

Kris



Member Services  
Now at your fingertips

# MyCHPW MEMBER PORTAL USER GUIDE

November 2023



**COMMUNITY HEALTH PLAN**  
of Washington™

## REVISION HISTORY

Version	Date	Prepared By	Summary of Changes
V1.0	August 2018	Joelle Gourdeau	DRAFT
V1.0	November 2018	Joelle Gourdeau	FINAL
V1.0	January 2019	Renée Lillie	Revised
V1.1	June 2019	Joelle Gourdeau	Updated Provider Directory Search with new functionality
V1.1	July 2019	Renée Lillie	Changed "HealthMAPS" to "myCHPW"
V 2.0	August 2021	Dianna Dietrich / Amy Lathan / Cheri Eriksen / Renée Lillie	Updated for current system; added Rate a Doctor and Treatment Cost Calculator for Cascade Select plans
V 3.0	October 2023	Amy Lathan / Renée Lillie	Updated for Individual and Family Cascade Select plans ; added instructions for optional two-factor authentication (2FA); Rate a Doctor now available for all plans; TCC now available for Medicare Advantage
V 3.1	November 2023	Renée Lillie	Added information about member address changes

# Table of Contents

<b>1 ACCESSING THE PORTAL.....</b>	<b>4</b>
HOW TO CREATE A MYCHPW MEMBER PORTAL ACCOUNT.....	4
HOW TO LOG IN TO THE MEMBER PORTAL .....	10
HOW TO ENABLE OR DISABLE TWO-FACTOR AUTHENTICATION .....	12
HOW TO CHANGE YOUR 2FA PREFERENCE .....	18
HOW TO LOG OUT.....	20
<b>2 YOUR MEMBER DASHBOARD .....</b>	<b>21</b>
HOW TO CUSTOMIZE YOUR DASHBOARD .....	21
<b>3 YOUR AUTHORIZATIONS / REFERRALS.....</b>	<b>23</b>
HOW TO VIEW YOUR AUTHORIZATIONS / REFERRALS .....	23
<b>4 YOUR BENEFITS.....</b>	<b>30</b>
HOW TO VIEW YOUR MEDICAL BENEFITS .....	30
<b>5 YOUR CLAIMS .....</b>	<b>34</b>
HOW TO VIEW YOUR CLAIMS AND EOBs .....	34
<b>6 FIND/RATE A DOCTOR.....</b>	<b>38</b>
HOW TO FIND A DOCTOR .....	38
HOW TO RATE A DOCTOR .....	49
<b>7 MEMBER SELF-SERVICE .....</b>	<b>53</b>
REQUEST ID CARD .....	53
HOW TO VIEW, DOWNLOAD, OR PRINT YOUR ID CARD .....	53
SECURE MESSAGES .....	55
HOW TO VIEW YOUR SECURE MESSAGES .....	55
HOW TO CREATE AND SEND A NEW SECURE MESSAGE .....	59
UPDATE YOUR PCP .....	61
HOW TO UPDATE YOUR PCP .....	61
OTHER HEALTH INSURANCE .....	63
<b>8 PROFILE MANAGEMENT.....</b>	<b>67</b>
HOW TO CHANGE YOUR ADDRESS .....	67
HOW TO CHANGE YOUR PASSWORD .....	70
HOW TO CHANGE YOUR SECURITY QUESTIONS.....	72
<b>9 MEMBER RESOURCES.....</b>	<b>75</b>
HOW TO VIEW MORE INFORMATION ABOUT YOUR PLAN AND COVERAGE .....	75
<b>10 TREATMENT COST CALCULATOR.....</b>	<b>77</b>
HOW TO USE THE TREATMENT COST CALCULATOR.....	77

# 1 Accessing the Portal

You'll need to start by creating an account. This includes creating your user login ID, password, and setting up your security questions and answers. Setting up a member portal account lets you come back to the member portal at any time to review your coverage information.

## How to Create a myCHPW Member Portal Account

The CHPW member portal may look a little different depending on whether you are an Apple Health (Medicaid), Medicare Advantage, or Individual and Family Cascade Select member (for example, different colored portal pages depending on your plan). However, the member portal has most of the same features and is used the same way no matter which CHPW plan you have. Anything that is different for your specific plan, is indicated in this User Guide.

You will need to fill out and submit the online Member Registration form to CHPW. Follow these step-by-step instructions to create your member portal account.

### *Before You Begin*

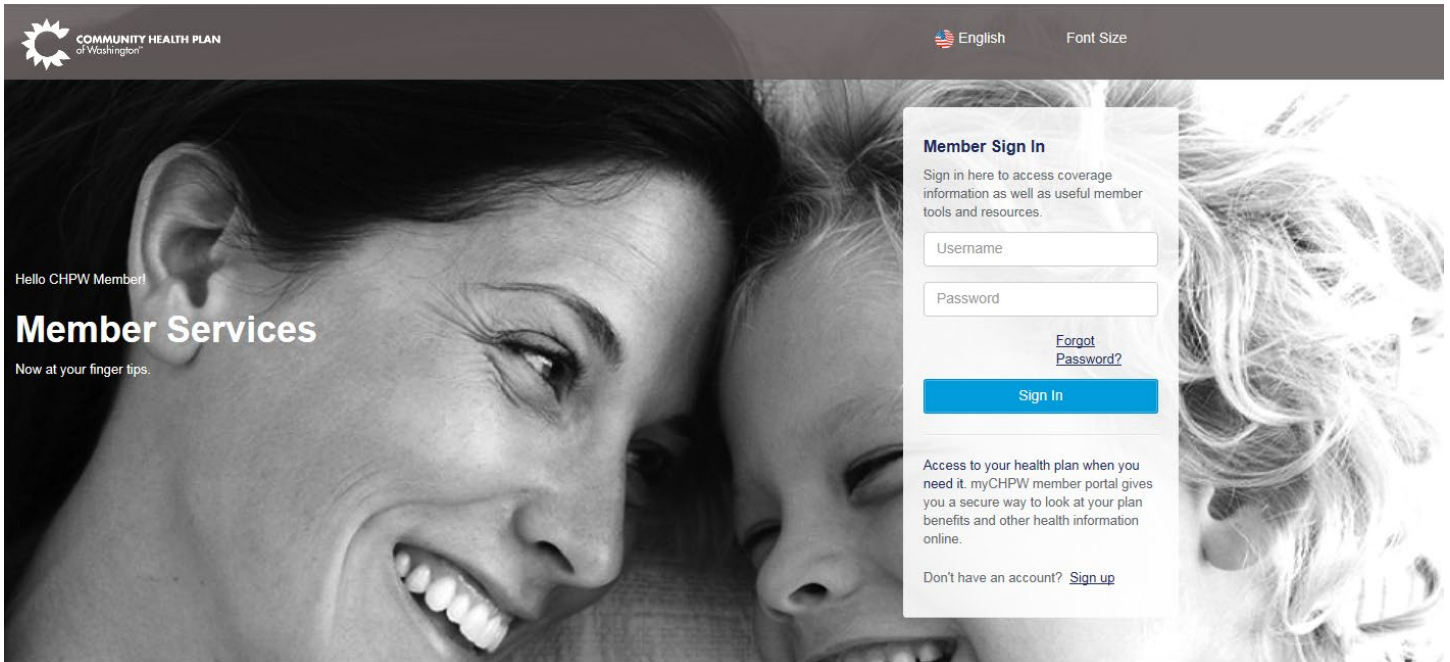
You must have active coverage through CHPW to be able to create a myCHPW member portal account. To create a portal account, you will need the following:

- Your Member ID number. You can find this on your CHPW Member ID card.
- Your first and last name as it appears on your enrollment application.
- Your date of birth.
- Your residential address.

## Screens

### CHPW Member Welcome Page

As previously noted, you may have different colored portal pages depending on your plan.



## Member Registration page

### Registration

Welcome to HealthMAPS Member Portal. Please complete the fields below in order to finish your registration.

Required fields are indicated with asterisk (\*) [I already have an account](#)

#### Member Information

\* Who is this account for?  
 I am creating this account for myself  
 I am creating this account for my spouse/dependent.

\* Member ID Number

**i** This number is located on the front of your Member ID Card.  
Dont have your Member ID Card? Contact Customer Service at  
Apple Health Customer Service 800-440-1561  
Medicare Advantage Customer Service 800-942-0247  
Integrated Managed Care Customer Service 866-418-1009

\* Date of Birth

#### Demographic Information

\* First Name  \* Last Name

\* Address (No., Street)  Suite/Apt Number  \* City

\* State  \* Zipcode

\* Home Phone  Mobile Phone

#### Sign Up Information

\* Email Address   
Cannot be a shared or group email address.

User ID same as email  
\* User ID   
This is my login ID

**•** User ID should be alphanumerical and allowed special character are only underscore \_ or a period.  
**•** Minimum of 6 characters and Maximum of 40 characters.

\* Password   
\* Re-enter Password

**Password must contain:**

- Minimum of 8 characters & maximum of 30 characters
- At least 1 letter in uppercase(A-Z)
- At least 1 letter in lowercase (a-z)
- At least 1 number (0-9)
- At least 1 special character (-, \$, #, &, \_ , %)

\* Question 1  \* Answer 1

\* Question 2  \* Answer 2

\* Question 3  \* Answer 3

I agree to abide by the terms and conditions set forth in the Community Health Plan of Washington Rights and Responsibility manual located at <https://chpw.org/for-members/your-privacy-and-rights/>

Steps

Start from the myCHPW Member Portal Page

**1. Open your web browser**

Enter the myCHPW web address in your web browser address field: <https://mychpw.chpw.org/en/member>. Press **Enter**. You will see the Community Health Plan of Washington myCHPW login page. See the CHPW Member Welcome Page screen on page 5 of this guide.

**2. Start from the myCHPW Member Portal page. Click the *Sign up* link**

This will take you to the Member Registration form.

Member Registration Page

**3. You must select whom the account is being created for**

**IMPORTANT! If you make an account for a dependent/spouse:**

CHPW will apply the HIPAA Privacy rule, the Health Insurance Portability and Accountability Act of 1996, which restricts access to specific medical information.

**4. Enter your *Member ID Number* and *Date of Birth***

The Member ID number you enter must match the number from your Member ID Card.

The birth date you enter must match the birth date from your enrollment application.

This is the number located on the front of your Member ID card. If the Member ID number does not exist, a message will display.

**5. Enter the rest of your information**

Make sure you fill out the required fields.

The First Name and Last Name you enter on the Registration form must match the name on your Member ID card.

## 6. Create your User ID

The User ID you create must be at least eight characters. You can use your email address as your User ID if you want. Your User ID can contain any combination of numbers and letters. The only special characters allowed are: the @ symbol, a period, and an underscore.

If the User ID already exists, a message will display.

If the email address already exists, a message will display.

## 7. Password and Security Questions

Follow the instructions to create your password.

You will be able to change your password, security questions, and security answers at any time.

## 8. Agree to the Privacy Policy

There's a link to CHPW's Privacy Policy at the bottom of the page.

To complete the registration process, you must view and agree to the Privacy Policy. Select the link to view the Privacy Policy and check the box next to: "I understand and agree with the CHPW Privacy Policy."

## 9. Click the Register button.

If your registration was successful, a "Success" message will display with a link to the myCHPW member portal.

If your registration did not pass the validation process, the portal will display a message.

**IMPORTANT!** Before clicking the **Register** button, be sure to make a note of your User ID, Password, and Security Questions and Answers. You will need your User ID and Password to access the member portal. You will need your Security Questions and Answers if you want or need to change your password.

## What's Next

### 10. If your registration was successful:

The portal will display a message that has a link to the myCHPW member portal.

You can now sign in to the myCHPW member portal and view your health coverage information.

A confirmation email will be sent to the email account you entered on the registration form.



**11. If your registration was not successful:**

An email will be sent to the email account you entered on the registration form.

## How to Log in to the Member Portal

Follow these step-by-step instructions to log in to the myCHPW member portal.

### *Before You Begin*

You will need your User ID and Password.

### *Screens*

### Member Sign In

Sign in here to access coverage information as well as useful member tools and resources.

[Forgot Password?](#)

**Sign In**

---

Access to your health plan when you need it. myCHPW member portal gives you a secure way to look at your plan benefits and other health information online.

Don't have an account? [Sign up](#)

## Step-by-Step Instructions

### Steps

### More Information

#### Start from the Member Portal

**1. Enter your User ID and Password.**

**IMPORTANT!** The member portal keeps track of failed login attempts and will lock your account after three failed attempts. If your account is locked, follow the instructions on the onscreen message to unlock your account.

**2. Click the Sign In button.**

If your login is successful, you will be taken to the Member Dashboard.

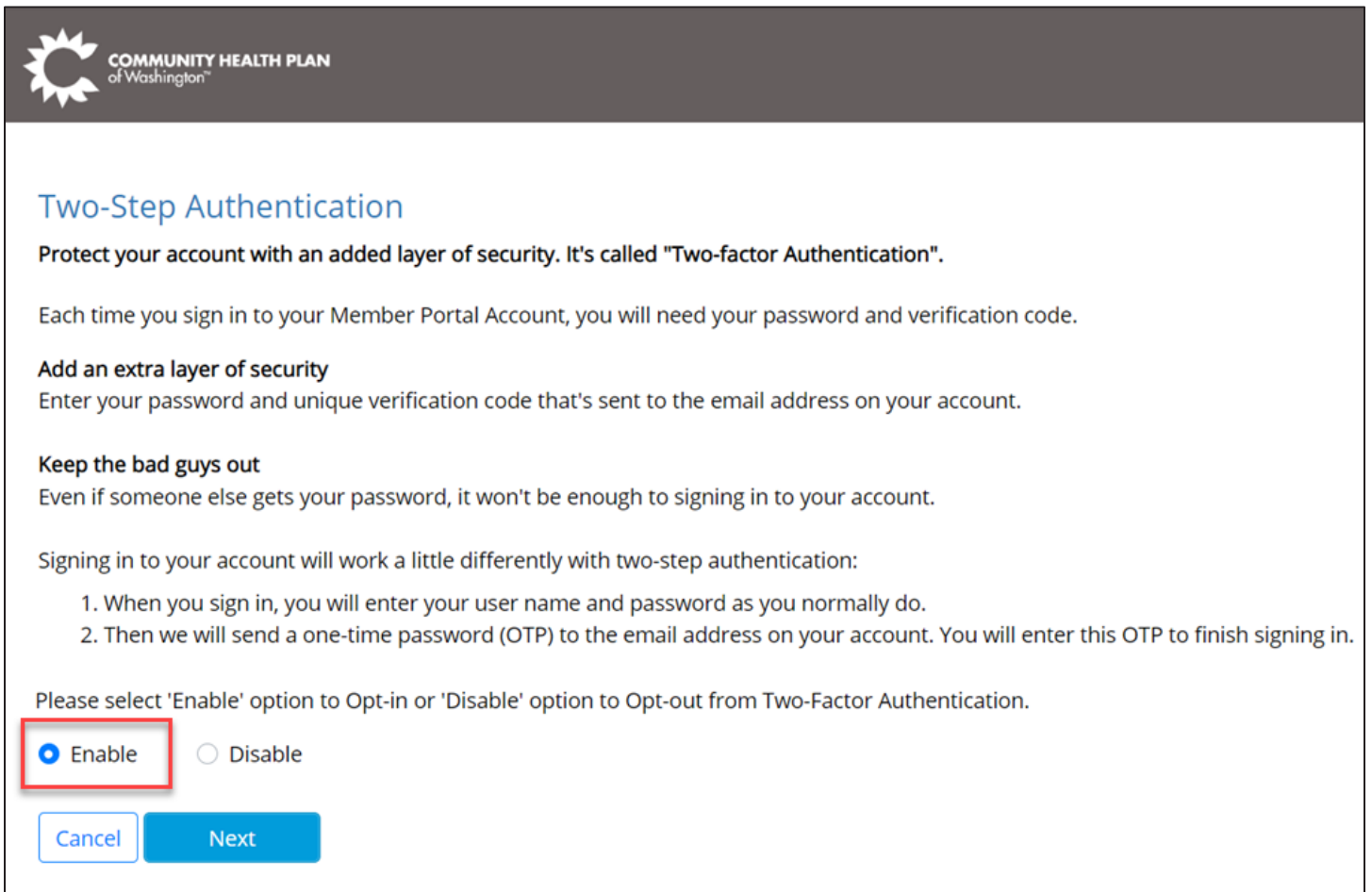
## How to Enable or Disable Two-Factor Authentication

You have the option to protect your account with an added layer of security. It's called "two-factor authentication" or "2FA" (or "two-step authentication"). With 2FA, even if someone gets your myCHPW password, they won't be able to sign in to your account.


