Member
Health Information Portal (HIP)
GUIDE

Updated - January 2012
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Document Change Control

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Objective

The objective of this workbook is to familiarize members with The use of Community Health Plan of Washington Health Information Portal (HIP)

System Requirements to Use HIP

Prerequisites

Users should know how to use Microsoft Internet Explorer and the Microsoft Windows application environment.

System requirements

Minimum system requirements to access the Community Health Plan of Washington Member Health Information Portal (HIP) are:

- **Browser:**
  - Supported browser - Microsoft Internet Explorer 7.0 or later
  - Non-supported browsers (will not connect to HIP) - Firefox, Safari
- **Internet connection speed:** DSL 1.5 mbs or faster

Operating system

- **Supported operating system:** Microsoft Windows 98, Windows NT Workstation 4.0, Windows 2000 Professional, Windows 2003, Windows 7, Windows XP Professional

  - Non-supported operating systems: handheld phone devices (will not connect to the portals)

Minimum hardware

- 800 MHz PC
- 512 MB RAM
- Screen resolution - 1024 x 768
Overview of Community Health Plan Health Information Portal (HIP)

The Health Information Portal (HIP) provides an online self service option to see and work with your health care information. Enrolled members of Basic Health and Washington Health Program through Community Health Plan of Washington can use this tool.

You can use HIP to:

- Check your eligibility.
- Track claims, amount approved, amount paid, and your cost.
- Track authorizations for service.
- View details of your benefits.
- Request ID cards.
- Change your primary care provider (PCP).
- Inform Community Health Plan about an address change.
- Enroll in disease management programs.
- Get access to health information and services.
- Contact the Community Health Plan customer service team.

All information available from this portal is protected and secure.
To Sign Up for HIP Access

1. Enter the [HIP web address (URL)] in your web browser address field. The Community Health Plan of Washington HIP Home/Login Page is displayed.

2. On the menu in the left pane, select **Sign Up**. The Sign Up for HIP Access page is displayed.
3. On the Sign Up for HIP Access page, select Request For Member Access under Select the type of access requested.
4. Enter information in the files of the Request for Member Access form. Be sure to enter your name as it appears on your Community Health Plan member ID card.

5. Read the User Agreement and select the box next to I AGREE.

6. Click the Submit button.

Community Health Plan of Washington Customer Service staff will review the completed form and then send you a user name and password by email.
To Log In to HIP

1. Enter the HIP web address (URL) in your web browser address field. The Community Health Plan of Washington HIP Home/Login Page is displayed. (See To create a desktop shortcut for the HIP Login page.)

2. Enter your User ID (provided by Community Health Plan).

3. Enter your Password (provided by Community Health Plan). (See About your password. If you want to change your password, see To change your password.)
4. Click the **Login** button or press **Enter**. The HIP confirmation page is displayed. The confirmation page simply validates the user ID and password you used. (For information about passwords, see [About your password](#).)
5. Click the Yes button on the HIP Confirmation page. The HIP Welcome page is displayed.

6. To go to a web page, click one of the links on the Welcome page (see underlined words in the screen shot above):
   - **Training page**: Click to access the Member’s Guide (this document).
   - **Community Health Plan**: Click to go to the chpw.org website.

**To create a desktop shortcut for the HIP Login page**

1. Right-click in the HIP LogIn page. A dialog box is displayed asking if you want to put a shortcut to this website on your desktop.
2. Click Yes. The desktop shortcut is created.
Your HIP Password

The first time you log in to HIP you will be asked to change your password. The password:

- Must be 6–30 characters long.
- Must start with an alphabetic character.
- May contain any combination of alphabetic characters, numbers, and these special characters: $ or _ or 

To change your HIP password

1. Select Change Password from the HIP menu.
   The Change Password screen is displayed. The user ID you used to sign onto HIP appears.

2. Enter your information in the fields:
   - Enter your current password.
   - Enter your new password.
   - Enter your new password again to confirm it.

