## 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</td>
</tr>
<tr>
<td>V2</td>
<td>September 2020</td>
<td>Amy Lathan / Renée Lillie</td>
<td>Added “Other Health Insurance (OHI)” section</td>
</tr>
<tr>
<td>V3</td>
<td>January 2021</td>
<td>Renée Lillie / Amy Lathan / Dianna Graham</td>
<td>Removed steps to view auths/referrals and steps to submit online claims; added references to training guides; updated “Provider Search” section</td>
</tr>
<tr>
<td>V3.1</td>
<td>June 2021</td>
<td>Renée Lillie</td>
<td>Fixed: Table of Contents; broken website link; outdated screenshot</td>
</tr>
<tr>
<td>V4.0</td>
<td>September 2021</td>
<td>Renée Lillie / Amy Lathan</td>
<td>Updated instructions to create new account or log in to existing account through OneHealthPort</td>
</tr>
<tr>
<td>V5.0</td>
<td>October 2022</td>
<td>Renée Lillie / Amy Lathan</td>
<td>Minor edits</td>
</tr>
</tbody>
</table>
# Table of Contents

1. **ACCESSING THE PORTAL** .......................................................................................................................................................................................... 4  
   - How to Create a CHPW HealthMAPS Provider Portal Account and How to Log Into the Portal .......................................................... 4  
   - How to Log In ......................................................................................................................................................................................... 9  
   - How to Log Out .................................................................................................................................................................................... 10

2. **THE PROVIDER DASHBOARD** ................................................................................................................................................................. 11  
   - How to Customize Your Dashboard .................................................................................................................................................. 11

3. **PROVIDER TAX ID PREFERENCES** ...................................................................................................................................................... 13  
   - How to Choose Your Preferred Tax IDs ............................................................................................................................................. 13

4. **AUTHORIZATIONS AND REFERRALS** ................................................................................................................................................... 17  
   - How to Access Authorizations and Referrals ............................................................................................................................... 17

5. **PATIENT ELIGIBILITY** ............................................................................................................................................................................. 18  
   - How to View Patient Eligibility ........................................................................................................................................................ 18

6. **CLAIMS** .............................................................................................................................................................................................................. 27  
   - How to Search for Claims ............................................................................................................................................................... 27  
   - How to Submit Online Claims ...................................................................................................................................................... 34

7. **SECURE MESSAGES** ............................................................................................................................................................................... 35  
   - How to View Your Secure Messages ............................................................................................................................................. 35  
   - How to Create and Send a New Secure Message .......................................................................................................................... 38

8. **EXTRAS** ........................................................................................................................................................................................................ 41  
   - Credentialed Provider ...................................................................................................................................................................... 41  
   - Disease Management Program .................................................................................................................................................... 43

9. **PROVIDER SEARCH** ............................................................................................................................................................................... 45  
   - How to Search for a Provider ............................................................................................................................................................ 45

10. **PROFILE MANAGEMENT** .................................................................................................................................................................... 53  
    - How to Change Your Password .................................................................................................................................................... 53  
    - How to Update Your Security Questions and Answers ........................................................................................................... 56

11. **PROVIDER RESOURCES** .................................................................................................................................................................... 58  
    - How to Access Provider Resources ................................................................................................................................................ 58  
    - How to Access Provider Forms & Tools ......................................................................................................................................... 59  
    - How to Access the Provider Add, Change and Term Form .......................................................................................................... 61  
    - How to Access the Provider Enrollment Information Request Form ............................................................................................. 64  
    - How to Access the Clinic and Group Add Change Term Form ..................................................................................................... 66

12. **PROVIDER REPORTS** ............................................................................................................................................................................. 68  
    - How to Access Reports ................................................................................................................................................................. 68
1 Accessing the Portal

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

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

Before You Begin

You will need 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**

![OneHealthPort SSO Login Interface]

**Community Health Plan of Washington**

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

About 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:
https://www.onehealthport.com/multi-factor-authentication

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
  https://www.onehealthport.com/sso/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, 24 hours a day, seven days a week.