You'll be prompted to set up 2FA when logging into the member portal, however, 2FA is optional. You'll still be able to access and use the portal even if you don't set up 2FA.

Next time you log into myCHPW, follow the on-screen instructions to either enable 2FA or to opt out of it. Whichever you choose, you can change your 2FA preference later.

### Screens—enable 2FA



The screenshot shows the "Two-Step Authentication" setup screen. At the top left is the Community Health Plan of Washington logo. The title "Two-Step Authentication" is in blue. Below it, a bold heading reads "Protect your account with an added layer of security. It's called 'Two-factor Authentication'." The text explains that each sign-in will require a password and a verification code. It then lists three benefits: "Add an extra layer of security", "Keep the bad guys out", and "Signing in to your account will work a little differently with two-step authentication:". The last point includes a numbered list: 1. When you sign in, you will enter your user name and password as you normally do. 2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in. Below this, a prompt asks the user to select 'Enable' or 'Disable'. The "Enable" radio button is selected and highlighted with a red box. At the bottom are "Cancel" and "Next" buttons.

 COMMUNITY HEALTH PLAN  
of Washington™

### Two-Step Authentication

**Protect your account with an added layer of security. It's called "Two-factor Authentication".**

Each time you sign in to your Member Portal Account, you will need your password and verification code.

**Add an extra layer of security**  
Enter your password and unique verification code that's sent to the email address on your account.

**Keep the bad guys out**  
Even if someone else gets your password, it won't be enough to signing in to your account.

Signing in to your account will work a little differently with two-step authentication:

1. When you sign in, you will enter your user name and password as you normally do.
2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in.

Please select 'Enable' option to Opt-in or 'Disable' option to Opt-out from Two-Factor Authentication.

Enable  Disable



## TWO-STEP AUTHENTICATION

Now we'll send you a One-time password (OTP), which you'll enter in the next step.

- Receive One-time password using the email address on your account

YourEmail@provider.com

Cancel

Send OTP



## Enter OTP

A One-time password has been sent to your email address on your account, please enter it to login

Enter OTP

Note: Generated OTP is only valid for 20 minutes.

Didn't receive a code? [Resend OTP](#) 00:01

Cancel

Validate



OTP sent successfully to YourEmail@provider.com

OK

## OTP code

Please return to website and enter this OTP code to login.

If you did not make this request, please contact Customer Service Representative at: 800-440-1561 or email to [customercare@chpw.org](mailto:customercare@chpw.org).

OTP CODE:

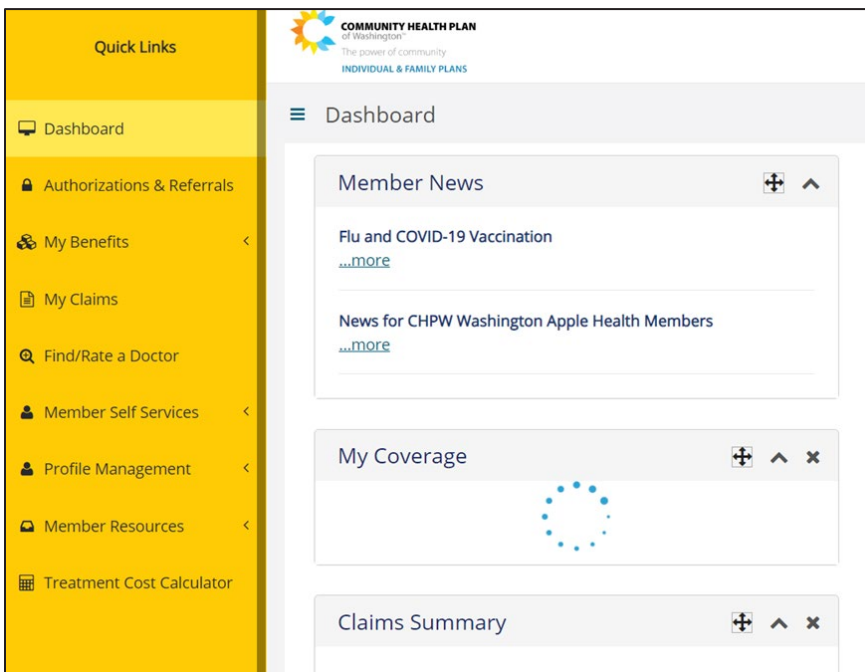
OTP code sent to YourEmail@provider.com

**THIS OTP CODE IS VALID FOR 20 MINUTES**

CONFIDENTIALITY NOTICE: This e-mail, including any attachments, may contain confidential, privileged and/or proprietary information which is solely for the use of the intended recipient(s). Any review, use, disclosure or retention by others is strictly prohibited. If you are not an intended recipient, please contact the sender and delete this e-mail, any attachments, and all copies.

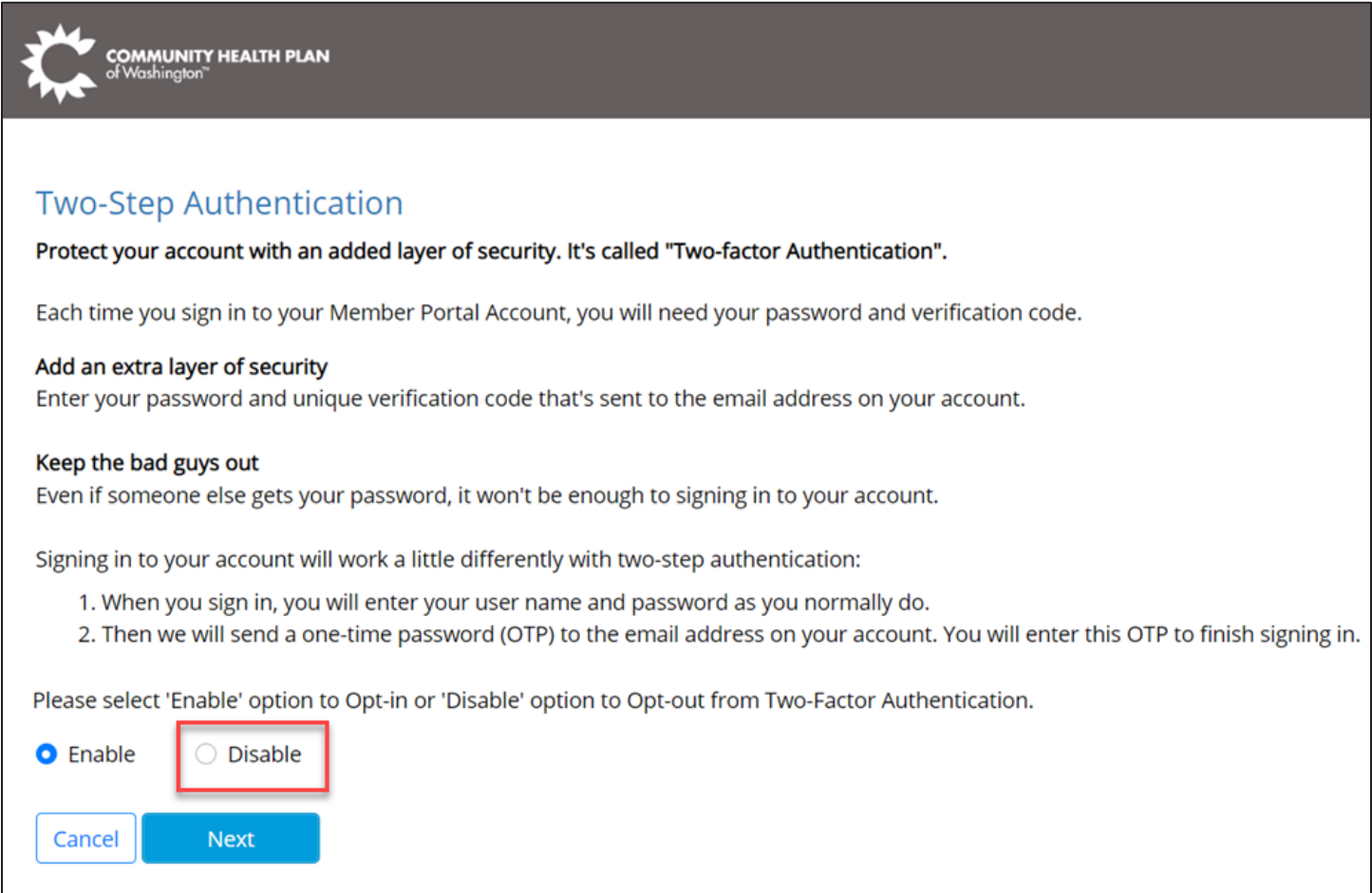
© 2023 All rights reserved.


Do not reply to this email as it is a system-generated message.



The screenshot shows the CHPW Member Portal dashboard. On the left is a yellow sidebar with 'Quick Links' including: Dashboard, Authorizations & Referrals, My Benefits, My Claims, Find/Rate a Doctor, Member Self Services, Profile Management, Member Resources, and Treatment Cost Calculator. The main content area has a header with the CHPW logo and 'Dashboard'. Below the header are three widget sections: 'Member News' with links for 'Flu and COVID-19 Vaccination' and 'News for CHPW Washington Apple Health Members'; 'My Coverage' which is currently loading (indicated by a circular progress indicator); and 'Claims Summary'.

## Screens—disable 2FA



 COMMUNITY HEALTH PLAN  
of Washington™

### Two-Step Authentication

Protect your account with an added layer of security. It's called "Two-factor Authentication".

Each time you sign in to your Member Portal Account, you will need your password and verification code.

**Add an extra layer of security**  
Enter your password and unique verification code that's sent to the email address on your account.

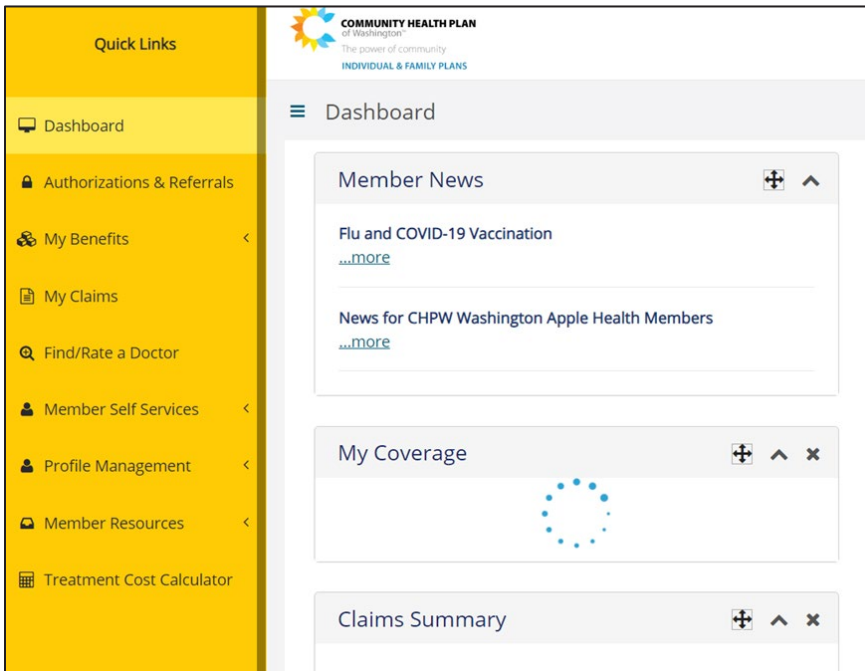
**Keep the bad guys out**  
Even if someone else gets your password, it won't be enough to signing in to your account.

Signing in to your account will work a little differently with two-step authentication:

1. When you sign in, you will enter your user name and password as you normally do.
2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in.

Please select 'Enable' option to Opt-in or 'Disable' option to Opt-out from Two-Factor Authentication.

Enable  Disable



## Step-by-Step Instructions

## More Information

### Steps

Start from the member portal sign-in screen.

1. **Open your web browser and go to the myCHPW portal.**

Go to <https://mychpw.chpw.org/en/member>.

2. **Click Enable.**

Then click **Next**.

Or, click **Disable** if you don't want to use 2FA. If you choose Disable, the portal takes you straight to your Member Dashboard.

This is a one-time screen. Once you select a preference, you won't be prompted to enable or disable 2FA next time you log in, however, you can change your preference later. See the "How to Change Your 2FA Preference" section below.



**3. Click Send OTP.**

A confirmation pop up box displays stating a message was sent to the email address that we have on file for you.

**4. Check your email for the OTP.**

**IMPORTANT!** Your OTP code is valid for **20 minutes**.

**5. Go back to the myCHPW member portal and enter the OTP.**

Enter the OTP that we sent to your email and then click **Validate**.

**6. The portal takes you to your Member Dashboard.**

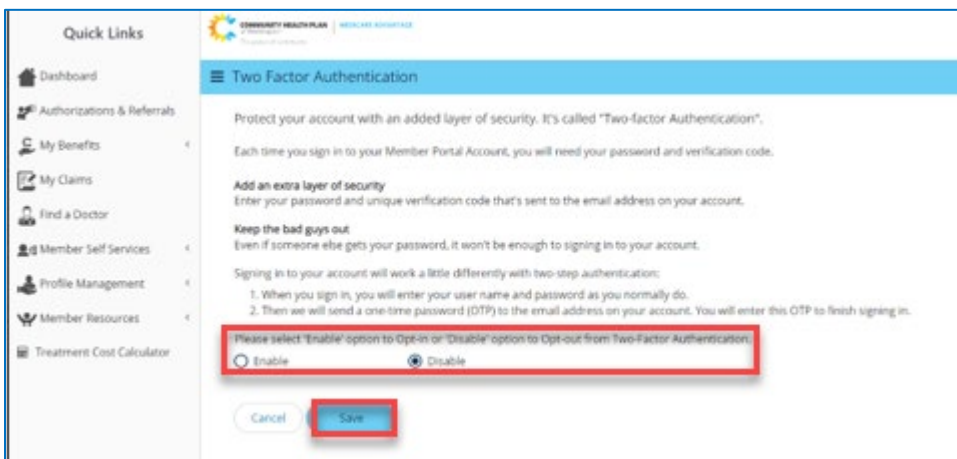
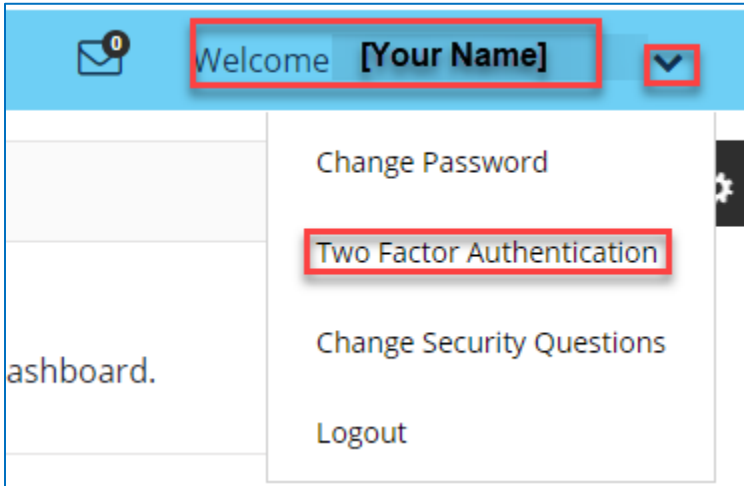
**7. If your OTP expired, or if you receive a message that you entered the wrong code, or if your account is locked, contact Customer Service.**

Call (800) 440-1561 or email [customercare@chpw.org](mailto:customercare@chpw.org).