3. Click the Submit Change button.
   This message displays to tell you that the password change was successful.

   Your password was Successfully Changed.
HIP Member Services

By using HIP, you can:

- View the status of authorizations.
- Update your address with Community Health Plan.
- Request to change your PCP.
- View your claim status.
- View eligibility information.
- View information about your benefit package.
- Enroll in a disease management program.
- Get answers to frequently asked questions (FAQs).
- Contact Community Health Plan Customer Service Representatives or get messages from Community Health Plan.
- Get information about health.
- Search for Community Health Plan of Washington providers.
- Request a Community Health Plan of Washington ID card.
To Access HIP Member Services
1. Click Member Services on the HIP menu.
2. On the Member Services menu, click the service you want to use. (See the following sections for more information about each service.)
To get information about authorizations

There are two ways to access information about a member’s authorization requests:

- Click **Auth Inquiry** on the Member Services menu. The Authorization Inquiry screen is displayed without any search criteria entered. (The screen will look like the picture below.)

- Click **View authorizations** on the **Member Eligibility Detail** screen. The Authorization Inquiry screen is displayed with the Member ID field already filled.
To search for authorizations:

1. In the Authorization Inquiry Search form, enter information in at least one of the fields for: authorization number; member ID; member first and last name; request from and to date; or authorization status.

2. Click the Search button.
   The Authorization Inquiry Results screen is displayed.

3. For specific information about an authorization, click its link in the Auth Number column on the Authorization Inquiry Results.
   The Authorizations Detail screen is displayed for that line item.
To tell Community Health Plan when you change your address

1. Select Change Address from the Member Services menu.
   The Change Address Request screen is displayed.

   ![Change Address Request Screen]

2. Enter your new residential or mailing address in the address fields.

3. Click the Submit button.
   The Change Address Request screen is displayed with a batch number reference.

   ![Your request is being processed. The batch number is: 103015]
To request a change in your PCP

1. Click Change PCP on the Member Services menu. The PCP Change Request screen displays information about your current PCP selection.
2. Click the **Change PCP** button. The Provider Directory Search screen is displayed.

3. Enter PCP search criteria in the form fields. 
   **Note:** Your Health Plan is already filled in when you use this HIP form to search.
4. Click the **Search** button.  
The search results are displayed.  
**Note:** If too many results are found, click the **Search Again** button at the bottom of the PCP search results page, and then narrow your search by entering more search criteria.

5. Click the radio button (circle) next to your choice of PCP.

6. Click the **Select PCP** button at the bottom of the PCP search results page.  
A screen is displayed showing your PCP selection.
7. To confirm the change request, click the **Confirm Selection** button (or click **Cancel**). A screen is displayed that shows the status of your request and gives you the request number.
To view claim status

There are two ways to access information about a member’s claims:

- Click **Claims Inquiry** on the Member Services menu. The Claim Inquiry screen is displayed without any search criteria entered.

- Click **View Claims** on the Member Eligibility Detail screen. The Claim Inquiry screen is displayed with the Member ID field already filled.
1. In the Claim Inquiry Search form, enter search criteria to narrow your claims search. You can also simply click the **Search for Claims** button.
2. In the Claims Inquiry Results, click a number in the Claim Number column to see details about that specific claim.
The Professional Claim Detail screen is displayed.

Note: Payment of a claim by Community Health Plan of Washington is subject to the patient’s coverage and eligibility at the time of service.
To send a message about claims to the Customer Service team

1. Click the envelope icon. The Message Input window is displayed.

2. Enter your question in the text box.

3. Click the Submit button. Your message is sent to Community Health Plan Customer Service.

To view responses to your questions or to messages you have sent, select Messages from the Member Services menu on the left side of the Member Health Information Portal screen.
To verify Community Health Plan eligibility

1. Select Eligibility Info from the Member Services menu. The Member Eligibility Detail screen is displayed.

The Member Eligibility Detail screen displays:

- **Member address** (your current address)
- **Name of current PCP** (your current PCP)
- **Eligibility history** (your specific changes since you have been enrolled in your plan with Community Health Plan of Washington)
Benefit Package ID and Benefit Description

The Benefit Package ID is a hyperlink. When you click that link, you see the Member Benefit Rules Detail Sheet. **Note:** *This is just a summary.* It is not a guarantee of any kind. When in doubt, please contact Community Health Plan Customer Service directly.