If you have questions about CHPW’s HealthMAPS portal, please see our Provider Portal Training page at https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/, 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*

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start from CHPW’s OneHealthPort page</strong></td>
<td>If you’re not sure if you’re registered with OneHealthPort, see OneHealthPort’s Frequently Asked Questions page for more information,</td>
</tr>
<tr>
<td>1. Go to CHPW’s OneHealthPort page. Select this link:</td>
<td><a href="https://www.onehealthport.com/sso/payer/community-health-plan-washington">https://www.onehealthport.com/sso/payer/community-health-plan-washington</a></td>
</tr>
<tr>
<td><a href="https://www.onehealthport.com/sso-payer/community-health-plan-washington">https://www.onehealthport.com/sso-payer/community-health-plan-washington</a></td>
<td></td>
</tr>
<tr>
<td>a. Select the <strong>HealthMAPS Login</strong> button.</td>
<td>Once you have a OneHealthPort account, you will have access to CHPW’s HealthMAPS provider portal.</td>
</tr>
<tr>
<td>b. Enter your OneHealthPort logon credentials.</td>
<td>Follow these instructions each time you want to log in to HealthMAPS.</td>
</tr>
<tr>
<td>c. Choose your authentication method.</td>
<td></td>
</tr>
<tr>
<td>d. Follow the instructions on the OneHealthPort page to continue.</td>
<td></td>
</tr>
<tr>
<td>e. Click <strong>Verify</strong> when prompted.</td>
<td></td>
</tr>
<tr>
<td>2. The CHPW HealthMAPS Provider Dashboard displays.</td>
<td></td>
</tr>
</tbody>
</table>
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

![Provider Dashboard Page]

Step-by-Step Instructions

Steps

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.

More Information
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

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Quick Links</td>
<td>Use the links in this section to go directly to the page or function you want to access.</td>
</tr>
<tr>
<td>2. Dashboard Display</td>
<td>Click the three horizontal lines to hide or display the Quick Links pane.</td>
</tr>
<tr>
<td>3. Widgets</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>The Provider News widget is general information that all CHPW providers can view.</td>
</tr>
<tr>
<td></td>
<td>Provider Notifications are specific notifications that only you can view.</td>
</tr>
<tr>
<td>4. Secure Messages Icon</td>
<td>Click this icon to go directly to your Secure Message 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.</td>
</tr>
<tr>
<td>5. Gear List</td>
<td>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.</td>
</tr>
<tr>
<td>6. Welcome drop-down</td>
<td>Click the Welcome message to display a drop-down with the following options: Change Password, Change Security Questions, and Logout.</td>
</tr>
</tbody>
</table>
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 step-by-step instructions 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

**Steps**

<table>
<thead>
<tr>
<th>Start on the Provider Dashboard</th>
</tr>
</thead>
</table>
| **1.** Click the *Preferred Tax ID link*  
The Preferred Tax ID page is displayed. |

**Select Your Preferred Tax IDs**

<table>
<thead>
<tr>
<th>2. Your Approved Tax IDs will display in the Available Tax ID box</th>
</tr>
</thead>
<tbody>
<tr>
<td>By default, all the information that displays on your dashboard is for all your Tax IDs submitted and approved during your registration process.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Select Your Preferred Tax IDs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>You may add one or more preferred Tax IDs from the Available Tax ID box to the Tax ID box.</td>
</tr>
</tbody>
</table>

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

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

**Tip!** 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.

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

<table>
<thead>
<tr>
<th>4. Remove Your Preferred Tax IDs</th>
</tr>
</thead>
<tbody>
<tr>
<td>You may remove one or more Tax IDs from the Tax ID box.</td>
</tr>
</tbody>
</table>

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 ID box.

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

<table>
<thead>
<tr>
<th>5. Deselect Selected Tax ID Preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>You may deselect the selected Tax IDs by clicking on the <em>Deselect All</em> link.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. Save Your Tax ID Preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the Save button to save your Tax ID preferences.</td>
</tr>
</tbody>
</table>
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.

If you require access to Jiva you can self-register here: [https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin](https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin).

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, [https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin](https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin).

This guide does not provide information about Jiva. Jiva training materials are available from our Provider Portal Training page, [https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/](https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/).

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.

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

How to View Patient Eligibility
Follow these step-by-step instructions 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, Medicare, or ProviderOne ID number.
- Any of the minimum search combinations listed at the top of the search page.