## How to Change Your 2FA Preference

You can change your 2FA preference at any time.

### Screens—change 2FA preference



### Step-by-Step Instructions

### More Information

#### Steps

Start from the member portal sign-in screen.

1. **Sign in to the portal as usual.**  
Enter your User ID and Password as you normally do.
2. **Click Welcome [Your name].**  
Then click **Two Factor Authentication**.

**3. Choose either Enable or Disable to change your preference.**

Then click **Save**.

**4. You can log out and log back in right away to confirm your 2FA preference is updated, or you can wait until next time you log in again.**

**5. If you need assistance, or if your account is locked, contact Customer Service.**

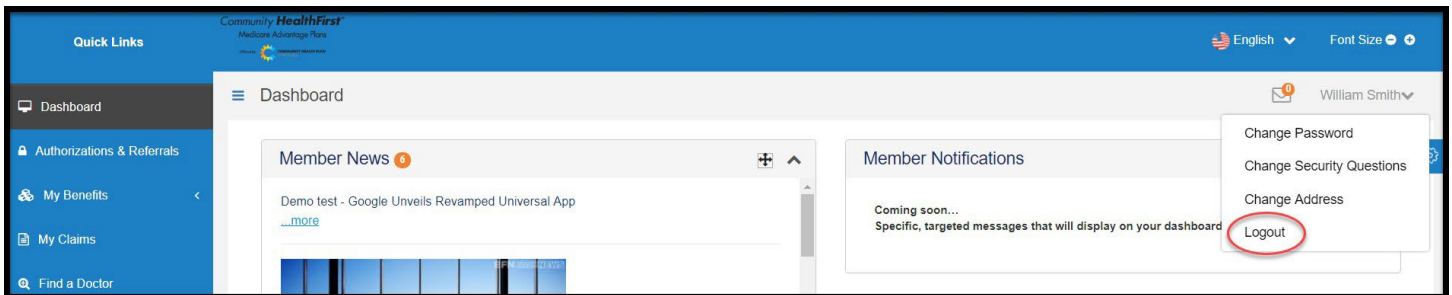
Call (800) 440-1561 or email [customercare@chpw.org](mailto:customercare@chpw.org).

## How to Log Out

We recommend that you log out of the member portal instead of just closing your browser. Follow these step-by-step instructions to securely end your member portal session.

### Screens

#### Member Dashboard Page



### Step-by-Step Instructions

#### More Information

#### Steps

##### Start on your Member Dashboard

1. Click the **Welcome Member Name** option.

This option is on the top right of the page.

2. Click the **Logout** option.

You will be returned to the **Member Login** page.

## 2 Your Member Dashboard

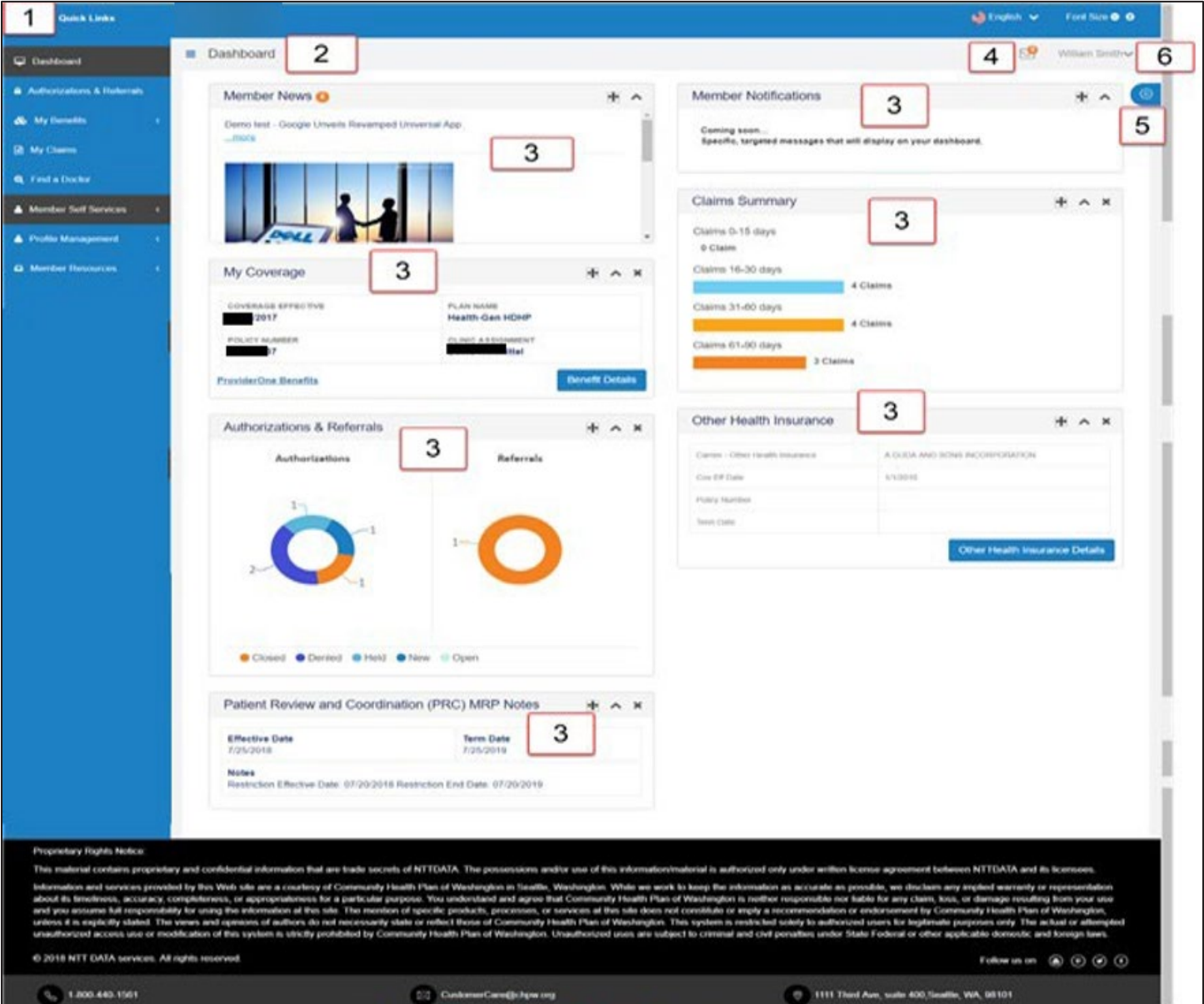
### How to Customize Your Dashboard

#### Before You Begin

You must have an active member portal account.

The dashboard provides a high-level overview of your benefit coverage information.

#### Screens



The screenshot displays the Member Dashboard interface with the following numbered callouts:

- 1**: Quick Links menu on the left sidebar.
- 2**: The main Dashboard header area.
- 3**: Multiple widget headers including Member News, My Coverage, Authorizations & Referrals, and Patient Review and Coordination (PRC) MRP Notes.
- 4**: Language and font size settings in the top right corner.
- 5**: Member Notifications widget.
- 6**: Member name and profile icon in the top right corner.

The dashboard content includes:

- Member News**: A news item titled "Demo test - Google Unveils Revamped Universal App".
- Member Notifications**: A notification titled "Coming soon... Specific, targeted messages that will display on your dashboard".
- Claims Summary**: A bar chart showing claim counts by date range:
 

Claims Date Range	Number of Claims
Claims 0-15 days	0 Claims
Claims 16-30 days	4 Claims
Claims 31-60 days	4 Claims
Claims 61-90 days	3 Claims
- Other Health Insurance**: A table listing other health insurance policies:
 

Carrier - Other Health Insurance	Policy Name
AQUA AND BONS INCORPORATION	
- My Coverage**: A table showing coverage details:
 

COVERAGE EFFECTIVE	PLAN NAME
2017	Health-Gen HD&P
- Authorizations & Referrals**: Two donut charts showing the status of authorizations and referrals. The Authorizations chart shows 1 Closed, 1 Denied, 1 Held, 1 New, and 1 Open. The Referrals chart shows 1 Closed.
- Patient Review and Coordination (PRC) MRP Notes**: A table showing PRC notes:
 

Effective Date	Term Date
7/25/2018	7/25/2019

At the bottom of the dashboard, there is a **Proprietary Rights Notice** and contact information for NTT DATA services.

## Member Dashboard Functions

### Member Dashboard

- 1. Quick Links** Use the links on the left-hand side of the page to go directly to the page you want to view.
- 2. Dashboard Display** Click the three horizontal lines to hide or display the Quick Links panel.
- 3. Widgets** The Member Dashboard contains several small boxes called widgets. Widgets can be moved, collapsed, or hidden. Widgets let you customize your Member Dashboard, so you can quickly see the information you are most interested in each time you log in.

The Member News widget is general information that all members can view.

Member Notifications are specific notifications that only you can view.
- 4. Secure Messages Icon** Secure messages are like email, but they can be only be read in the member portal. Click the envelope icon to see your Secure Messages. The number over the envelope icon tells you how many new secure messages you have.
- 5. Gear List** Click the Gear List to open the Customized Dashboard display. You can use the Gear List to choose what you want to display in your dashboard.
- 6. Welcome drop-down** The Welcome drop-down is next to your name. It will let you change your password, change your security questions, change your address, and log out.
- 7. No information available** “No information available” will display over widgets that don’t apply to you.

For example, if you don’t have other health insurance, then “No information available” will display over that icon.

If you are not enrolled in the Patient Review and Coordination (PRC) program “No Information Available” will display in the widget.

## 3 Your Authorizations / Referrals

### How to View Your Authorizations / Referrals

Follow these step-by-step instructions to view the status of your authorizations and referrals.

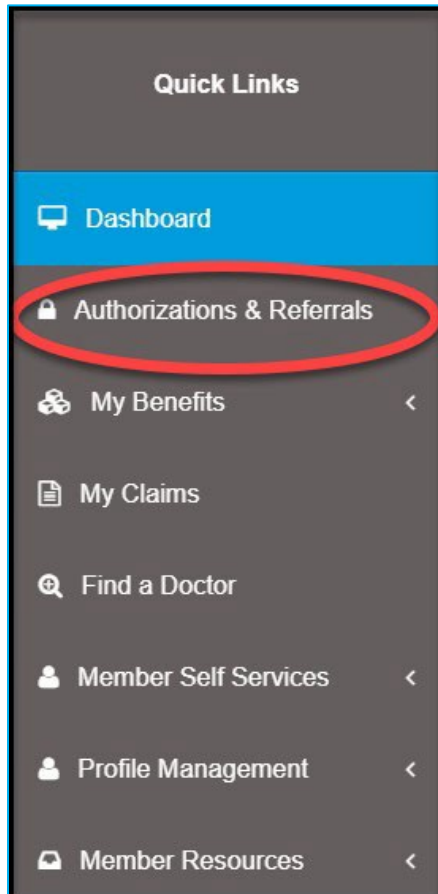
#### *Before You Begin*

Log in to the member portal and start from the **Member Dashboard**.

#### *Screens*

##### **Member Dashboard–Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



## Authorizations & Referrals Search Page

Quick Links
English ▾ Font Size ○

Dashboard
Welcome William Smith ▾

Authorizations & Referrals
My Benefits <
My Claims
Find a Doctor
Member Self Services <
Profile Management <
Member Resources <

### Authorizations & Referrals

Auths/Referrals in

Search By: All Q Advanced Search

Search Results Export as X P

Auth / Referral Number	Referring Provider	Referred to Provider	Auth / Referral Type	Auth / Referral Status	Start Date	End Date
██████████5	YAKIMA VALLEY MEMORIAL HOSPITAL	YAKIMA VALLEY FARM WORKERS	Outpatient	Open	09/10/2018	12/10/2018
██████████38	TERESA VASICEK		Outpatient Referral	Open	08/24/2018	11/22/2018
██████████77	James Kneller		Outpatient Referral	Open	07/24/2018	10/24/2018
██████████02	LAKEVIEW SPINE		Outpatient Referral	Open	07/20/2018	10/20/2018
██████████06	TONY LEE		Outpatient Referral	Open	07/20/2018	10/18/2018
██████████53	John Owens		Outpatient Referral	Open	07/19/2018	10/17/2018
██████████203	Joanna Law		Outpatient	Open	07/17/2018	10/17/2018
██████████04	Virginia Mason Hospital	Peter Harveson	Outpatient	Open	07/02/2018	10/02/2018
██████████9	Cascade Summit Physical Therapy		Outpatient Referral	Open	06/26/2018	09/26/2018
██████████07	Cascade Summit Physical Therapy		Outpatient Referral	Open	06/01/2018	09/01/2018

Showing 1 - 10 of 95 Authorizations 10 Per Page

1
2
3
4
5
>
>>



**Member Authorizations / Referrals Advanced Search Page**

### Advanced Search ✕

Auth / Ref Status  
 ▼

Start Date  
 📅

End Date  
 📅

### Member Authorization Details Page – Inpatient Authorization

Authorization Detail
William Smith

#### Authorization Detail

High Alert  
Export as

AUTHORIZATION	AUTH TYPE	INPATIENT/OUTPATIENT CATEGORY	SERVICE SET RECEIPT	Overall Claim Status
100001724	INPATIENT AUTH		3/1/2007 12:30:27 PM	Closed

**Member Information**

**Member Name:** William Smith     
 **Date of Birth:** 07/03/1959     
 **Gender:** Male     
 **Health Plan:** R Karner Group Health Plan

**Provider Information**

<b>Referring Provider:</b>	<b>Referred To Provider:</b>	<b>Place Of Service:</b>
JOSH LOGAN 7000 HILL ROAD JACKSONVILLE Florida 92121 9162345656	JOHN MCCARTHY 3000 HILL ST Jacksonville California 94211	

**Authorization Details**

Diagnosis Code	Description	*Diagnosis Narrative
486	PNEUMONIA, ORGANISM UNSPECI- FIED	PNEUMONIA, ORGANISM UNS

**Procedure/Services**


Procedure/Services	Description	From Date	To Date	Quantity	Notes	Procedure Narrative	Status

