

Making a PCP Change in HPHConnect

Improved Experience for You and Our Members

- If a member identifies that an incorrect PCP is listed or wishes to make a change, you can make a real time change on their behalf
- Updating the PCP through HPHConnect is quick and easy
- The change takes effect the day the request is submitted so care can occur without interruption

Available for Most Members

- Feature for HMO/POS members whose plans require a PCP*
- You'll get an error message if the member doesn't meet eligibility requirements

Reminder: May get a notice to inform the member that the change may increase their cost share if they are part of a tiered plan (depending on the change being made). Member may contact Harvard Pilgrim Member Services for more information.

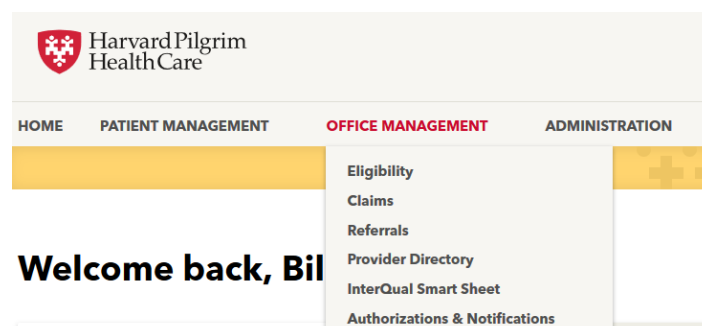
**Medicare Advantage, United Joint Venture, & PPO members are excluded*

Effective Date

- Effective date: On the date the change is submitted
- Updated PCP Information may not be viewable in HPHConnectPortal for up to 24-48 hours
- No retroactive PCP changes
- If there is an error in processing the PCP Change request, Provider eBusiness Services will contact you by phone and email.

Getting Started

1. Log in: <https://hphcproviders.healthtrioconnect.com/>
2. Click "Office Management"
3. Select "Eligibility"



For more information, visit <https://hphcproviders.healthtrioconnect.com/>

Choosing the Patient

- Search by patient Name and Date of Birth or by Member ID and Date of Birth
- Verify that the member is active and click select to add the member to your current patient list


Conduct Eligibility Search

☒ Last Name ☐ Member ID:

Patient
(Last Name Example - Smith, John)

PCP: None Selected **SELECT**

Search Filters

As of 

Gender

Birth Date:
(MM/DD/YYYY)

Age

SEARCH **CLEAR**

Eligibility Search Results

	<u>Name:</u>	<u>Sex:</u>	<u>Effective Dates</u>	<u>Birth Date:</u>	<u>Member ID:</u>	<u>Primary Care Provider</u>
SELECT	Smith	F	28 Feb 2016-		HP01	Practitioner, Unspecified

Pages: (1) Results: 1

- Click on "Patient Management", then select the patient from the drop down menu
- Then, review patient demographics for the selected member

HOME **PATIENT MANAGEMENT** OFFICE

Current Patient

(None)

(None)

Doe, Jane

Murphy, Michael

Smith, John

Pages: (1)

Eligibility Search Results

Currently Selected Record: HPHC - Patient Information

Patient Demographic

Name: Smith, John **Sex:** Male

Address: **Birth Date:** 8

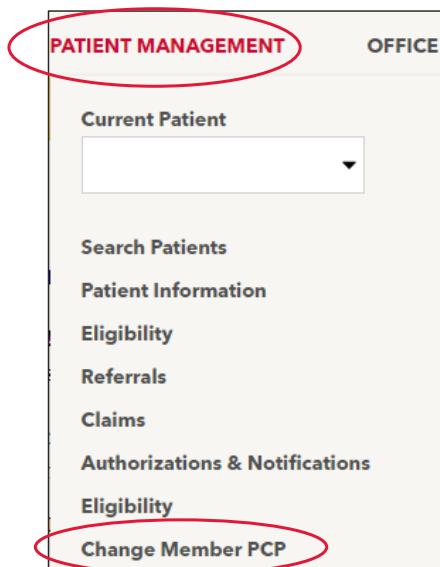
ID: HP01

Clinician/Caregiver Information

Name: Unspecified Practitioner **Effective Dates:** 28 Feb 2016 - None **Phone:** None

Changing the PCP

- Click on Patient Management then click on Change PCP



The screenshot shows a sidebar menu for 'PATIENT MANAGEMENT' and 'OFFICE'. The 'PATIENT MANAGEMENT' tab is selected and circled in red. Below it, a 'Current Patient' dropdown menu is visible. Further down, a list of options includes 'Search Patients', 'Patient Information', 'Eligibility', 'Referrals', 'Claims', 'Authorizations & Notifications', 'Eligibility', and 'Change Member PCP'. The 'Change Member PCP' option is circled in red.

Review the Attestation

- Read the disclaimer
- Confirm the selection with the member/guardian
- Select confirm

Disclaimer

☐ By checking this box, I attest that the member/guardian has authorized this change

Please note: A change in PCP may result in a change to the member's cost-sharing including co-payments, co-insurance, and deductible (applicable only with certain member products). Provider tier assignments are available in the [Provider Directory](#). Members can contact (888) 333-4742 with additional questions.

CONFIRM

GO BACK

Choosing the New PCP

- Search for the new PCP by name, NPI or practice

Search Options

Type of Provider

Any PCP ▾

Provider

☐ Provider Name ☒ Provider NPI

(Last Name Example - Smith, John)

Provider Practice

☒ Practice Name

Location

Any Location ▾

Provider Preferences

Sex:

Any Sex ▾

Accepting

☐ New Patients

SEARCH

CLEAR

- Select the new provider

Provider Search Results										
Select	Name:	Type	Specialty:	Address:	Phone Number	Product:	Network Tier	Effective Dates	Status	Proximity
<div>Select</div>	Jane Doe, MD Franklin Medical Group	Clinician:	Internal Medicine	170 Governors Ave MEDFORD, MA 02155	555-555-5555	Best Buy PPO HSA		28 Jul 2017-None	Participating	Map Driving Directions

Completing the Change

- Select the reason for the change from the menu
- The established patient drop-down identifies if the member or a relative is a current patient of the selected PCP
- Enter your contact information in the contact fields. This will be used if we need to discuss the change request with you.
- Click the Accept button

*** Reason
for Change**

No Reason Given

**Established
Patient**

**Contact
First Name**

**Contact
Last Name**

**Contact
Number**

ACCEPT CANCEL

Note: Contact fields must be completed for the request to be processed.

Status Message

Confirmation

 **Your PCP Change Request has been submitted**

This change will become effective 02/19/2020

Reminder: Change is effective on the date submitted. However, it may take 24-48 hours for the change to appear in the HPHConnectportal.

Error

Unfortunately, the system does not have enough information on file to proceed with your request. Please contact your health plan for more information.

For a general error message, verify that the member has an active span and participates in a plan that requires a PCP and submit your request again. (Medicare Advantage, United Joint Venture, & PPO members are excluded)

Need Assistance?

For further questions about HPHConnect, please call **800-708-4414** or email Provider_eBusiness_Services@point32health.org.