Screens

Provider Dashboard – Quick Links Menu

![Quick Links Menu]

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

![Patient Eligibility Search Page Diagram](image1)

**Patient Eligibility Search Results Page**

![Patient Eligibility Search Results Page Diagram](image2)
Patient Eligibility Details Page – Patient Review and Coordination (PRC) notes

![CHPW HealthMAPS Provider Portal](image)

**Patient Eligibility Details**

<table>
<thead>
<tr>
<th>CHPW Member ID</th>
<th>Patient Name</th>
<th>Gender</th>
<th>Date of Birth</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>217</td>
<td>T11</td>
<td>MALE</td>
<td>06/11</td>
<td>AUBURN, WA 98092</td>
</tr>
</tbody>
</table>

**Plan**
- NA Special Needs Plan (HMO SNP)

**Coverage Group**
- CWS SPONSORED
- IPA

**Patient Review and Coordination (PRC) MRP Notes**

- **Effective Date**: 04/01/2018
- **Term Date**:

**Assignee Clinic**
- **Clinic Name**: HEALTHPOINT
- **Address**: 1303 Military Rd B Bldg 235, Tacoma, WA 98188-3085
- **Clinic Phone Number**: 5755

**Member Plan Information**

<table>
<thead>
<tr>
<th>Group</th>
<th>Plan</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Medicare Advantage Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>CWS</td>
<td>HMO</td>
<td>04/01/2018</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Member Eligibility History**

<table>
<thead>
<tr>
<th>Group</th>
<th>Plan</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Panel ID</th>
<th>Panel Name</th>
<th>IPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>CWS SPONSORED</td>
<td>HMO SNP</td>
<td>04/01/2018</td>
<td></td>
<td>T50</td>
<td>HEALTHPOINT</td>
<td>IPA</td>
</tr>
</tbody>
</table>

**Member Other Health Insurance**

**Deductible/Out-Of-Pocket**

<table>
<thead>
<tr>
<th>In Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductible</td>
<td></td>
</tr>
<tr>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Out-of-Pocket</td>
<td></td>
</tr>
<tr>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Benefits and Limits**

**Office Visits**

<table>
<thead>
<tr>
<th>Service</th>
<th>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% coinsurance</td>
<td>40% coinsurance</td>
<td>none</td>
</tr>
<tr>
<td>Specialist visit</td>
<td>20% coinsurance</td>
<td>40% coinsurance</td>
<td>none</td>
</tr>
<tr>
<td>Preventive care/continued care</td>
<td>No charge</td>
<td>40% coinsurance</td>
<td>none</td>
</tr>
</tbody>
</table>

Disclaimer: This eligibility inquiry does not guarantee payment. Payment is subject to the patient's coverage and eligibility at the time of service.
Step-by-Step Instructions

Steps

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, Medicare, or ProviderOne ID
   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 drop-down 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.

View

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 (highlighted in yellow below) to view the member’s other health insurance information.
Report OHI

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.

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**.

Enter the other health information you want to submit.
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.

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

As noted above, 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 step-by-step instructions 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 – Quick Links

Quick Links

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

Search Information:
- CHPW Member: Brings back a match only when a complete CHPW Member ID is entered and an exact match is 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:
  - Last 30 Days
- Claim Status:
  - Select
- Processing Status:
  - Select
- Member Last Name:
- CHPW Member ID
- Medicare ID
- ProviderOne ID
- Authorization #
- Date of Birth

Search Result

Advanced Search Criteria

Advanced Search

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

Export as

Search for Claims

Clear
### Claims Search Results

<table>
<thead>
<tr>
<th>Claim Number</th>
<th>Provider Name</th>
<th>CHPW Member ID</th>
<th>Member Name</th>
<th>Date of Birth</th>
<th>Date Of Services</th>
<th>Total Billed</th>
<th>Claim Type</th>
<th>Processing Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>21202</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21206</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21221</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21207</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21304</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21379</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21372</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21370</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
<tr>
<td>21300</td>
<td>John PROVIDER14</td>
<td>MAN500-01</td>
<td>JACK EPCOTT</td>
<td>01/01/1990</td>
<td>06/12/2015</td>
<td>$200.00</td>
<td>Professional</td>
<td>Processed</td>
</tr>
</tbody>
</table>
Claim Detail

### Claim Details

- **Claim #:** 20640
- **Claim Type:** Professional
- **CHPW Member ID:** MAN0001
- **Patient Name:** JACK EPICOT
- **Gender:** M
- **Date of Birth:** 1/1/1960
- **Address:** 123, Main Street Anytown, 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
- **Total:** $200.00

### Provider Information

- **Provider NPI:** 1234567890
- **Provider Type:** PCP
- **Provider Name:** John PROVIDER14

### VISITED Claim Information

<table>
<thead>
<tr>
<th>Claim #</th>
<th>Authorization #</th>
<th>Date of Service</th>
<th>Overall Claim Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>20640</td>
<td>90692</td>
<td>09/12/2018</td>
<td>Payable</td>
</tr>
</tbody>
</table>