Send Inquiry to CSR

## Member Authorization Details Page – Outpatient Referral

Authorization Detail
Welcome William Smith

### Authorization Detail

Export as 

AUTHORIZATION	AUTH TYPE	INPATIENT/OUTPATIENT CATEGORY	SERVICE SET RECEIPT	Overall Processing Status
██████████7	Outpatient Referral		6/5/2018 10:54:13 PM	Open

Member Information

Member Name: ██████████  
██████████INO

Date of Birth: ██████████952

Gender: Male

Health Plan: ██████████SORED

Provider Information

**Referring Provider:** ██████████

**Place Of Service:** ██████████

Cascade Summit Physical Therapy  
1608 S 24th Ave Ste 102  
Yakima  
Washington  
989025719  
5092486113

Authorization Details

Diagnosis Code	Description	*Diagnosis Narrative
R42	DIZZINESS AND GIDDINESS	DIZZINESS AND GIDDINESS

Procedure/Services

Procedure/Services	Description	From Date	To Date	Quantity	Notes	Procedure Narrative	Status
97161	PHYSICAL THERAPY EVALUATION: LOW COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY WITH NO PERSONAL FACTORS AND/OR COMORBIDITIES T	06/01/2018	09/01/2018	6.0	PHYSICAL THERAPY EVALUATION:		Open
97162	PHYSICAL THERAPY EVALUATION: MODERATE COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY OF PRESENT PROBLEM WITH 1-2 PERSONAL FACTO	06/01/2018	09/01/2018	6.0	PHYSICAL THERAPY EVALUATION:		Open
97163	PHYSICAL THERAPY EVALUATION: HIGH COMPLEXITY, REQUIRING THESE COMPONENTS: A HISTORY OF PRESENT PROBLEM WITH 3 OR MORE PERSONAL FAC	06/01/2018	09/01/2018	6.0	PHYSICAL THERAPY EVALUATION:		Open
97164	RE-EVALUATION OF PHYSICAL THERAPY ESTABLISHED PLAN OF CARE, REQUIRING THESE COMPONENTS: AN EXAMINATION INCLUDING A REVIEW OF HISTO	06/01/2018	09/01/2018	6.0	RE-EVALUATION OF PHYSICAL TH		Open
97110	THERAPEUTIC PROCEDURE, 1 OR MORE AREAS, EACH 15 MINUTES; THERAPEUTIC EXERCISES TO DEVELOP STRENGTH AND ENDURANCE, RANGE OF MOTION	06/01/2018	09/01/2018	6.0	THERAPEUTIC EXERCISES		Open
97116	THERAPEUTIC PROCEDURE, 1 OR MORE AREAS, EACH 15 MINUTES; GAIT TRAINING (INCLUDES STAIR CLIMBING)	06/01/2018	09/01/2018	6.0	GAIT TRAINING THERAPY		Open
97530	THERAPEUTIC ACTIVITIES, DIRECT (ONE-ON-ONE) PATIENT CONTACT BY THE PROVIDER (USE OF DYNAMIC ACTIVITIES TO IMPROVE FUNCTIONAL PERFO	06/01/2018	09/01/2018	6.0	THERAPEUTIC ACTIVITIES		Open

Disclaimer: This authorization inquiry does not guarantee payment. Payment is subject to the patient's coverage and eligibility at the time of service.

Send Inquiry to CSR

## Send Inquiry to CSR

**Send Inquiry to CSR** ✕

Authorization # 200010029	Prov # BCPROV1	Member # MBR07
------------------------------	-------------------	-------------------

Message

Enter up to 4000 Characters

Select a file to Upload

Choose File
No file chosen
Upload

Only one file attachment is allowed

Send
Cancel

## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **Authorizations & Referrals** quick link.

This will take you to the **Authorizations & Referrals Search**.

#### Authorizations & Referrals Page

2. Enter what you are searching for.

**TIP!** Click the **Advanced Search** button to open the Advanced Search box. This will give you more ways to narrow down your search.

3. Click the **Search** button.

The search results are displayed on the bottom of the **Authorizations & Referrals** page.

**4. Optional: Download your results.**

You can download the information as a PDF. Click the icon on the top right of the page to download.

**5. The *High Alert* button will show you the HIPAA Privacy Policy Rule.**

**IMPORTANT!** The **High Alert** button will only display if you're looking at an account you made for someone else.

**6. Learn more about the different fields.**

If there is a question mark near a field or column, hover over it with your cursor to read more about it.

**7. Click the *Authorization or Referral Number* link to view the Authorization or Referral details.**

The **Authorization Detail** page is displayed.

The **Referral Detail** page is displayed.

### Authorization or Referral Detail Page

**8. You can see authorization details or referral details.**

**9. What's next....**

**Download the list as a PDF file** – Click the icon at the top right of the **Authorizations & Referrals Search** page to download a copy of the patient eligibility information in PDF format.

### Send Inquiry to a Customer Service Representative

**10. Send Inquiry to CSR.**

From the **Member Self Services** menu, select **Secure Messages** to send a message directly to a Customer Service Representative through the myCHPW secure system.

**11. Upload a file. (Optional)**

Attach a file to your inquiry before you send it by clicking the **Choose File** option. Locate the file you want to attach and click **Open** then click **Upload**. You can attach the following types of files:

- .doc
- .docx
- .pdf
- .txt
- .xlsx

## 4 Your Benefits

### How to View Your Medical Benefits

Follow these step-by-step instructions to view your health plan benefits and to view a copy of your health plan's *Benefits and Coverage*.

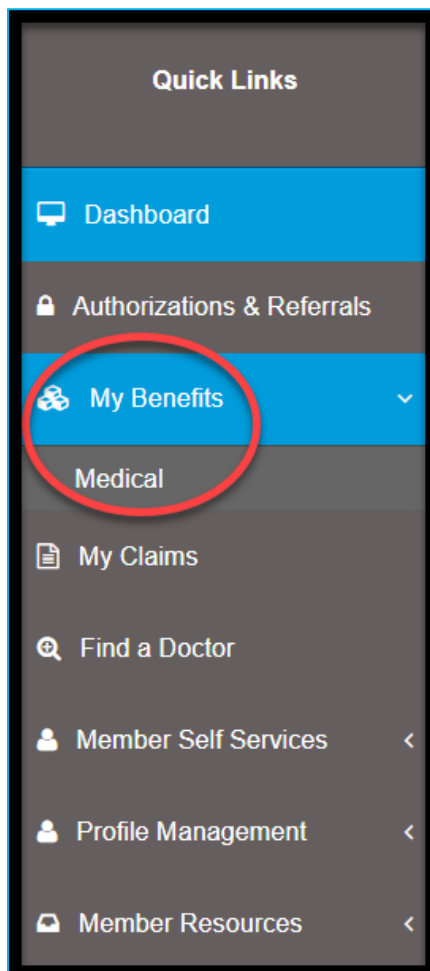
#### *Before You Begin*

Log in to the Member Portal and start from the **Member Dashboard**.

#### *Screens*

##### **Member Dashboard – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



## Medical Coverage Page

English ▼    Font Size ⊖ ⊕

Quick Links

- Dashboard
- Authorizations & Referrals
- My Benefits ▼
- Medical
- My Claims
- Find a Doctor
- Member Self Services <
- Profile Management <
- Member Resources <

Welcome William Smith ▼

☰ Coverage

### Coverage

CHPW Member ID	Patient Name	Gender	Date of Birth	Address
██████████90	██████████RY	FEMALE	12/19/1944	██████████IFIC, WA, 98047-1114

**Plan** Medicare Advantage Pharmacy Plan (HMO)     
**Coverage Group** CMS     
**IPA** Healthpoint

Assigned Clinic ⤴

Clinic Name	Address	Clinic Phone Number
██████████urn	██████████burn, WA, 98002-5082	██████████66

Member Plan Information ⤴

Group	Plan	Provider Name	Plan Effective Date	Plan End Date	Medicare Advantage Plans	Dental Benefits
CMS	Health-Gen HDHP	JOHN MCCARTHY	01/01/2003		<a href="#" style="background-color: #0072bc; color: white; padding: 2px 5px; border-radius: 5px;">View</a>	<a href="#" style="background-color: #0072bc; color: white; padding: 2px 5px; border-radius: 5px;">View</a>

Member Eligibility History ⤴

Group	Plan	Plan Effective Date	Plan End Date	Panel ID	Panel Name	IPA
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	1/1/2018		031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	12/1/2017	12/31/2017	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	MA Special Needs Plan (HMO SNP)	1/1/2017	10/31/2017	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	MA Special Needs Plan (HMO SNP)	7/1/2016	12/31/2016	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	1/1/2016	06/30/2016	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	7/1/2015	12/31/2015	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	1/1/2015	05/31/2015	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	1/1/2014	12/31/2014	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	1/1/2013	12/31/2013	031	Healthpoint Auburn	Healthpoint
CMS SPONSORED	Medicare Advantage Pharmacy Plan (HMO)	1/1/2010	12/31/2012	031	Healthpoint Auburn	Healthpoint

### Medical Coverage Page Continued

**Member Other Health Insurance** ^

Policy Holder Name	Policy Holder Date of Birth	Other Health Insurance Policy Number	Other Health Insurance Phone Number	Other Health Insurance Name	Cov Eff Date	Carr Type
██████████	██████████	██████████	██████████	AAA AUTO CLUB SOUTH	1/1/2010	D

**Deductible/ Out-Of-Pocket** ^

**In-Network**

Deductible

\$0.00	\$0.00
--------	--------

Out-of-Pocket

\$6725.00	\$40.00
-----------	---------

**Out-of-Network**

Deductible

\$0.00	\$0.00
--------	--------

Out-of-Pocket

\$0.00	\$0.00
--------	--------

**Benefits and Limits** ^

Expand All | Collapse All

**Office Visits** v

Services	If In-Network Provider	Out-Of-Network Provider	Limitations and Exceptions
Primary care visit to treat an injury or illness	20% co-insurance	40% co-insurance	none
Specialist visit	20% co-insurance	40% co-insurance	none
Preventive care/screening/immunization	No charge	40% co-insurance	none

**Chiropractic** v

<b>Limited Amount</b>	12 ( Days)	<b>Services Processed</b>	0	<b>Services Remaining</b>	12
<b>Narrative</b>	CHIROPRACTIC VISITS COVERED PER CALENDAR YEAR WITHOUT PRIOR AUTHORIZATION. PA REQUIRED FOR ANYTHING GREATER THAN 12 VISITS.				



## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **My Benefits >> Medical** quick link.

The **Medical Coverage** page is displayed.

#### Medical Coverage Page

2. **View Medical Coverage page**

3. **What's next...**

Click the **View button** to open a copy of your benefits.

**Learn more about the different fields.** Hover your cursor over the question mark (?) to bring up more information.

**See information from your other insurance plans** by selecting the horizontal scroll bar.

If you do not have other health insurance, this section will display "No Information Available."

## 5 Your Claims

You can view your claims and EOBs (explanation of benefits) in the myCHPW member portal. To view claims, you must be a current member of CHPW and you must have an active portal account.

### How to View Your Claims and EOBs

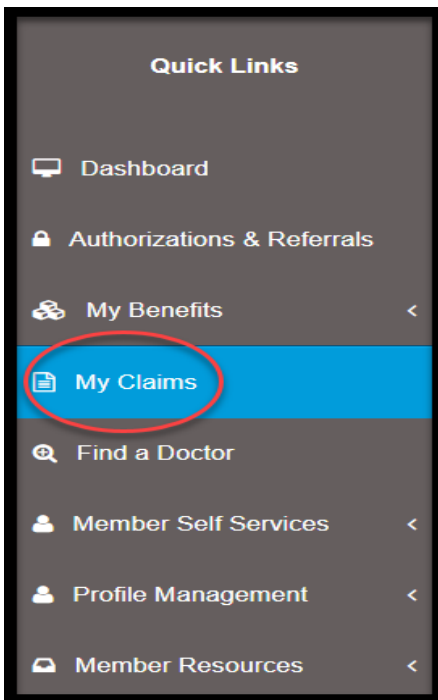
Follow these step-by-step instructions to see your medical claims and their associated EOBs.

#### *Before You Begin*

Log in to the myCHPW member portal and start from the **Member Dashboard**. You can view a summary of your claims on your dashboard, and you can use the **Advanced Search** to search for claims by a date of service range.

#### *Screens*

##### **Member Dashboard – Quick Links Menu**



### Claims Summary – Search/Search Results

My Claims Summary William Smith

**My Claims Summary**  
 Processed & In Process Claims.

Claims in  
 Search By: Last 30 Days Advanced Search

Export as

Claim Number	Provider	Date of Service	Amount Billed	Your Plan Paid	Plan Discount	Deductible	Your Responsibility	Claim Type	Status
<a href="#">RKMCHTST01</a>	John PROVIDER14	07/27/2018	\$5,000.00	\$0.00	\$2,875.00	\$0.00	\$0.00	Institutional	In Process
<a href="#">RKMCHTST04</a>	John PROVIDER14	07/27/2018	\$5,000.00	\$0.00	\$2,750.00	\$0.00	\$626.00	Institutional	In Process
<a href="#">RKNOTESTST01</a>	John PROVIDER14	07/27/2018	\$5,000.00	\$0.00	\$2,750.00	\$0.00	\$626.00	Institutional	In Process
<a href="#">RKMCHTST05</a>	John PROVIDER14	07/27/2018	\$5,000.00	\$0.00	\$2,750.00	\$0.00	\$466.00	Institutional	In Process

Showing 1 - 4 of 4 Claims 10 Per Page

### Claims Summary – Advanced Search Criteria

**Advanced Search** ✕


Claim Status

Start Date

End Date

## Claim Details page

☰ Claim Details
William Smith

Export as 


CHPW Member ID	Patient Name	Gender	Date of Birth	Address
MBR07:01	William Smith	M	7/3/1959	123, Main Street Anytown,#122, No.-12-45/33, opp to meadows,Illinois,IL,60416,Cook

**Plan**  
Health-Gen HDHP

**Coverage Group**  
R KARNER GROUP

**IPA**  
Alachua Standard

**Amount Billed : \$5,000.00**



**Your Responsibility**  
\$0.00

Plan Discount	\$2,875.00
Plan Paid	\$2,125.00
Patient Responsibility	\$0.00

**Provider Information**

<b>Provider NPI</b> 1234567890	<b>Provider Type</b> HOS	<b>Provider Name</b> John PROVIDER14
-----------------------------------	-----------------------------	---

VISITED	Claim #	Authorization #	Date of Service	Overall Claim Status
John PROVIDER14	RKMCHTST01	100001547	07/27/2018	Payable

**Claim Details**

From Date of Service & To Date of Service	Rev/SVC/Mod	Procedure Code	#Units	POS	Type of Service	Status Date	Claim Line Status	Denial RSN/Description	Billed Amount	Allowed Amount/Code	Provider Write Off	Co-Pay Amount	Co-Ins Amount/Code	Deduct Amount/Code	Not C
01/15/2007		120					Payable In Process		\$4,000.00	\$1,700.00		\$0.00	\$0.00	\$0.00	
01/15/2007		250					Payable In Process		\$1,000.00	\$425.00		\$0.00	\$0.00	\$0.00	

Showing 1 - 2 of 2 Claim Details | 5 Per Page
1

Send Inquiry to CSR

View Benefits and Balances

## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **My Claims** quick link.

The **My Claims Summary** page is displayed.

