Non-Utilizer Report

Non-Utilizer Report Instructions

The Non-Utilizer Report provides the Main Office Contact with the account status for all users attached to their HPHConnect account. This report should be used during the annual Account Revalidation process or at any time the Main Office Contact would like to view the status of users attached to their HPHConnect account.

Below are instructions for running the Non-Utilizer Report:

1. Log in to HPHConnect for Providers.

2. Click on "Reports" in the navigation bar under the Office Management section. This will bring up the list of available reports.

3. Click on "Non-Utilizer Report." This will open the Non-Utilizer Report screen where report criteria may be selected.
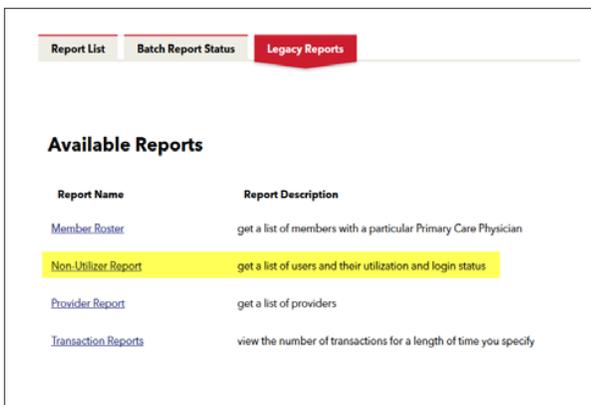
4. Choose the report criteria.

Reporting Period—Days Since Last Sign-on

Allows the Main Office Contact to determine the number of days he/she wants reported since the user's last sign-on.

- The range is from 5 days to 65 days. Harvard Pilgrim recommends selecting 5 days.

Sort Criteria

Allows the Main Office Contact to determine how the report should be sorted. The options are:

- Access Group
- Status (Active, Account Expired)
- User Name (recommended)
- User ID

Additional Selection Criteria—Include Locked Out Users

Select this option to see users whose accounts have been locked for inactivity or for too many failed login attempts.

Download This Report—Select Download Format

- Display (on screen display)
- Download Delimited file
- Download MS Excel file
- Download PDF file

5. Once report criteria have been selected, click on the "Generate" button.
6. View the report.
7. Review the report and proceed to Step 9.

8. **a)** When the confirmation message displays, click on the link to access the Document Manager.

b) At the File Document Manager inbox, click on "Download."

c) Select "Open" to open and view the file, or "Save" to save the file to your computer.
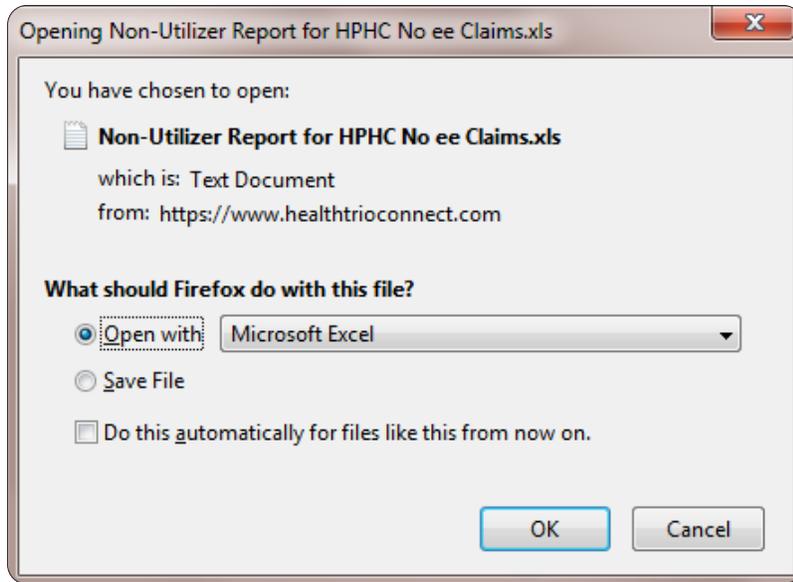
d) View of the report in MS Excel and proceed to Step 9.
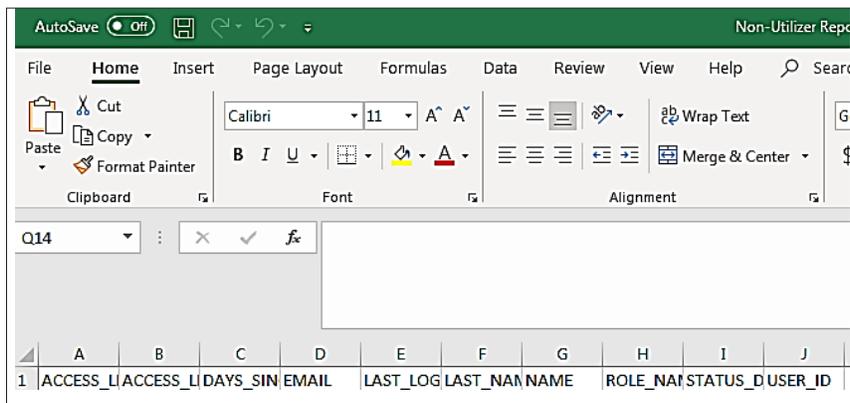
9. Delete users, if applicable
   • Review the report and determine if any User accounts listed as expired need to be deleted.
   • If the user accounts do need to be deleted please refer to *How to Add, Delete or Modify a User's Information*.