

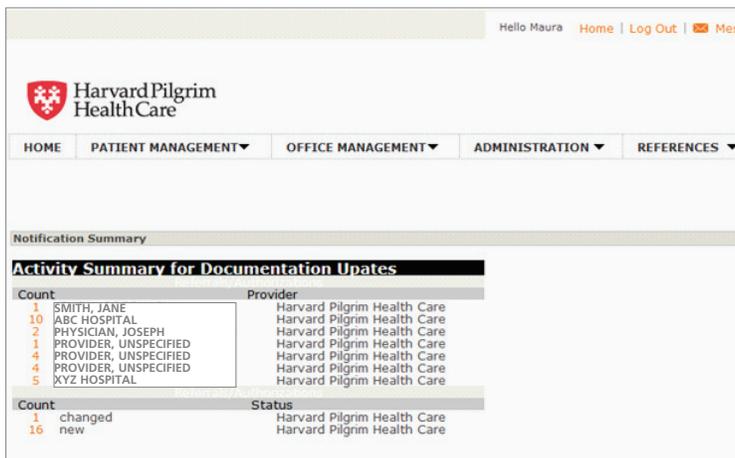
Notifications to Servicing Providers and PCPs – Activity Summary

Home Page – Activity Summary Overview

Providers who use HPHConnect can receive notification from Harvard Pilgrim of new or modified referral/ authorization transactions on the home page.

The Activity Summary, which can be enabled by the user, contains the list of notifications for providers on the access list of new and modified referral/authorization transactions to:

- Servicing providers
- PCPs (if the transaction was entered by another provider for a Harvard Pilgrim member on the PCP’s panel)



Notification Summary

Activity Summary for Documentation Updates

Count	Provider
1	SMITH, JANE
10	ABC HOSPITAL
2	PHYSICIAN, JOSEPH
1	PROVIDER, UNSPECIFIED
4	PROVIDER, UNSPECIFIED
4	PROVIDER, UNSPECIFIED
5	KYZ HOSPITAL

Count	Status
1	changed
16	new

Note: New users will need to add the Activity Summary to their homepage (Refer to “Adding or Modifying Your Activity Summary”).

Activity Summary – View the Notification

1. Click on the number in the “Count” column for the provider or status whose records you want to view.

Service Request Search Results

Service Request Number	Status	Patient	Service Request Type	Requested Service	Requesting Provider	Servicing Provider	Start Date	End Date	Remove from Notification List
PHI26785M	Approved (None)	PATIENT, MARY (H222222300 (E1 Jan 0000))	Specialist	Phy Visit - Office: Well	DOCTOR, SUSAN	DOCTOR, JOHN	1 Aug 2013	13 May 2014	<input type="checkbox"/>

[Remove](#)



- The summary of referral/authorization (R/A) records for the provider or status appears.

Notification Summary		
Activity Summary for Documentation Updates		
Referral/Authorizations		
Count	Provider	
1	SMITH, JANE	Harvard Pilgrim Health Care
10	ABC HOSPITAL	Harvard Pilgrim Health Care
2	PHYSICIAN, JOSEPH	Harvard Pilgrim Health Care
1	PROVIDER, UNSPECIFIED	Harvard Pilgrim Health Care
4	PROVIDER, UNSPECIFIED	Harvard Pilgrim Health Care
4	PROVIDER, UNSPECIFIED	Harvard Pilgrim Health Care
5	XYZ HOSPITAL	Harvard Pilgrim Health Care
Referral/Authorizations		
Count	Status	
1	changed	Harvard Pilgrim Health Care
16	new	Harvard Pilgrim Health Care

- Click on the "Service Request Number" to view a record.
- To remove a record from the Activity Summary, check the box in the column labeled "Remove from Notification List," then click on the "Remove" button.

Note: Removing the transaction from the Activity Summary does not remove the transaction from R/A history. R/A transactions remain online for two years.

Adding or Modifying the Activity Summary

Adding or Modifying the Activity Summary Introduction

The Activity Summary can only be enabled if the user's access list contains less than 100 providers. If your access list contains over 100 providers, you will not be able to add the Activity Summary to your HPHConnect home page.