#### My Claims Summary Page

2. Enter the desired search criteria.

**TIP!** Click the **Advanced Search** button to open the Advanced Search box where more search criteria options are available.

3. Click the **Search** button.

The search results are displayed on the bottom of the **My Claims Summary** page.

4. **Optional:**

**Download the list as a PDF file** – Click the icon at the top right of the **Claims Summary** page to download a copy of the information in PDF format.

5. Click a **Claim Number** link to view the claim's details.

The **Claim Detail** page is displayed.

#### Claim Detail Page

6. View the **Claim Detail** information.

## 7. What's next...

**Download the claim detail as a PDF file** – Click the icon at the top right of the **Claim Detail** page to download a copy of the file in PDF format.

**Select the horizontal scroll bar** to view information about your claim.

**Hover your cursor over the Procedure Code.**

**Click the View EOB button** at the bottom of the page to display the Explanation of Benefits associated with the claim.

**Click the Inquiry to Customer Service button** at the bottom of the page to send a secure message about the claim to the Customer Service team.

**Click the View Benefits and Balances button** at the bottom of the page to open the **Medical Coverage** page.

# 6 Find/Rate A Doctor

## How to Find a Doctor

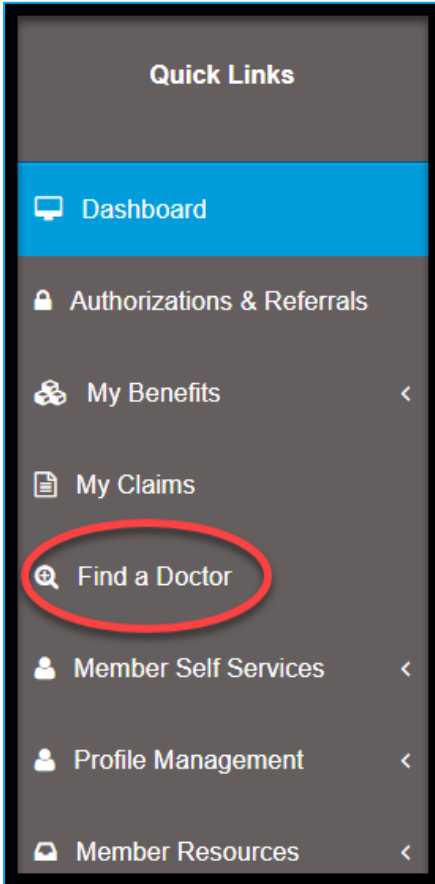
Follow these step-by-step instructions to search for a doctor/medical professional, hospital, facility, behavioral health or DME (durable medical equipment) supplier using Find A Doctor.

### *Before You Begin*

Log in to the member portal and start from the **Member Dashboard**.

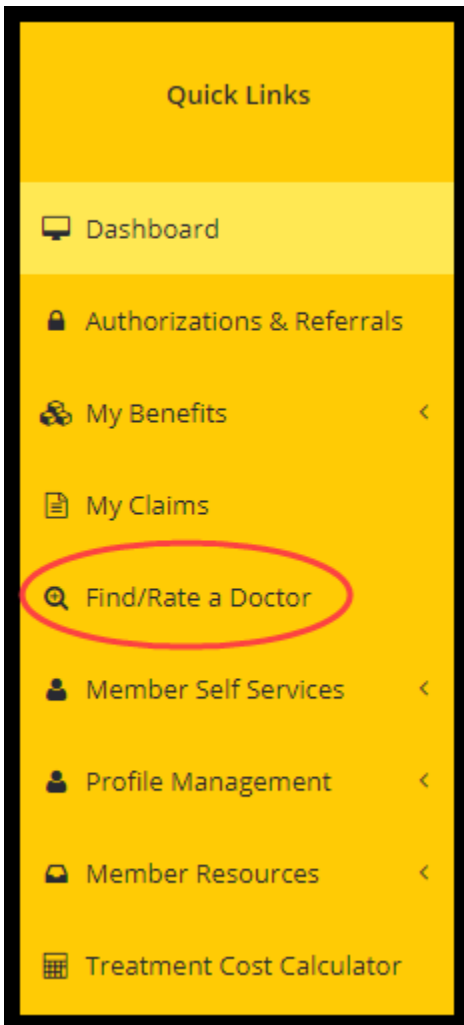
**Dashboard – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



### ***Member Dashboard – Quick Links***

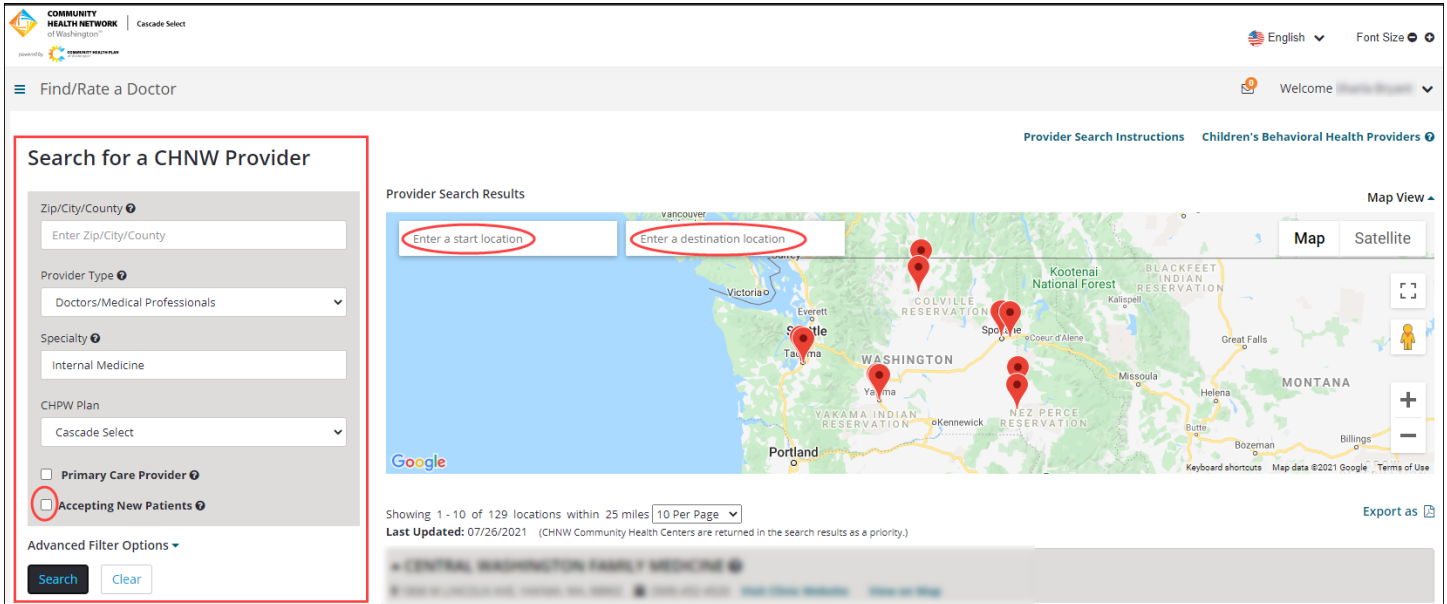
As previously noted, you may have different colored portal pages depending on your plan.





## Quick Search

When the **Find A Doctor** search page displays it will return results based on these default values: Doctors/Medical Professionals, your provider network, and within a 5-mile radius of your home address. You will see a pin on the map for each location found. To view a specific location, select the **View on Map** link in the search results. Search results will display below the map.



The screenshot shows the 'Find/Rate a Doctor' search interface. On the left, a search filter panel is highlighted with a red box. It includes fields for 'Zip/City/County', 'Provider Type' (set to 'Doctors/Medical Professionals'), 'Specialty' (set to 'Internal Medicine'), and 'CHPW Plan' (set to 'Cascade Select'). There are also checkboxes for 'Primary Care Provider' and 'Accepting New Patients', with the latter being checked. Below these are 'Advanced Filter Options' and 'Search' and 'Clear' buttons.

The main area displays 'Provider Search Results' on a map. Two input fields at the top of the map are circled in red: 'Enter a start location' and 'Enter a destination location'. The map shows several red pins indicating provider locations in the Pacific Northwest region. Below the map, it indicates 'Showing 1 - 10 of 129 locations within 25 miles' and 'Last Updated: 07/26/2021'. A list of results is partially visible, starting with 'CENTRAL WASHINGTON FAMILY MEDICINE'.

## Search Results

Showing 1 - 10 of 129 locations 10 Per Page Export as

**Last Updated: 07/26/2021** (CHNW Community Health Centers are returned in the search results as a priority.)

### ▲ CENTRAL WASHINGTON FAMILY MEDICINE

1806 W LINCOLN AVE, YAKIMA, WA, 98902 (509) 452-4520 [Visit Clinic Website](#) [View on Map](#)

Nora Kirschner, MD  
★★★★☆ [View Member Comments](#) [Rate Provider](#)

<b>Gender</b> Female	<b>Accepting New Patients</b> Yes	<b>Specialty</b> Internal Medicine	<b>Areas Of Expertise</b> Not Available
<b>Extended Hours</b> No	<b>Urgent Care Facility</b> No	<b>Board Certification</b> Not Available	<b>Primary Care Provider</b> No
<b>Limitations</b> No Limitations	<b>Languages Spoken by Clinical Staff</b> Hebrew, Spanish	<b>Provider Languages Spoken</b> Hungarian	<b>Telehealth</b> No
<b>Interpretation Services</b> Please call clinic to verify	<b>ADA Accessibility</b> Yes	<b>Accessibility Details</b> <b>Parking</b> <b>Exterior Building</b> <b>Interior Building</b> <b>Restroom</b>	

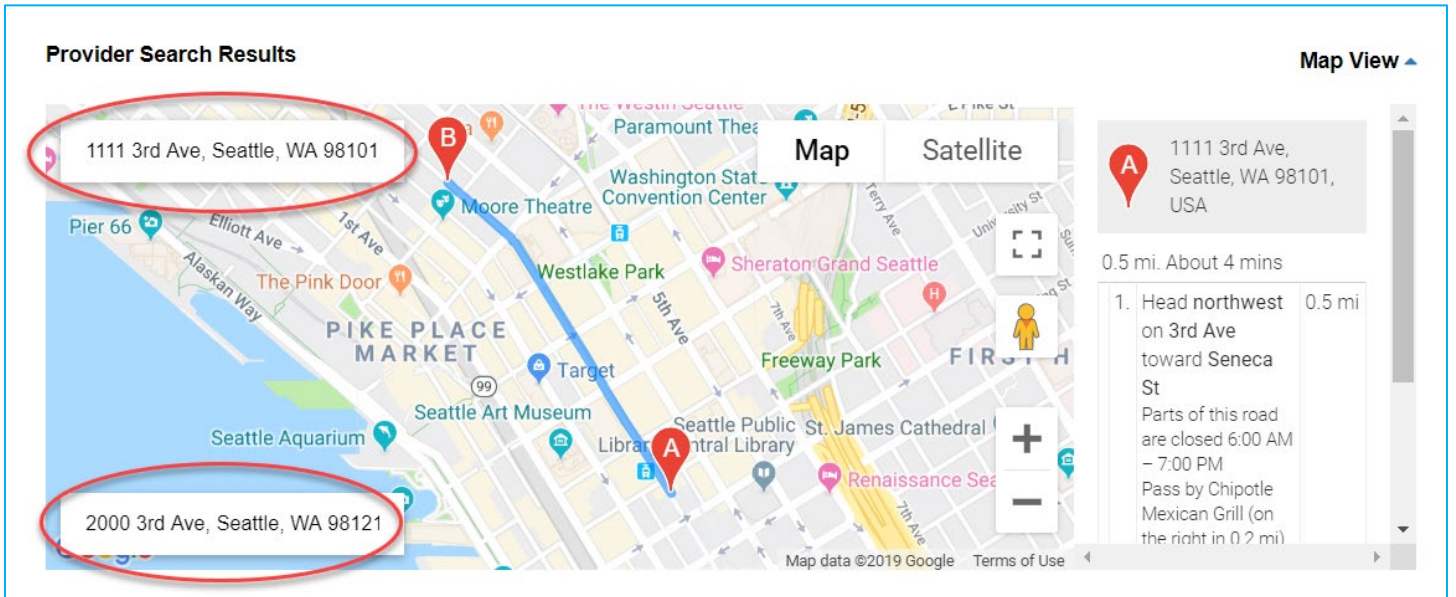
**Additional Details**

<b>Medical Group Affiliations</b> Community Health Of Central Washington	<b>Hospital Affiliations</b> Olympic Medical Center, YAKIMA VALLEY MEMORIAL HOSPITAL, SHC Medical Center Yakima
---	--

[Click to report error](#)

### Map View

A map displays next to the quick search fields at the top of the search results. It shows you directions and the route. The map view defaults to an expanded view.



The screenshot shows a map interface titled "Provider Search Results" with a "Map View" dropdown menu. Two search results are highlighted with red circles: "1111 3rd Ave, Seattle, WA 98101" and "2000 3rd Ave, Seattle, WA 98121". A blue route is shown on the map, starting from the first location and ending at the second. The map includes various landmarks such as Pike Place Market, Seattle Aquarium, and the Seattle Art Museum. A sidebar on the right provides details for the starting location, including the address "1111 3rd Ave, Seattle, WA 98101, USA", a distance of "0.5 mi. About 4 mins", and a list of directions: "1. Head northwest on 3rd Ave toward Seneca St 0.5 mi". It also notes that parts of the road are closed from 6:00 AM to 7:00 PM and to pass by Chipotle Mexican Grill.

### Advanced Filter Options

Here you can refine your search. Enter information into any of the fields, choose a specific drop-down selection and/or select any of the checkboxes. Some of the fields show default values. The default values can be changed.

**Advanced Filter Options** ▲

Provider First Name

Provider Last Name ⓘ

Clinic Name ⓘ

Group Name ⓘ

Gender ⓘ  
 ▼

Areas Of Expertise ⓘ

Hospital Affiliation ⓘ

Provider Languages Spoken ⓘ  
 ▼

Search Within ⓘ  
 ▼

**Search by Address** ⓘ  
2000 n parklane ave, Ellensburg, WA, 98926

- Board Certification ⓘ
- ADA Accessibility ⓘ
- Telehealth ⓘ
- Urgent Care Facility ⓘ
- Extended Hours ⓘ
- Interpretation Services ⓘ

### ***Search by Address***

The **Search by Address** allows you to search using an address other than your default home address.

### Search by Address ✕

Address 1:

Address 2:  City:

State:  Zip Code:

## Step-by-Step Instructions

### More Information

### Steps

#### Start on your Member Dashboard

##### 1. Click the *Find A Doctor* quick link.

The **Find A Doctor** page displays. The returned results will be based on the default values of Doctors/Medical Professionals within a 5-mile range from your home address.

#### Search for a Doctor

##### 2. Quick Search

Quick search allows you to use the default settings or change the settings by entering a city, zip code or county, and selecting a provider type. You can also search for a Primary Care Provider by selecting the PCP checkbox.

**TIP!** Click the **Advanced Filter Options** down arrow to open the Advanced Search section where you can see more search criteria.

##### 3. Provider Search Instructions

Select the **Provider Search Instructions** link, located at the top right of the search results page, to learn how to use the search function.

##### 4. Children Behavioral Health Providers

Select the **Children Behavioral Health Providers** link to search for Children Behavioral Health Providers.