<table>
<thead>
<tr>
<th>Rule Type</th>
<th>Rule ID</th>
<th>Rule Description</th>
<th>Start Date</th>
<th>End Date</th>
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<td>Labs</td>
<td>L29RAPSUXX</td>
<td>COVERAGE BRAS S (POST SURGICAL) INITIALLY WITH REPLACEMENTS DUE TO NORMAL WEAR AND TEAR.</td>
<td>1/1/2010</td>
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<td>Labs</td>
<td>L120SPOPXX</td>
<td>DIABETIC EDUCATION VISITS (UP TO 6) OR INDIVIDUAL SESSIONS PER CALENDAR YEAR.</td>
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To view information about your Plan benefit package

On the Member Eligibility Detail screen under Member Benefits, click the link in the Benefit Package column.

The Member Benefit Rules Detail screen is displayed.

- The Member Eligibility Detail screen displays:
- Member address (Your current address)
- Name of current PCP (Your current PCP)
- Eligibility history which displays your specific changes since you have been with CHPW and your given product.
- Benefit Package ID and Benefit Description
- New with the January 2012 system update are the Start Date and End Date columns.
- Use the scroll bar on the right of the screen (red arrow in the picture) to view more benefit package details.
To enroll in a disease management program

To enroll in a program to help you manage diabetes, asthma, or high blood pressure:

1. Select **Enroll Disease Mangmt** from the Member Services menu.
   The Disease Management Program Enrollment Form is displayed.

The online Disease Management Program Enrollment Form is broken into four sections:

1) Disease Information.

2) Member Details, This information should be filled in for you.

3) Contact Information. This information is also filled in for you. You can change it if you want the Care Management team to use an alternative contact for this program.

4) General Information. Enter the name of the person who completes the form.
2. After you complete the form, click the **Submit** button.

A message is displayed, including a Tracking ID number. The message lets you know that Community Health Plan of Washington get your completed enrollment request.

Community Health Plan will send you a Health Information Portal message when you have been enrolled in a disease management program.
Frequently Asked Questions (FAQs)

1. To get to the Frequently Asked Questions page, select FAQs from the Member Services menu. The Frequently Asked Questions page is displayed.

2. Click a question to see the answer, or use the vertical scroll bar on the right side of screen to see the list of questions and answers.
To find health information or health links

1. To get to a Community Health Plan website (chpw.org) health information page, select either Health Information or Health Links on the Member Services menu.

From this page, you can find or get to information about:

- Your benefits
- Your wellness
- Managing your health
To read messages from Community Health Plan

By selecting **Messages** from the Member Services menu, you can read general messages from Community Health Plan of Washington or specific messages to you from Community Health Plan Customer Service.

To read general messages from Community Health Plan:

1. Select **Messages** on the Member Services menu.
2. When the Messages menu opens, select **General**.
   The General Messages screen is displayed showing two tabs—Current Msgs and Old Msgs. (If you have no current or older messages, you will see the message shown below.)

3. To display current or older messages, click **Current Msgs** or **Old Msgs**.
4. To open a message to read it, click the title of the message (in blue).
5. To close a message, click the **Current Messages** or **Old Messages** button to return to a message list.
To read Customer Service messages

1. Select **Messages** on the Member Services menu.

2. When the Messages menu opens, select **Customer Service**.

3. To see a list of messages associated with open issues, click **Open**. To see a list of messages associated with closed issues, click **Closed**. A Message List screen displays.
4. To display message detail, click the number in the Reference ID column. The message detail screen displays.

5. To send a secure reply message to Community Health Plan Customer Service, enter your reply in the text box under Reply, and then click the **Submit Reply** button. A message displays to tell you that your update was successful and give you information about your reply.
To access the provider directory

You can search the Community Health Plan provider directory by using the HIP Member Services menu or by searching directly from the Community Health Plan website (www.chpw.org).

- To use the Member Services menu, select **Provider Directory** from the Member Services menu.

You are linked to the Community Health Plan provider search page.

- To use the provider search directly, on the Community Health Plan website (www.chpw.org), click the Our Providers tab and then select Provider, Hospital, Clinic Search.
To request a Community Health Plan of Washington ID Card

1. Select Request ID Card from the Member Services menu. The ID Card Request page is displayed.
2. Click the **Confirm ID Card Request** button. If the request succeeds, HIP displays the message below.

![ID Card Request has been successfully processed]

**To log off**

Select **Log Off** from the Member Service menu to log out of the Community Health Plan of Washington Health Information Portal.

**Note:** Remember to always log off using this method after you have finished using HIP. There could be potential user issues if you simply close the window.

![Log Off option]

**Important:** Always **log off using this method after you finish using HIP**. If you simply close the window, there could be user issues.