provider Enrollment Information form.

How to Access the Clinic and Group Add Change Term Form

Before You Begin

Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.

Screens

Provider Dashboard – Provider Resources

Clinic and Group Add Change Term Form

CLINIC AND GROUP CHANGES FORM

Please complete the appropriate section of this form and email the completed form to:
PROVIDER.CHANGES@CHPW.ORG

Please note:

• Incomplete information may result in a delay to processing your claims.

• A referral is required for all services rendered prior to a provider's effective date. Effective date will be determined during the processing of the request.

Go GREEN! Please see our Provider Manual for more information about electronic transactions, or email EDI.Support@chpw.org

FACILITY, CLINIC, BILLING, AND TAX ID ADD/CHANGE/TERM FORM

Date submitted:

GROUP INFORMATION:

Legal name of group:	
Check/clinic name:	
TIN:	
Medicare number:	Medicaid number:
Core Provider Agreement Y/N	Core Agreement NPI:
Non Billing Agreement Y/N	Non Billing NPI:

TYPE OF CHANGE (type "yes" next to any and all that apply):

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click *Provider Resources >> Clinic and Group Add Change Form.***

   This will download a fillable PDF.

14 Provider Reports

Clicking **Provider Reports** on the provider services menu lets you view the reports that are generated.
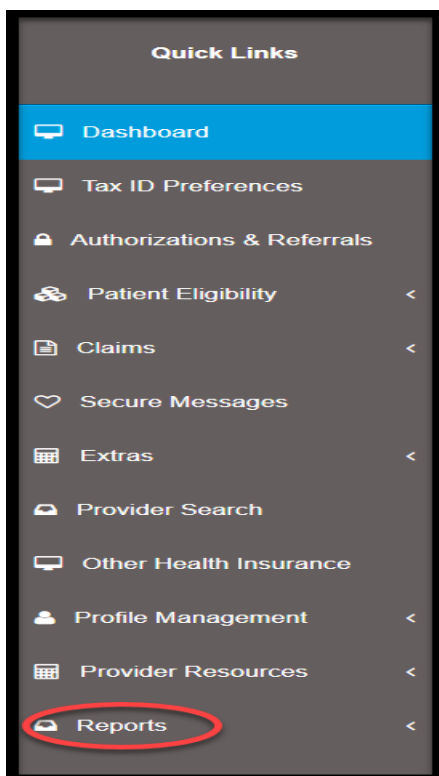
How to Access Reports

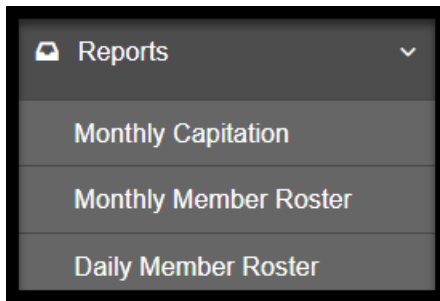Follow these steps to view the reports.