##### 5. Advanced Filter Options

Select the down arrow icon ▼, to see more **Advanced Filter Options**. The fields that display here are based on the **Provider Type** selected. Select the up arrow ▲ to collapse the section.

##### 6. Search Within | Search by Address

**Search Within** works together with the **Search by Address** ONLY when a complete address is entered.

## Search Results

### 7. Search Results

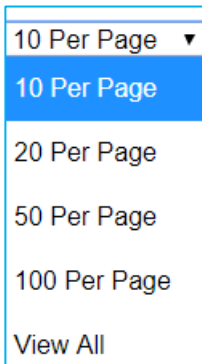
The search results are displayed below the map. The first result will default to expanded view ▲. Each time a new section is selected the previous section will collapse.

**Tip!** Click Additional Details in the detail section to see more.

**Note:** CHPW Community Health Centers will appear first in the search results.

### 8. Showing 1 - 10 of 32944 locations

The total number of search results will display. The default view will show 10 results per page. You can increase the number by selecting the down arrow.



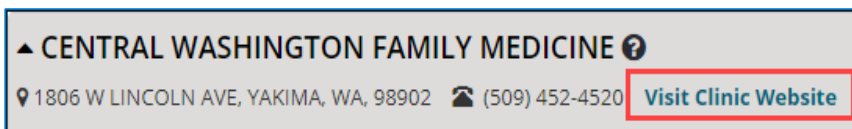
### 9. Last Date Updated

The last date the Provider Directory was updated will show at the top left of the search results detail page.

**Last Updated:** 07/26/2021

### 10. Visit Clinic Website

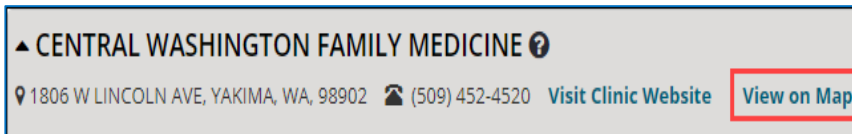
If available, the website link will display. Select it to go to the clinic's website.



### 11. View on Map

Select **View on Map** to view the location on the map.

The map view will default to expanded view ▲. Select the arrow to collapse the view.

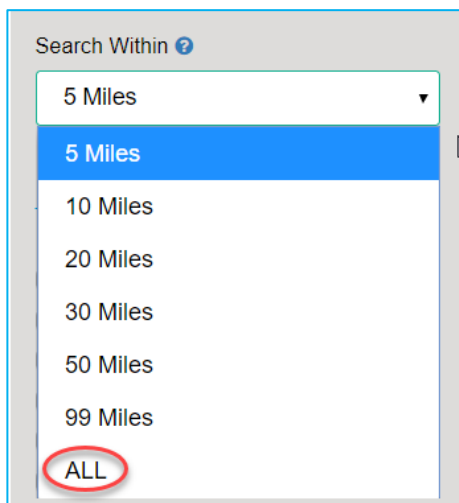


### 12. Print Map Directions

Select this to print directions from the specified location to the desired location.

### 13. Export as

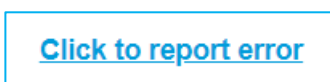
**Download the search results as a PDF file** – Click the icon at the top right of the **Search Results** section to download a copy of the provider directory in PDF format.



**Tip!** To print a directory to include ALL coverage areas, the search must be based on your default address or a complete address entered in the Search by Address window and by selecting **ALL** in the **Search Within** drop-down located in the Advanced Filter Options section.

### 14. Click to Report an Error Link

This link has instructions on how to report an error.



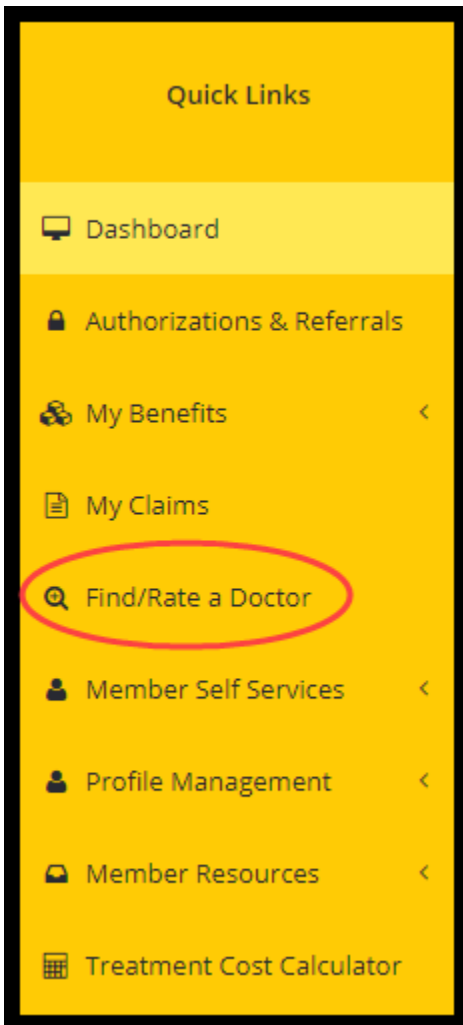


## How to Rate a Doctor

Follow these step-by-step instructions to rate a doctor.

### ***Member Dashboard – Quick Links***

As previously noted, you may have different colored portal pages depending on your plan.



## Step-by-Step Instructions

### Steps

[More Information](#)

#### Start on your Member Dashboard

**1. Click the *Find/Rate A Doctor* quick link.**

The **Find/Rate A Doctor** page displays.

Enter search criteria to find the Doctor you would like to add a rating for.

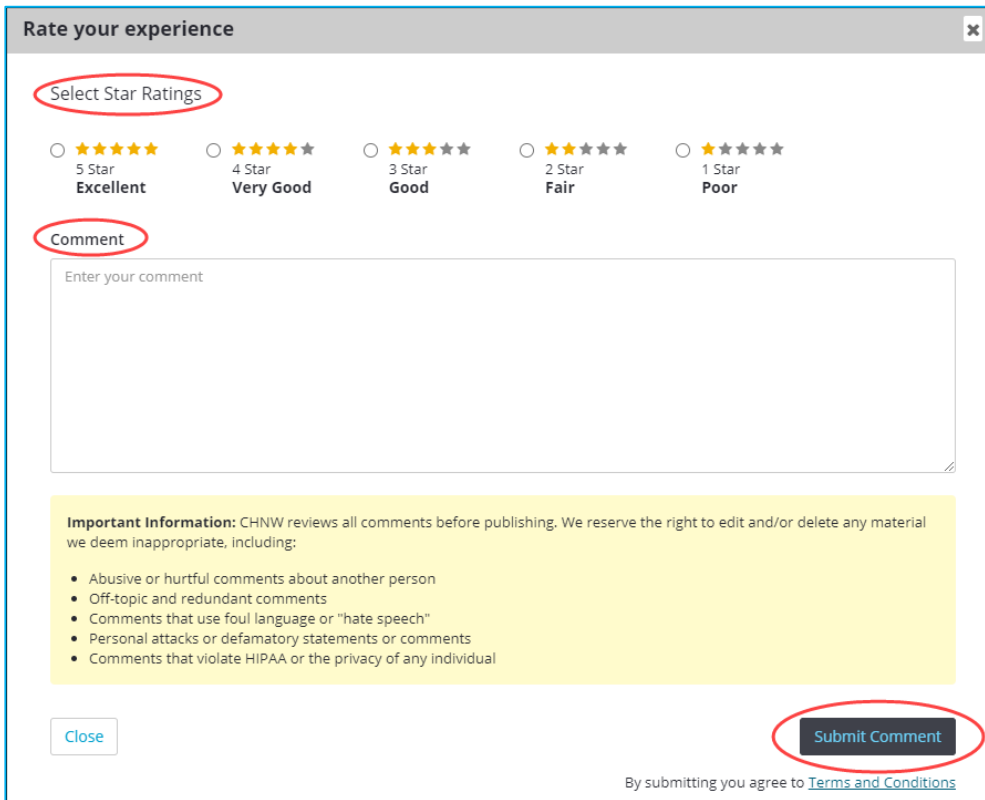
#### Rate a Doctor

**2. Rate a doctor.**

Click the Rate Provider button displayed under the provider's name and to the far right.



The **Rate Your Experience** window will display. You can select a star rating, out of 5 stars, and enter a comment in the **Comment** box.



**Rate your experience**

Select Star Ratings

5 Star Excellent  
 4 Star Very Good  
 3 Star Good  
 2 Star Fair  
 1 Star Poor

Comment

Enter your comment

**Important Information:** CHNW reviews all comments before publishing. We reserve the right to edit and/or delete any material we deem inappropriate, including:

- Abusive or hurtful comments about another person
- Off-topic and redundant comments
- Comments that use foul language or "hate speech"
- Personal attacks or defamatory statements or comments
- Comments that violate HIPAA or the privacy of any individual

Close

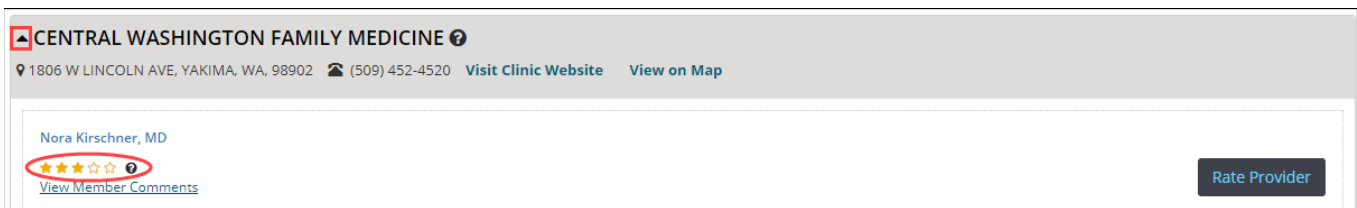
Submit Comment

By submitting you agree to [Terms and Conditions](#)

When finished, select the **Submit Comment** button.

### 3. View ratings and comments of other members

Expand the provider listing and the system will display the stars in gold, 1 out of 5, under the provider's name.



**CENTRAL WASHINGTON FAMILY MEDICINE**

1806 W LINCOLN AVE, YAKIMA, WA, 98902 (509) 452-4520 [Visit Clinic Website](#) [View on Map](#)

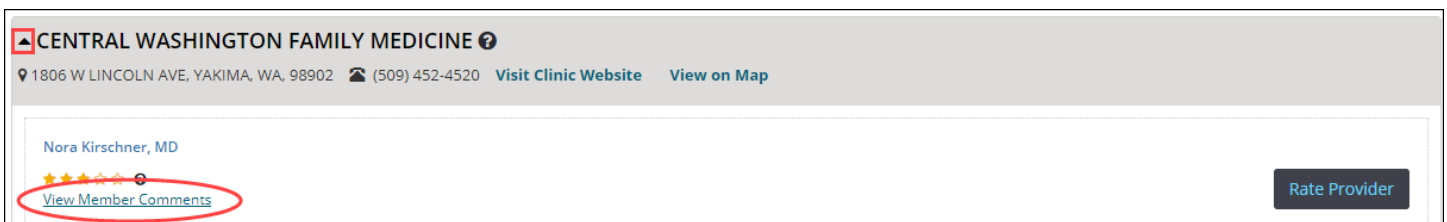
Nora Kirschner, MD

1 Star Rating

[View Member Comments](#)

Rate Provider

You can view other member comments by clicking on the **View Member Comments** hyperlink below the star rating.



**CENTRAL WASHINGTON FAMILY MEDICINE**

1806 W LINCOLN AVE, YAKIMA, WA, 98902 (509) 452-4520 [Visit Clinic Website](#) [View on Map](#)

Nora Kirschner, MD

No Rating

[View Member Comments](#)

Rate Provider

When no rating exists, the system will display “No Rating” and disable the “View Member Comments” link.

Janice Boughton, MD

(No Rating) 

[View Member Comments](#)

Rate Provider

## 7 Member Self-Service

### Request ID Card

#### How to View, Download, or Print Your ID Card

Follow these step-by-step instructions to order a copy of your Health Plan ID card.

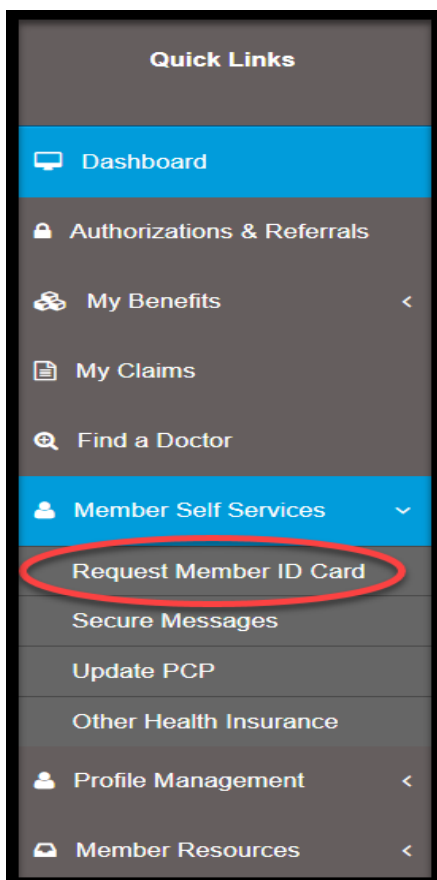
#### *Before You Begin*

**Note:** You will see only your own ID card.

#### *Screens*

##### **Member Dashboard– Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



## Step-by-Step Instructions

### Steps

### More Information

#### Start on your Member Dashboard

1. Click the **Member Self Services >> Request Member ID Card** quick links option.

The **CHPW Member Center webpage** is displayed. Note that this is different than the myCHPW Member Portal.

#### Member Center Login Page

2. **Login to the Member Center.**

**Note:** You will need to use your CHPW Member Center User ID and Password for Member Center Login.

After you log in, follow the onscreen instructions to print your ID card.

## Secure Messages

You can send and receive Secure Messages through your myCHPW member portal account. Secure messages are like email, but they can be accessed only within the myCHPW member portal. This keeps your health information secure. You can use the secure messaging feature to contact the CHPW Customer Service team.

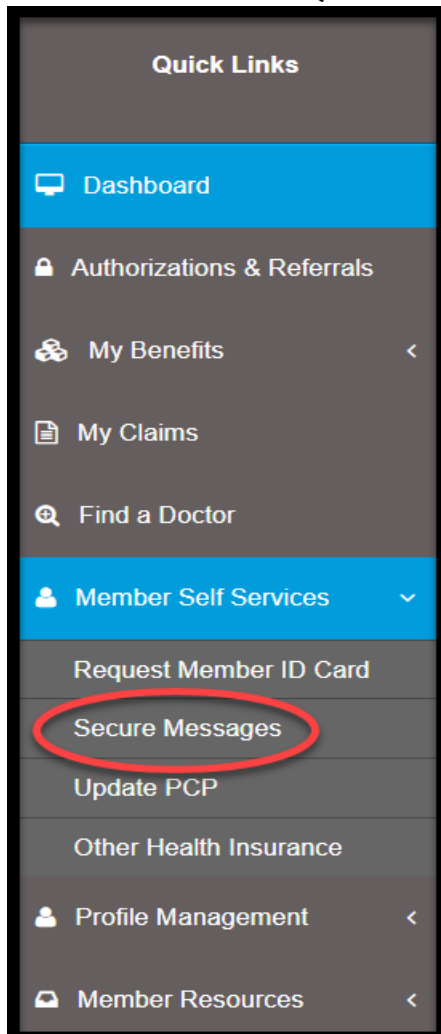
## How to View Your Secure Messages

### *Before You Begin*

Log in to the myCHPW member portal and start from your Dashboard.