### Claim Header Information

- **Diagnosis Code:** 780
- **Description:** GENERAL SYMPTOMS

### Claim Details

- **From Date of Service To Date of Service:** 05/01/2002 to 12/05/2003
- **Posted Date:** 01/19/2003
- **Received Date:** 02/15/2003
- **Diagnosis Code:** 780
- **Procedure Code:** 82121
- **Units:** 1
- **Type of Service:** Payable
- **Claim Line Processing Status:** Processed

- **Claim Amount:** $200.00
- **Allowed Amount/Code:** $160.00
- **Provider Write-Off:** $0.00
- **Co-Pay Amount:** $0.00
- **Co-Ins Amount/Code:** $0.00

### Actions

- **View Eligibility**
- **Send Inquiry to CSR**

Showing 1 - 1 of 1 Claim Details 5 Per Page
Step-by-Step Instructions

Steps

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 at https://www.chpw.org/provider-center/provider-training-and-resources/provider-portal-training/.
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 Page – Quick Links
Step-by-Step Instructions

Steps

Provider Dashboard Page

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 drop-down 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

Secure Messages

Use this space below to submit your question to a Customer Representative

**Details**

Reference ID: 
Status: New
Message Type: CSR Message

Subject: Select
Message:

Enter up to 4000 characters

Select a file to upload

Choose File: No file chosen

Only one file attachment is allowed

Send Cancel
Step-by-Step Instructions

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Dashboard Page</strong></td>
<td></td>
</tr>
<tr>
<td>1. <strong>Click the Secure Messages quick link.</strong></td>
<td>The Secure Messages page is displayed.</td>
</tr>
<tr>
<td><strong>Secure Messages Page</strong></td>
<td></td>
</tr>
<tr>
<td>2. <strong>Click the Compose new message button.</strong></td>
<td>The Compose Message page is displayed.</td>
</tr>
<tr>
<td><strong>Compose Message Page</strong></td>
<td></td>
</tr>
<tr>
<td>3. <strong>Select a message subject.</strong></td>
<td></td>
</tr>
<tr>
<td>4. <strong>Type your message text.</strong></td>
<td></td>
</tr>
<tr>
<td>5. <strong>Optional: Attach a file to your response.</strong></td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• .doc</td>
</tr>
<tr>
<td></td>
<td>• .docx</td>
</tr>
<tr>
<td></td>
<td>• .pdf</td>
</tr>
<tr>
<td></td>
<td>• .txt</td>
</tr>
<tr>
<td></td>
<td>• .xlsx</td>
</tr>
<tr>
<td>6. <strong>Click the Send button.</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Your Message Sent Successfully Popup</strong></td>
<td></td>
</tr>
<tr>
<td>7. <strong>Click the OK button.</strong></td>
<td>You’ll be returned to the Secure Messages page. Your new message is shown in your list of messages.</td>
</tr>
</tbody>
</table>
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.

Credentialed Provider

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 Page – Quick Links
Step-by-Step Instructions

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

   The Become a Credentialed Provider message displays with the CHPW credentialing team’s contact information.
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 Page – Quick Links
Case Management

Case managers help you on your journey to better health. They listen to you and support your needs.

Addressing your needs, together

When life is busy and uncertain, it can be hard to ensure all your health needs are being met. Community Health Plan of Washington (CHPW) created the Case Management program to support you.

Your CHPW case manager is your advocate, cheerleader, and health care system interpreter. They'll work with you to figure out your health needs and how you can address them. This can mean:

- Helping you talk to your providers about the care you need
- Asking you questions about your health, making a plan together, and supporting you as you work toward health goals
- Getting care for mental health or substance use disorder. Our case managers can help you schedule and keep appointments, manage medication, and more.
- Connecting you with local help for housing, food, and paying bills
- Providing education about the health care system, health conditions you have, and your CHPW benefits

Step-by-Step Instructions

1. **Click Extras >> Disease Management quick link.**
   
   You will be redirected to the CHPW.org Care Management page.
9 Provider Search

How to search for a provider
Follow these step-by-step instructions 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 Links

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

Showing 1 - 10 of 32944 locations 10 Per Page ▼

Last Updated: 02/04/2019 (CHPW Community Health Centers are returned in the search results as a priority)

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.

[Image of the Search by Address form]
Step-by-Step Instructions

Steps

Provider Dashboard

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

The Provider Search page displays.

Search for a Doctor

1. 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.

2. 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.

3. Children Behavioral Health Providers

Select the Children’s Behavioral Health Providers link to search for Children Behavioral Health Providers.

4. Advanced Filter Options

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

5. 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.
6. **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.

**Tips!** 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.

7. **Showing 1 - 10 of 32944 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.

