

Adding, Deleting, and Modifying Users of Your HPHConnect Account

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How to Add New Users to Your HPHConnect Account

1. Log into HPHConnect and click on the "System Admin" link located in the Administration section on the top of the screen.

OFFICE MANAGEMENT	ADMINISTRATION RESOURCE CENTER	
	User Preferences	
	System Admin	
rs:	Admin Maintenance Tools Multi-Payor Registration	

2. Click on the "Add User" button at the bottom of the User Maintenance screen.

	Zwink, Gail	User	Harvard Pilgrim Health Care	720	GaZwi3	07/22/2019	05/07/2020	Confirmed	100755776
	<u>zysman , roberta</u>	User	Harvard Pilgrim Health Care	720	rozys2	01/29/2016	05/07/2020	Confirmed	13291
V	LIIDATE USERS	ADD USER							

3. Fill in all required fields on the Add User screen. (Required fields are designated by a red asterisk next to the field name.)

Add User		
* First Name		
Middle Initial		
* Last Name		
* E-mail Address		
* Confirm E-mail Address		
* Title	e.g., Office Manager	
* Office Phone		
Phone Ext		
* Office Fax		
Local Administrator:		
* Indicates required field		

4. When all required fields have been completed, scroll down and click on the "Add" button in the User Role Maintenance section.



5. Select the appropriate role (access level) for the new user from the "Roles" drop-down and click "Select Role."

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User Role Selection							
Roles	Provider - Back Office ~						
Entity Lists	Provider - Back Office Provider - Front Office Provider - Main Office Contact Provider - Provider						
SELECT ROLI	CANCEL						

6. When the User Information screen redisplays, click "Submit."

		Q View Audit
User Information		
★ First Name	Test	
Middle Initial		
* Last Name	User]
* E-mail Address	provider_ebusiness_services@harvardpilgrim.org	
* Confirm E-mail Address	provider_ebusiness_services@harvardpilgrim.org	
* Title	Back Office e.g., Office Manager	
* Office Phone	(999) 999-9999	
Phone Ext		
* Office Fax	(999) 999-9999	
Local Administrator:		
SUBMIT		
* Indicates required field		

7. IMPORTANT: IF YOU HAVE A POP-UP BLOCKER, YOU WILL NEED TO DISABLE IT AT THIS POINT. In the User Role Maintenance section of the User Information screen, click on the "Print" button.

Healthca Pilgrim H	Healthcare Registration for Harvard Pilgrim Health Care								
HealthTrio	HealthTrio <i>connect</i> Office User List								
User Name	User ID	Office Security Level							
User , Test	TeUse82	provider User	<u>Print</u>						
<u>Return to User Ma</u>	Return to User Maintenance								

8. This will open the File Download window. (Note: If this screen does not open, go to Step 12.) Click on "Open."

Firefox	Internet Explorer
Opening AD1AA58C-EE04-4822-9C81299288F367A8.pdf	File Download
You have chosen to open: Tou have chosen to open: ADJAASBC-EBD4-4822-9CB129926BF3E7AE.pdf which is: Adobe Acrobat Document from: https://beta-proview.healthinoconnect.com What should Fireflox do with this file? @_Open with Adube Reader \$5 (default)	Do you want to open or save this file? Name: AD261DD7-D10D-D56C-07218D2252AA273A.pdf Type: Adobe Acrobat Document From: beta.healthtrio.com Open Save Cancel
Do this gutematically for files like this from now on. OK OK Cancel	While files from the internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What is the truic?

9. This will open the Important User Information and the User Agreement in Adobe Acrobat.



10. Click on the "File" menu at the top left corner of the screen and select "Print."

	Committee .				_
Ctrl+0		Find			
Create Adobe PDE Using Acrobat.com	-				
Save g Copy Shift+Ctrl+S					
Saye as Text	MATION				
Attach to Email	maistara	with Has	IthTrio connect Act	ha main office contact plasse provide	
<u>C</u> lose Ctrl+W	r ID and ter	mporary p	assword. Please note	the new user ID will not be activated	
Properties Ctrl+D	cable healt	h plan.			
Digital Editions	r ID		Daegword	Office Security	
Print Setyp Shift+Ctrl+P	\$1528		Password1	User	
Erint Ctrl+P	81.520		Passworu1	User	
1 C:\AD1AA5BC-E8D4-482B12992B8F3E7AB.pdf					
2 C:\Users\\20140916 Ansley Chiro_P&S.pdf					
3 C:\Users\Llarosa\AppData\\FTA_Eastern.pdf					
4 C:\20140924 EasternFTA Enrollment.pdf					
5 E\\Eastern Maine Eye FTA Enrollment.pdf					
Exit Ctrl+O					

11. A copy of the *User Agreement* and Important User Information will now print. The Important User Information page includes the user ID and the user's temporary password.