### *Screens*

#### **Member Dashboard – Quick Links**



## Secure Message Page

☰ Secure Messages
📧 1 Welcome William Smith ▾

Contact Customer Service directly using Secure Message to protect your healthcare and personal information.

✉️ Compose New Message

Search By:

Ref ID

Subject

Status

Activity in

Ref ID

All ▾

All ▾

Last 30 Days ▾ 🔍

📌 This message has been viewed by Health-Gen

Ref ID ▾	🔗	Submission Date ▾	Last Activity Date ▾	Subject	Submitted ID/Name ▾	Submitter
12445	<span>Open</span>	11/13/2018	11/13/2018	CLAIMS/ CLAIMS REQUEST ADJUSTMENT	emp1@vol.com/William Smith	10002790
12438	<span>New</span>	11/10/2018	11/10/2018	AUTHORIZATIONS/REFERRALS	emp1@vol.com/William Smith	10002790
12437	<span>New</span> <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">🔗</span>	11/10/2018	11/10/2018	CLAIMS/ CLAIMS REQUEST ADJUSTMENT	emp1@vol.com/William Smith	10002790
12417	<span>New</span>	11/07/2018	11/07/2018	RELEASE OF INFORMATION HIPAA DESIGNATION	emp1@vol.com/William Smith	10002790
12416	<span>Open</span>	11/07/2018	11/07/2018	CLAIMS/ CLAIMS REQUEST ADJUSTMENT	emp1@vol.com/William Smith	10002790
12414	<span>New</span>	11/06/2018	11/06/2018	CLAIMS/ CLAIMS REQUEST ADJUSTMENT	emp1@vol.com/William Smith	10002790
12413	<span>Open</span>	11/05/2018	11/05/2018	CLAIMS/ CLAIMS REQUEST ADJUSTMENT	emp1@vol.com/William Smith	10002790
12412	<span>New</span>	11/02/2018	11/02/2018	OTHER HEALTH INSURANCE -COB	emp1@vol.com/William Smith	10002790
12411	<span>New</span>	11/02/2018	11/02/2018	CLAIMS/ CLAIMS REQUEST ADJUSTMENT	emp1@vol.com/William Smith	10002790
12410	<span>New</span>	11/02/2018	11/02/2018	APPEAL	emp1@vol.com/William Smith	10002790

Showing 1 - 10 of 12 Records 10 Per Page ▾

1
2
>
>>



## Message Detail Page

Secure Messages William Smith

Use the space below to submit your question to a Customer Representative

**Details**

<b>Reference ID:</b> 15607	<b>Subscriber ID:</b> MBR07
<b>Status:</b> New	<b>Message By:</b> 34461/William Smith
<b>Message Type:</b> CSR Message	<b>Submit Date:</b> 08/21/2018
<b>Subject:</b> ID Cards	<a href="#">59180_Not Fixed.docx</a>

**Original Message**

DGDG DHDH DJJD SHSH EEEYEW IWI DDHDDHDDH

Reply:

Enter up to 4000 characters

Select a file to Upload

Choose File No file chosen

Only one file attachment is allowed

**History**

No history available

## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **Member Self Services >> Secure Messages** quick link.

The **Secure Messages** page is displayed.

#### Secure Messages Page

2. **View your list of secure messages.**

Your messages are displayed in a table format.

You can control the number of messages displayed per page using the controls just below the table.

3. **Sort and filter your list of messages.**

Filter your list of secure messages by entering what you want to see in the search fields at the top of the page, then clicking the blue search button.

Sort the table by clicking on the column headers that include an arrow.

4. **Click the *Ref ID* link to open a message.**

The **Message** page is displayed.

#### Messages Page

5. **What's next...**

**Respond** to the message by typing text in the **Reply:** box then clicking the **Send** button.

**Attach a file to your response** (optional) before you send it by clicking the **Choose File** option. Locate the file you want to attach and click **Open** then click **Upload**. You can attach the following types of files:

- .doc
- .docx
- .pdf
- .txt
- .xlsx

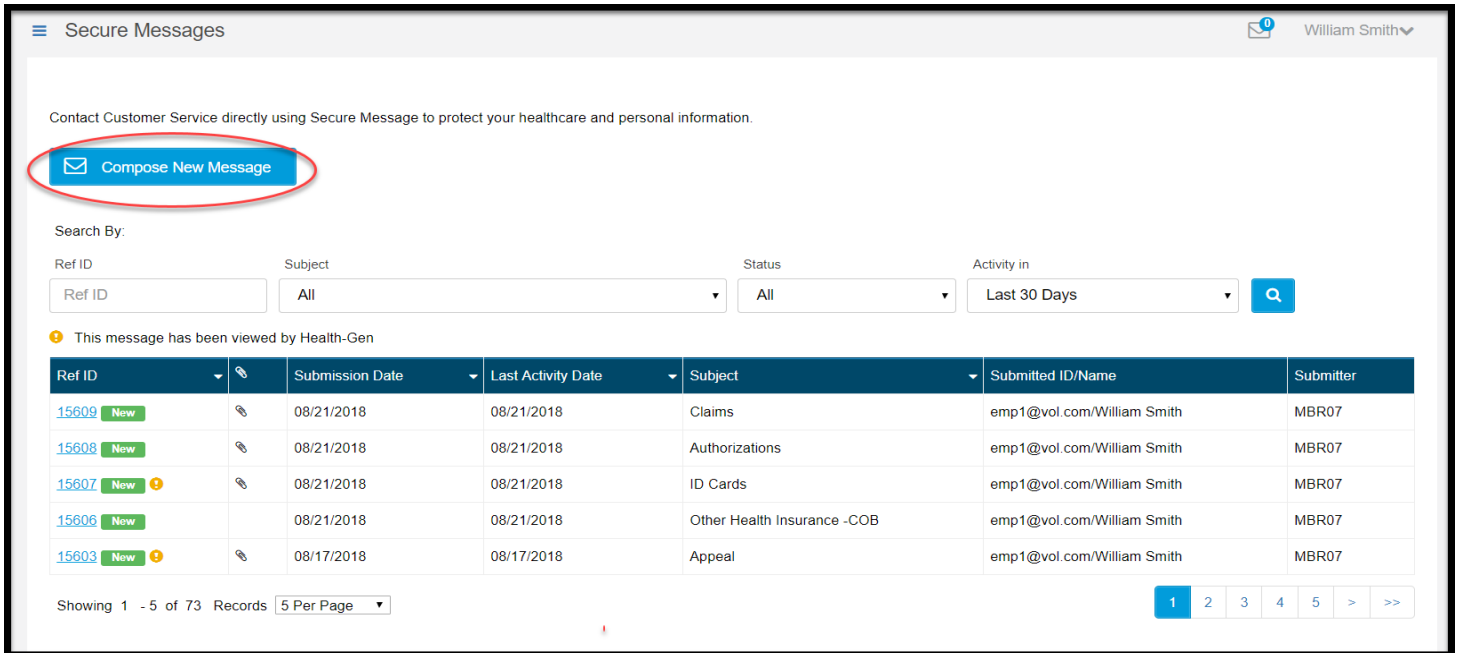
# How to Create and Send a New Secure Message

## Before You Begin

Log in to the myCHPW member portal and start from your Dashboard.

## Screens

### Secure Messages Page



Secure Messages William Smith

Contact Customer Service directly using Secure Message to protect your healthcare and personal information.

**Compose New Message**

Search By:

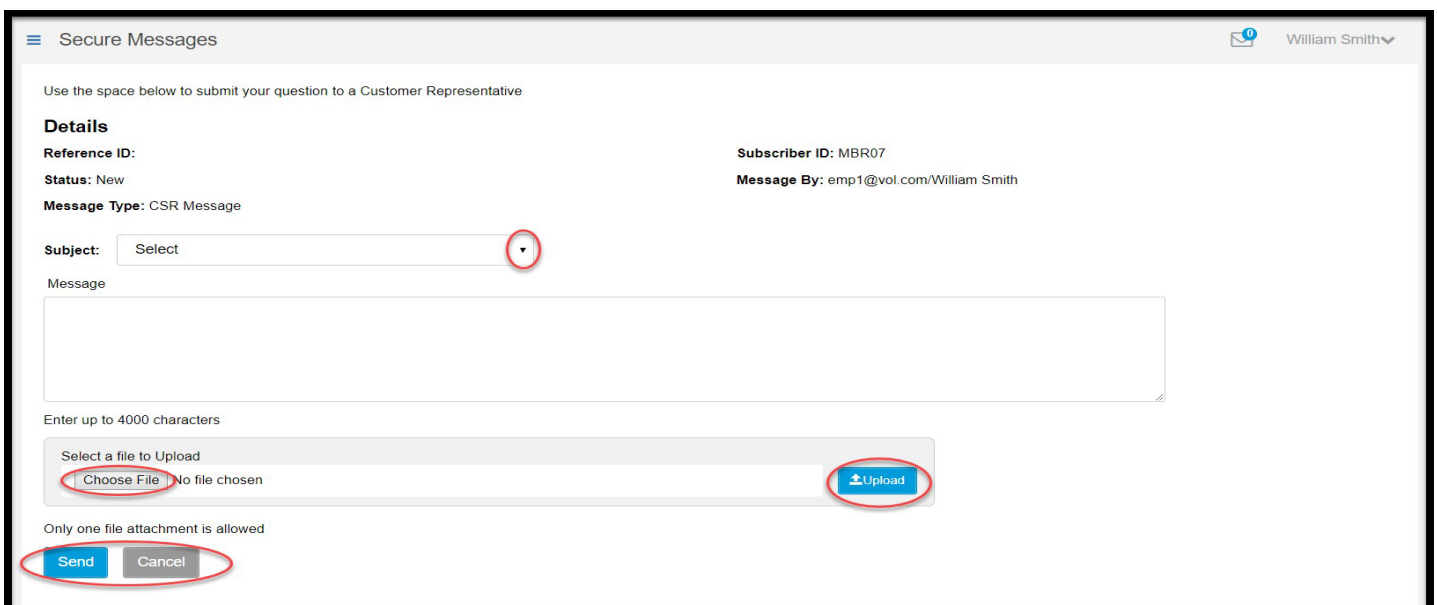
Ref ID:  Subject:  Status:  Activity in:

*This message has been viewed by Health-Gen*

Ref ID	Submission Date	Last Activity Date	Subject	Submitted ID/Name	Submitter
15609 <span>New</span>	08/21/2018	08/21/2018	Claims	emp1@vol.com/William Smith	MBR07
15608 <span>New</span>	08/21/2018	08/21/2018	Authorizations	emp1@vol.com/William Smith	MBR07
15607 <span>New</span>	08/21/2018	08/21/2018	ID Cards	emp1@vol.com/William Smith	MBR07
15606 <span>New</span>	08/21/2018	08/21/2018	Other Health Insurance -COB	emp1@vol.com/William Smith	MBR07
15603 <span>New</span>	08/17/2018	08/17/2018	Appeal	emp1@vol.com/William Smith	MBR07

Showing 1 - 5 of 73 Records  1 2 3 4 5 > >>

### Compose Message Page



Secure Messages William Smith

Use the space below to submit your question to a Customer Representative

**Details**

Reference ID: Subscriber ID: MBR07

Status: New Message By: emp1@vol.com/William Smith

Message Type: CSR Message

Subject:

Message:

Enter up to 4000 characters

Select a file to Upload

No file chosen

Only one file attachment is allowed

## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **Member Self Services >> Secure Messages** quick link.

The **Secure Messages** page is displayed.

#### Secure Messages Page

2. Click the **Compose new message** button.

The **Compose Message** page is displayed.

#### Compose Messages Page

3. Select a message subject.
4. Type your message text in the **Message** box.
5. Attach a file to your response. (Optional)

Attach a file to your response before you send it by clicking the **Choose File** option. Locate the file you want to attach and click **Open** then click **Upload**. You can attach the following types of files:

- .doc
- .docx
- .pdf
- .txt
- .xlsx

6. Click the **Send** button.

The **Your Message Sent Successfully** popup is displayed. The popup displays the Reference ID number of your secure message. Make a note of this number to help you easily find it in the future.

#### Your Message Sent Successfully Popup

7. Click the **OK** button.

You'll be returned to the Secure Messages page. Your new message is shown in your list of messages.

## Update Your PCP

Follow these step-by-step instructions to Update Your PCP.

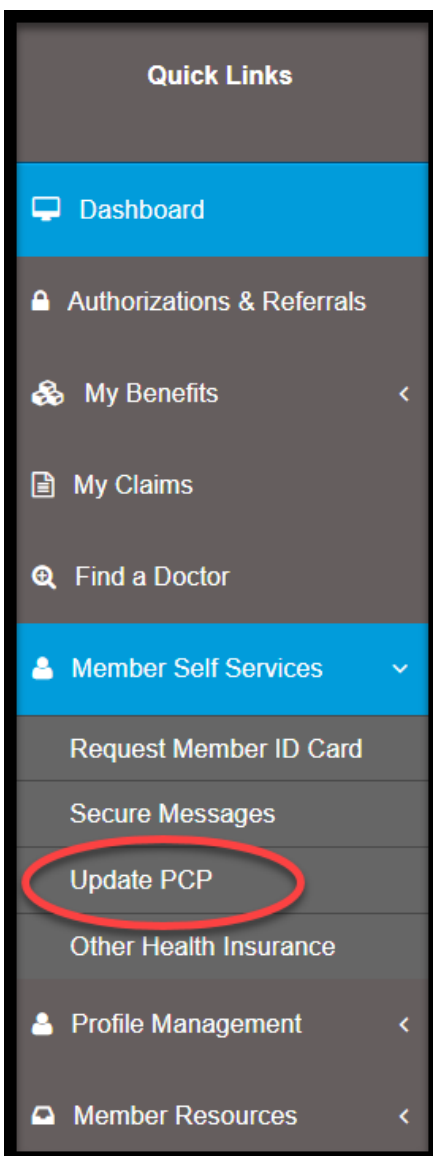
## How to Update Your PCP

### *Before You Begin*

Log in to the myCHPW member portal and start from the Member Dashboard.

### *Screens*

#### **Member Dashboard – Quick Links**



## Step-by-Step Instructions

### Steps

### More Information

#### Start on your Member Dashboard

1. Click the *Member Self Services >> Update PCP* quick links option.

The **CHPW Member Center webpage** is displayed. Note that this is different than the myCHPW Member Portal.

#### Member Center Login Page

2. **Login to the Member Center.**

**Note:** You will need to use your CHPW Member Center User ID and Password for Member Center Login.

After you log in, follow the onscreen instructions to update your PCP.

## Other Health Insurance

Follow these step-by-step instructions to report other health insurance.

