HPHConnect Overview

Overview

HPHConnect for providers is Harvard Pilgrim's Web-based transaction service. *HPHConnect* capabilities include the ability to verify patient eligibility; view claim status and a patient's personal health record (PHR); submit notifications and claim batch files; create/receive notification of specialty referrals; receive authorizations and receive and download your electronic remittance advice.

HPHConnect also provides access to the following Harvard Pilgrim news, information, and reports:

- Provider Analytics — flexible claims history reporting tool
- *Provider Manual, Insights and Updates for Providers,* and Provider Directory
- Drug Formulary
- Diagnosis, procedure and revenue codes
- PCP membership reports
- Claims reports

Conditions of Use

To protect the privacy and security of health information pursuant to HIPAA and related regulations, users are bound by the terms of the [Trading Partner Agreement](#). Further, all users must sign the *HPHConnect User Agreement* indicating acceptance of Harvard Pilgrims terms and conditions of use.

Main Office Contact Users are required to submit a hard copy of their signed *HPHConnect User Agreement* to Harvard Pilgrim. Additional users added to existing *HPHConnect* accounts are required to sign an electronic *HPHConnect User Agreement* upon their first login to *HPHConnect* for providers.

Harvard Pilgrim requires designation of a Main Office Contact to act as the administrator of *HPHConnect* within their organizations and to ensure users adhere to the *HPHConnect* terms and conditions of use.

Main Office Contact

Main Office Contacts are responsible for the administration of *HPHConnect* for their organizations. They are responsible for maintaining their organization's user list and modifying user accounts as needed. The main office contact is also responsible for ensuring that all users for their organization are aware of and adhering to the *User Responsibilities Guidelines*.

An organization may have more than one main office contact. Organizations with multiple main office contacts must ensure that these staff members work together to manage their users' access within *HPHConnect*.

HPHConnect Main Office Contact Responsibilities

Users listed as main office contacts are responsible for maintaining the accuracy of their user's access within *HPHConnect*. Main office contact users have the authority and responsibility to:

- Perform user account maintenance
  - Add new users
  - Modify existing users
  - Delete users no longer active in your organization
- Ensure that all users are aware of and are adhering to the *User Responsibilities Guidelines*

- Ensure that user accounts are not shared among staff.
  - Each user is required to have a unique user ID and password.
- Ensure that user accounts are deleted as the user(s) leave your organization.
- Conduct an annual Account Revalidation of the current user list to ensure that users are deleted appropriately.

User

A *User* is an individual that has been granted access to *HPHConnect* for Providers by their main office contact.

Users Responsibilities

When accessing *HPHConnect* for Providers, the user's responsibility includes:

- Each user is required to have an individual login.
- Users must not disclose their password information.
- Users are responsible for all activity or transactions accessed or conducted through the application that are attributable to their password.
- Users will ensure that any data, text or information that they access or retrieve from Harvard Pilgrim Health Care databases will be used solely in furtherance of the relationship that user and/or the provider for whom user is an authorized representative has with Harvard Pilgrim Health Care.
- User will use best efforts to ensure that any data, text or information, including without limitation, enrollment, payment, claims adjudication, case or medical management, medical or billing records or any Protected Information that the user accesses or retrieves from Harvard Pilgrim Health Care databases will be maintained in confidence and not disclosed to any other party, except in accordance with the [Trading Partner Agreement](#) between Harvard Pilgrim Health Care and Provider.

Resources

Please see the following requirements for use of *HPHConnect* for providers.

- Registration Instructions
- Privacy & Security Agreement
- Technical Requirements
- User Role
- User Guides & Forms
  - Eligibility
  - Referral/Notification/Authorization
  - Claim Submission
  - Remittance Advice
  - Document Manager

Additional Information

For additional information, please e-mail Provider_eBusiness_Services@point32health.org or use the Secure Message Center within the portal.