Activity Summary Options

The user can control the Activity Summary display via the "User Preferences/Notification" screen. This option can be turned on or shut off by the user. You can:

- Add the Activity Summary to your home page
- Change the number of days that records remain on the Activity Summary list(s)
- Add or remove a list from your Activity Summary
- Select the way in which Referral/Authorization records are sorted on Activity Summary list(s).

How to Configure the Activity Summary

I. Access the Notification: Activity Configuration Maintenance screen

- Click on "User Preferences" to access the Activity configuration Maintenance screen.



- A screen appears with three tabs:

- User Information
- Change Password
- Notification

User Information	Change Password	Notification
User Information		
First Name	Lauren	
Middle Initial		

3. The Activity Configuration Maintenance Screen displays.

The screenshot shows the 'Notification: Activity Configuration Maintenance' screen. It has three tabs: 'User Information', 'Change Password', and 'Notification'. The 'Notification' tab is active. Below the tabs, there's a header 'Notification: Activity Configuration Maintenance' and a sub-header 'Activity Lists now in effect'. A table lists three activity lists:

Activity Type	Sort Type	Days to Retain Notification	Modify this list	Remove this list
Referrals/Authorizations	Health Plan	20	Modify	Remove
Referrals/Authorizations	Provider	30	Modify	Remove
Referrals/Authorizations	Status	10	Modify	Remove

Below the table is a section 'Add a new Activity List' with three fields: 'Activity Type' (dropdown), 'Sort Type' (dropdown), and 'Days to Retain Notification' (text input). An 'Add' button is at the bottom.

II. Add a list to the Activity Summary

1. From the Activity Type menu, select "Referrals/Authorizations."
2. From the "Sort Type" menu, select how you would like your notification list sorted. You can select by:
 - **Provider**
Your list will be sorted by Provider last names (alphabetically)
 - **Status**
 - Changed (a recently modified record)
 - New (a recently entered record)

This screenshot is similar to the previous one but shows the 'Sort Type' dropdown menu open. The menu options are 'Health Plan', 'Provider' (highlighted), and 'Status'. An arrow points from the 'Sort Type' dropdown in the form to the open menu.

3. In the "Days to Retain Notification" box, enter the number of days you would like to keep records on your notification list(s). (If you leave this box blank, it will default to 30.) Click the "Add" button to add the list to the Activity Summary on you HPHConnect home page.

Error Message

If you attempt to add the Activity summary and your access list contains more than 100 providers, the following message displays.

Information

 **Notification Service not allowed for this user**

This users access list is too broad to set up Notification.

If you want Notification Service, contact your administrator to arrange for a more restrictive access list.

III. Change the number of days records remain on the Activity Summary list(s)

1. Choose the appropriate row for the type of list you want to modify.
2. Enter the number of days you would like to keep records on your notification list.

Notification: Activity Configuration Maintenance				
Activity Lists now in effect				
Activity Type	Sort Type	Days to Retain Notification	Modify this list	Remove this list
Referrals/Authorizations	Health Plan	<input type="text" value="20"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Provider	<input type="text" value="30"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Status	<input type="text" value="10"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Add a new Activity List				
Activity Type	Sort Type	Days to Retain Notification		
Select an Activity Type <input type="button" value="v"/>	Select a Sort Type <input type="button" value="v"/>	<input type="text"/>		
<input type="button" value="Add"/>				

3. Click on "Modify."

IV. Remove a list from your Activity Summary

Choose the appropriate row for the type of list you want to remove.

Notification: Activity Configuration Maintenance				
Activity Lists now in effect				
Activity Type	Sort Type	Days to Retain Notification	Modify this list	Remove this list
Referrals/Authorizations	Health Plan	<input type="text" value="20"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Provider	<input type="text" value="30"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Referrals/Authorizations	Status	<input type="text" value="10"/>	<input type="button" value="Modify"/>	<input type="button" value="Remove"/>
Add a new Activity List				
Activity Type	Sort Type	Days to Retain Notification		
Select an Activity Type <input type="button" value="v"/>	Select a Sort Type <input type="button" value="v"/>	<input type="text"/>		
<input type="button" value="Add"/>				