8. **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

9. **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.
10. 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.

11. Print Map Directions

When selected, this will print the directions from the location specified to the desired location.

12. 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.

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.
13. 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.
10 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 step-by-step instructions 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 Page – Quick Links
Profile Management >> Change Password – Quick Links
Change Password Page

[Image of Change Password page with fields for current password, new password, and confirm new password]

Step-by-Step Instructions

Steps

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 on 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 step-by-step instructions 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

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
# Step-by-Step Instructions

## Steps

### Start on the Provider Dashboard Page

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.
11 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 Page – Quick Links*
How to Access Provider Forms & Tools

Before You Begin
Login to the CHPW HealthMAPS provider portal and start from the Provider Dashboard. Select Provider Resources, then Provider Forms & Tools.

Screens

Provider Forms & Tools - Quick Links

Forms and Tools page

We provide you with forms and tools to save you time.
If you have questions about filling out and submitting online or paper forms, please contact customer service.

Receive your payments faster by signing up for Electronic Funds Transfer online.

- Appeals
- Applied Behavior Analysis (ABA): Autism Spectrum Disorder
- Behavioral Health Resources
- Care Management/Quality
- Child and Adolescent Behavioral Health
- ChildrenFirst™ Rewards Program
- Claims
- Compliance
- EDI Support
- Enrollment
- Pharmacy
- Provider Updates
- Tools and Resources
- Utilization Management

EXPLORE MORE!
- Bulletin Board
- Member Eligibility
- Prior Authorization
- Provider Orientation
# Step-by-Step Instructions

## Provider Dashboard Page

<table>
<thead>
<tr>
<th>Steps</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click Provider Resources &gt;&gt; <em>Provider Forms &amp; Tools</em></td>
<td>You will be redirected to the CHPW.org Forms and Tools page.</td>
</tr>
</tbody>
</table>
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. Select Provider Resources, then Provider Add, Change and Term Form.

Screens

Provider Add, Change and Term Form – Quick Links
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

### Steps

<table>
<thead>
<tr>
<th>Provider Dashboard Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click Provider Resources &gt;&gt; <em>Provider Forms &amp; Tools</em></td>
</tr>
<tr>
<td>This will download a fillable PDF.</td>
</tr>
</tbody>
</table>
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. Select Provider Resources, then Provider Enrollment Information Request Form.

Screens
Provider Enrollment Information Request Form – Quick Links
Provider Enrollment Information Request Form

If you want to join the Community Health Plan of Washington's provider network, please complete the form below and tell us about your practice. When we receive this information, a Contract Administrator will review your request and determine if we are currently accepting new providers in your county. If we are accepting new providers, a contract may be extended to you. If we are unable to contract with you at this time, we will send you a letter to explain why. We will keep your information on file for future openings in our network. Thank you for your interest in Community Health Plan of Washington. We look forward to hearing from you!

Enrollment Details

Select the lines of business in which you would like to contract

Select line of business...

Does your business have a signed Core Provider Agreement (CPA) with the WA State Health Care Authority (HCA) to see Medicaid patients?

- Yes  
- No

Either Signed Core Provider Agreement or Non-Billing Provider must be selected

If no CPA, are you enrolled as a Non-Billing Provider with the WA State Health Care Authority (HCA)?

- Yes  
- No
Step-by-Step Instructions

Steps

Provider Dashboard Page

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

   You will be redirected to the CHPW.org 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. Select Provider Resources, then Clinic and Group Add Change Term Form.

Screens

Provider Enrollment Information Request Form – Quick Links
**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**

**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**

**Steps**

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

   This will download a fillable PDF.
12 Provider Reports
Clicking Provider Reports on the provider services menu lets you view the reports that are generated.

How to Access Reports
Follow these step-by-step instructions to View the Reports:

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

Screens

Provider Dashboard Page – Quick Links
Available Reports

**Capitation Report**

### Monthly Capitation Reports

- Capitation RA For CHNW IPA 111 For APR 2018
- Capitation RA For CHNW IPA 111 For FEB 2018
- Capitation RA For CHNW IPA 111 For JAN 2018
- Capitation RA For CHNW IPA 111 For JUN 2018
- Capitation RA For CHNW IPA 111 For MAR 2018
- Capitation RA For CHNW IPA 111 For MAY 2018

**Monthly Member Roster Report**

### Monthly Member Roster Reports

- Member Roster For IPA 111 For JUN 2018
Daily Member Roster Report

Daily Member Roster Reports

Provider Dashboard Page

1. Click Reports. >> Clinic and Group Add Change Form
   
   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.