Please note: This is the only time you will have access to the user's temporary password. Please ensure that you print and retain this page.

- Forward this information to the new user and retain a copy for your records.
- Users will be required to sign an electronic User Agreement upon their first login to HPHConnect.

How to Delete Users from Your HPHConnect Account

1. Log into HPHConnect and click on the "System Admin" link located in the Administration section on the top of the screen.

OFFICE MANAGEMENT	ADMINISTRATION RESOURCE CENTER	
	User Preferences	¥Х
	Admin Maintenance Tools	
	Multi-Payor Registration	

2. When the User Maintenance screen displays with the lists of all users attached to your group. Click on the "name" of the user that needs to be deleted.

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	<u>User, Test</u>	User	Harvard Pilgrim Health Care	720	TeUse82	05/07/2020	Validation Required	102177011

3. When the User Information screen displays, scroll down and click the box next to the User Role under the User Role Maintenance section. Then, click "Remove."

		Q View Audit
User Information		
First Name	Test	
Middle Initial		
+ Last Name	User	
Time Zone:	Amorica/Donvor •	
+ E-mail Address	provider_ebusiness_services@tharvardpilgrim.org	
* Confirm E-mail Address	provider_ebusiness_services@harvardpilgrim.org	
* Title	Back Office	
Office Phone	(999) 999-9999	
Phone Ext		
Office Fax	[000] 000-0000	
Local Administrator:		
SUEMIT		
 Indicates required field 		

This will open the Verification screen. You may enter a reason for the deletion and then click "Yes" or simply click "Yes." The user has now been removed from your account.

4. You will receive the following confirmation.

Information
User Registration Successfully
Removed
The user registration has been successfully removed.

How to Modify User Information in Your HPHConnect Account

1. Log into HPHConnect and click on the "System Admin" link located in the Administration section on the top of the screen.

User Preferences System Admin Admin Maintenance Tools	OFFICE MANAGEMENT	ADMINISTRATION	RESOURCE CENTER	
System Admin Admin Maintenance Tools		User Preferences		ĽТ
Admin Maintenance Tools		System Admin		
Multi-Payor Registration		Admin Maintenan Multi-Payor Regist	ce Tools tration	

2. When the User Maintenance screen displays with the list of all users attached to your group, click on the "name" of the user whose demographics need to be modified.

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	Ē		<u>User, Test</u>	User	Harvard Pilgrim Health Care	720	TeUse82	05/07/2020	Validation Required	102177011
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3. The user's User Information screen displays where you can make changes to any of the demographic fields. When you have entered the needed changes, click on "Submit."

Please note: To complete the Main Office Contact access if the user has one of the following roles: Clinician, Clinician Designee-Main Office Contact, Main Office Contact or Provider please enable the Local Administrator button and complete the address fields.

		Q View Audit
User Information		
* First Name	Test	
Middle Initial		
* Last Name	User	
Time Zone:	Amorica/Donvor •	
• E-mail Address	provider_ebusiness_services@harvardpilgrim.org	
* Confirm E-mail Address	provider_ebusiness_services@harvardpilgrim.org	
* Title	Back Office e.g., Office Manager	
* Office Phone	[900] 990-9909	
Phone Ext		
Office Fax	(999) 999-9999	
Local Administrator:	D	
* Indicates required field		

4. You will receive the following confirmation: Request Submitted Successfully.

The <u>User Role Update Form</u> is to be completed to have access to the following roles:

- Clinician
- Clinician Designee Main Office Contact
- Clinician Designee Back Office

Please note: If you are requesting an update to the following roles - Clinician, Clinician Designee - Main Office Contact or Clinician Designee - Back Office, please submit the signed and completed <u>HPHConnect for Providers User Role Update</u> Form. Forward the completed form to the Provider eBusiness Team via fax to **866-884-3844** <u>or</u> email as an attachment to **Provider eBusiness Services@point32health.org**