Before You Begin

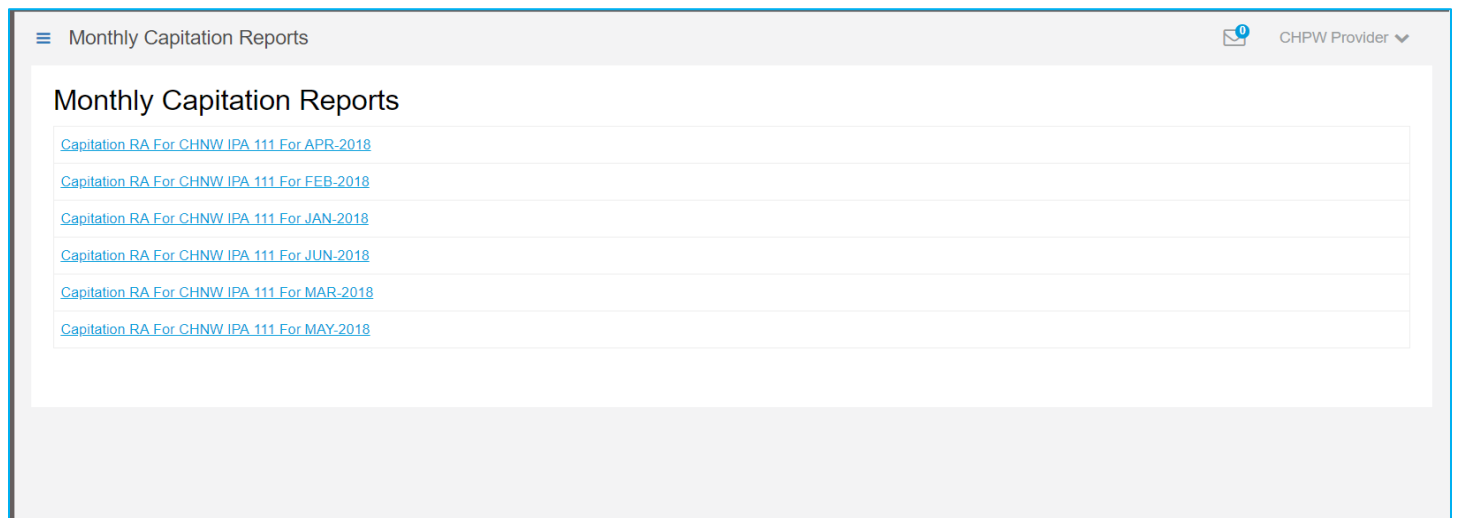Login to the CHPW HealthMAPS provider portal and start from the **Provider Dashboard**.
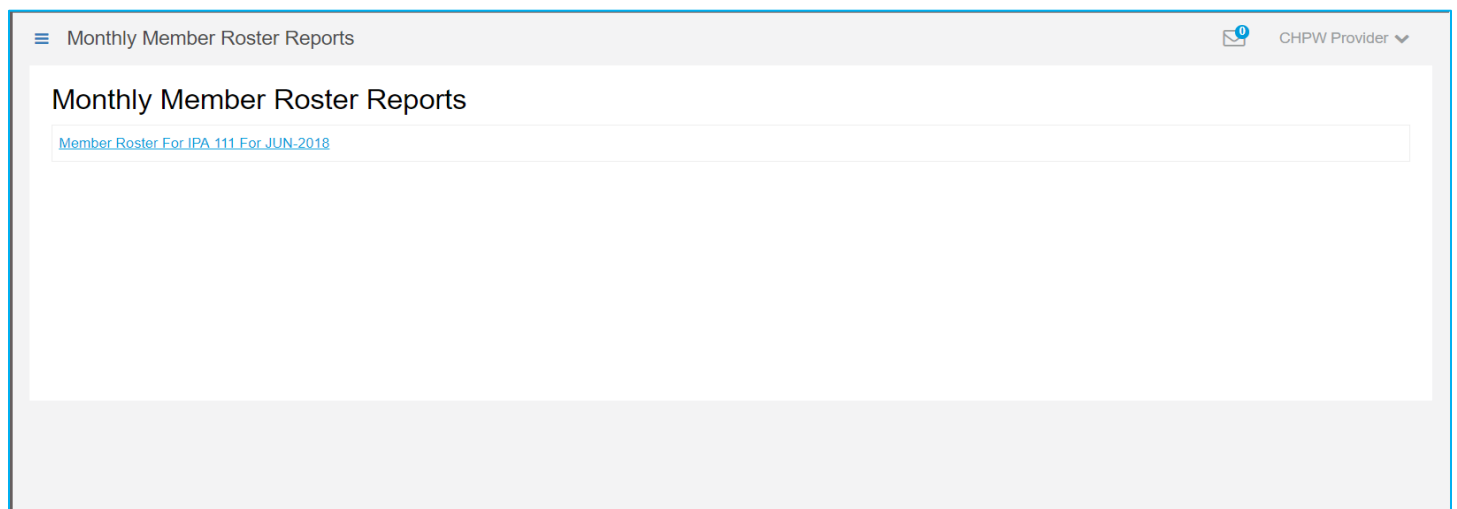
Screens

Provider Dashboard

Available Reports

Capitation Report

Monthly Member Roster Report

COMMUNITY HEALTH PLAN
of Washington™
The power of community

Daily Member Roster Report

Step-by-Step Instructions

Start on the Provider Dashboard

1. **Click *Reports.***

   Click the report you want to view: Monthly Capitation, Monthly Member Roster, or Daily Member Roster.

2. **Your available rosters display.**

   Click a report name to open a roster. When prompted, click ***Open*** or ***Save***.