### How to Report Other Health Insurance

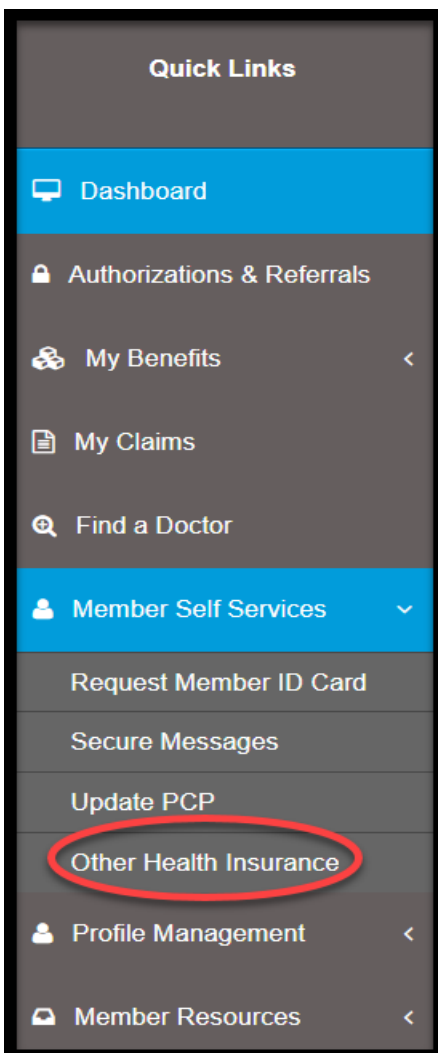
#### *Before You Begin*

Log in to the myCHPW member portal and start from the Member Dashboard.

#### *Screens*


##### **Member Dashboard – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



## Other Health Insurance Add Coverage or Other Coverage has been reported Page

Quick Links



English Font Size

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find a Doctor
- Member Self Services
- View/Download/Print ID Card
- Secure Messages
- Update PCP
- Other Health Insurance
- Profile Management
- Member Resources

Other Health Insurance
Welcome MAYRA ORTIZ

### Other Health Insurance

Tell us about CHPW Member's other health insurance coverage.

Having other health insurance coverage does not change the member's coverage with us. Keeping us up to date with changes in their insurance coverage helps us pay their claims quickly and accurately. This is called Coordination of Benefits.

Your other health insurance coverage, including Medicare, is shown below.

Policy Holder Name	Coverage Type	Other Health Insurance Name (Carrier)	Other Health Insurance Policy Number	Other Health Insurance Phone Number	Coverage Effective Date	Coverage Effective Date Medicare Part A	Coverage Effective Date Medicare Part B
MAYRA ORTIZ	Medical	MAYRA ORTIZ	987654321A		01/01/2020		

Showing 1 - 1 of 1 Records 5 Per Page

If you want to add other coverage, click here [Add](#)

#### Other Health Insurance Form

If any of the information populated below is incorrect please send a secure email using the envelop icon above or call our Customer Service department at one of the numbers below for assistance prior to completing this form.  
Apple Health Customer Service 800-440-1551  
Medicare Advantage Customer Service 800-942-0247

CHPW Member ID

Member First Name

Member Date of Birth

Member Middle Name

Member Last Name

**Medical / Dental / Vision** Medicare

\* Coverage Type

If the Carrier is the same for multiple coverage types Medical, Dental or Vision select the checkbox next to the coverage types covered by that Carrier.

Medical
 Dental
 Vision

Carrier Information

\* Other Health Insurance Name (Carrier)

Order of Coverage

Carrier Type

Policy Holder / Insured Information

\* Policy Holder Name

\* Policy Holder Date of Birth

\* Name of Insured

\* Other Health Insurance Policy Number

\* Effective Date

Termination Date

Other Health Insurance Phone Number

Termination Reason

\* Other Family Coverage



### Add Coverage Other Health Insurance Form – Medicare

#### Other Health Insurance Form

If any of the information populated below is incorrect please send a secure email using the envelop icon above or call our Customer Service department at one of the numbers below for assistance prior to completing this form.  
 Apple Health Customer Service 800-440-1561  
 Integrated Managed Care Customer Service 866-418-1009  
 Medicare Advantage Customer Service 800-942-0247

CHPW Member ID Member Date of Birth  
 [REDACTED] [REDACTED]

Member First Name Member Middle Name Member Last Name  
 [REDACTED] [REDACTED] [REDACTED]

Medical / Dental / Vision Medicare

Do you have Medicare coverage?

Yes  No

Reason for coverage

Over 65  Disabled  ESRN  Retired

Medicare ID# ?

Hospital Part A: Effective Date ?


Hospital Part B: Effective Date ?

Are you receiving Disability Payments?

Yes  No


If yes, enter as of date

Are you receiving Social Security Disability Benefits?

Yes  No

If yes, enter as of date

Select a file to Upload

No file chosen

## Step-by-Step Instructions

### Steps

### More Information

#### Start on your Member Dashboard

1. Click the *Member Self Services >> Other Health Insurance* quick links option.

The **Other Health Insurance** page is displayed.

#### Other Health Insurance Form

2. **Other Health Insurance page.**

Select the coverage type you are reporting: Medical, Dental, Vision or Medicare.

## 8 Profile Management

You can manage your profile using the myCHPW Member Dashboard.

### How to Change Your Address

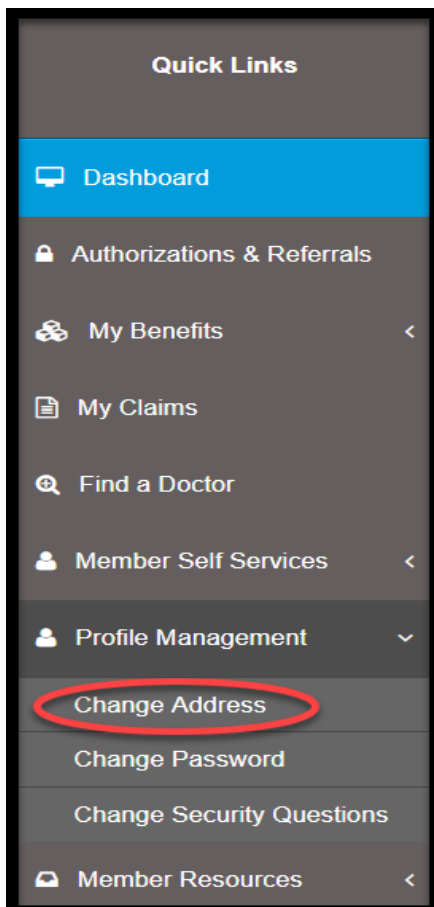
#### *Before You Begin*

Log in to the myCHPW member portal and start from your Dashboard.

#### *Screens*

##### **Member Dashboard Page – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



## Member Change Address page

☰ Change Address
📧 William Smith ▾

### Member Change Address

Enter details below to update your residential and mailing address.

Export as

Member Name <span style="font-size: x-small;">?</span>	Member Id <span style="font-size: x-small;">?</span>	Current Residential Address <span style="font-size: x-small;">?</span>	Current Mailing Address <span style="font-size: x-small;">?</span>
Mary Smith <small>(39D67FB4EF6545A49A5211DC4803A7FE)</small>	39D67FB4EF6545A49A5211DC4803A7FE01	123, Main Street Anytown ,#122, No:-12-45/33, opp to meadows ,Illinois IL ,60416	123, Main Street Anytown ,#122, No:-12-45/33, opp to meadows ,Illinois IL ,60416

#### New Residential Address

**\*Address 1:**

**Address 2:**

**City**

**State** **Zip**

Select ▾
Zip

#### New Mailing Address

Same as New Residential Address

**\*Address 1:**

**Address 2:**

**City**

**State** **Zip**

Select ▾
Zip

Submit

Clear Form

## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **Profiles Management >> Change Address** quick link.

The **Member Change Address** page is displayed.

#### Member Change Address

2. Enter the new address.

**TIP!** If the Residential and Mailing address are the same, click ***Same as residential address checkbox*** in the new mailing address section.

3. Submit new address.

If the address submitted cannot be verified a message will display with the Customer Service phone number.

4. You must also contact the following.

#### IMPORTANT!

- **Apple Health (Medicaid) members:** Call Washington Healthplanfinder at 1-855-923-4633 to update your address with the state.
- **Individual and Family Cascade Select members:** Call Washington Healthplanfinder at 1-855-923-4633 to update your address with the state.
- **Medicare Advantage members:**
  - Call CHPW Customer Service at 1-800-942-0247. We'll check to make sure you're eligible to continue your current plan if you move to a new county.
  - and—
  - Call Social Security at 800-772-1213 to change your address with Medicare.

## How to Change Your Password

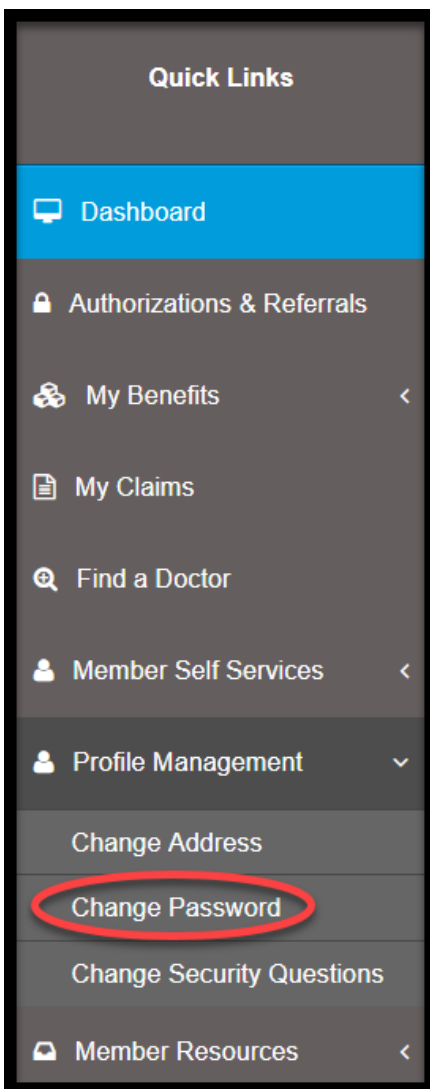
### *Before You Begin*

Log in to the myCHPW member portal and start from your Dashboard.

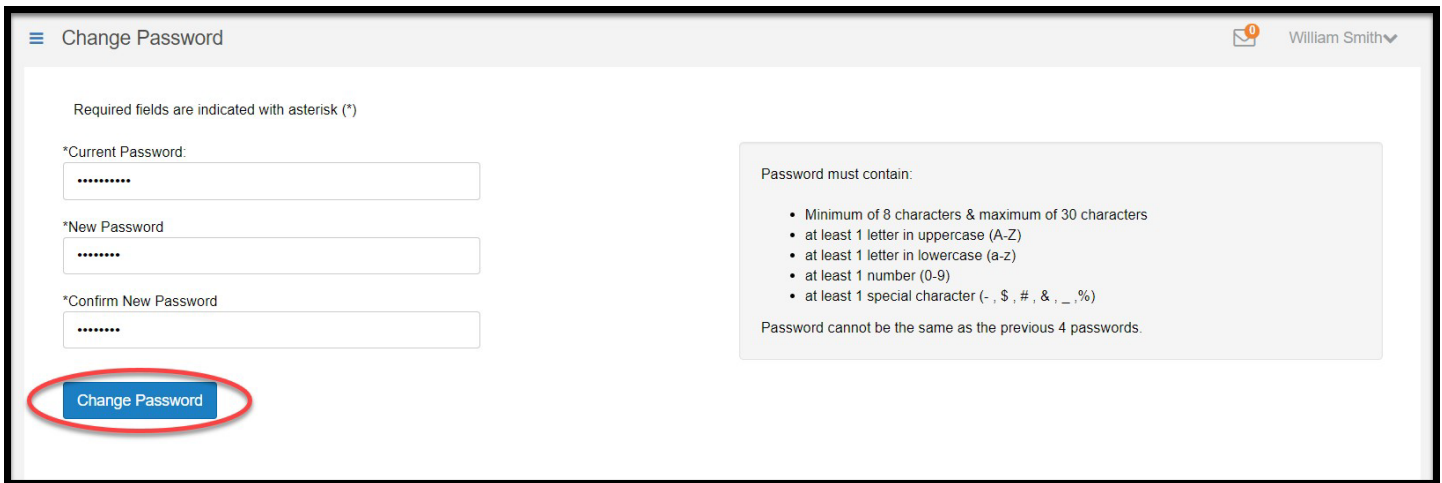
### *Screens*

#### **Member Dashboard Page – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



**Change Your Password page.**



*Step-by-Step Instructions*

**More Information**

**Steps**

**Start on your Member Dashboard**

- 1. Click the *Profiles Management* >> *Change Password* quick link.**

The **Change password** page is displayed.

**Change Password Fields**

- 2. Enter your current password and new password.**

Enter your current password, new password and confirm new password in the fields provided.

- 3. Change Password button**

Click **Change Password**. A change password confirmation message will display.

- 4. Login Page**

Once your password has been changed you will be redirected to the myCHPW member portal login page.

- 5. A confirmation email will be sent to your email address.**

## How to Change Your Security Questions

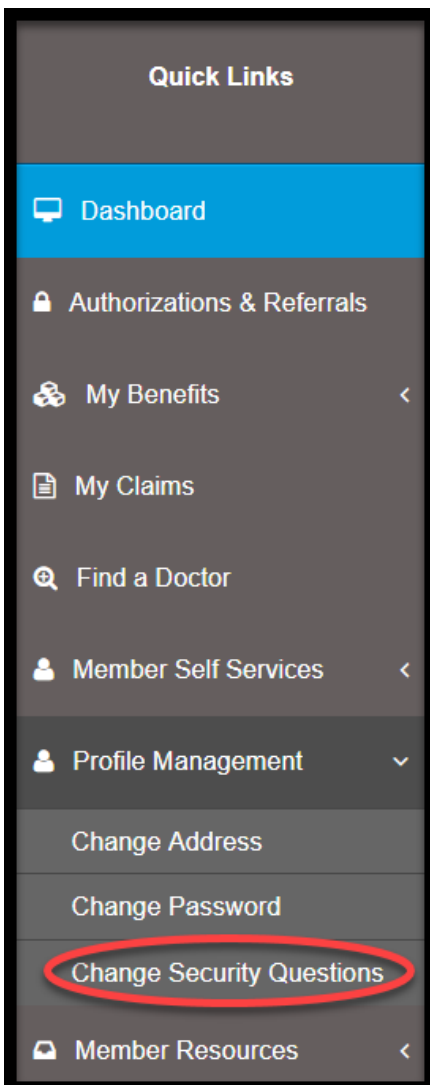
### *Before You Begin*

Log in to the myCHPW member portal and start from your dashboard.

### *Screens*

#### **Member Dashboard Page – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.





### Validate Password page

☰ Change Security Questions 📧 0 William Smith ▾

Required fields are indicated with asterisk (\*)

\* Enter Current Password  Validate

### Change Security Questions page

☰ Change Security Questions 📧 0 William Smith ▾

Required fields are indicated with asterisk (\*)

*Question 1 <input type="text" value="What is your Mother's Maiden Name?"/> <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">▼</span>	*Answer 1 <input type="text"/>
*Question 2 <input type="text" value="What was the name of the city you were born in?"/> <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">▼</span>	*Answer 2 <input type="text"/>
*Question 3 <input type="text" value="What was your childhood pet's name?"/> <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">▼</span>	*Answer 3 <input type="text"/>

Save Cancel

## Step-by-Step Instructions

## More Information

### Steps

#### Start on your Member Dashboard

1. Click the **Profiles Management >> Change Security Questions** quick link.

The **Change Security Questions** page is displayed.

#### Change Security Questions Page – Validate

2. **Type your password and *Validate*.**

Enter your current password and click the **Validate** button.  
You will be taken to your current list of Security Questions.

#### Change Security Questions Page – List of Questions

3. **If desired, change one or more of your security questions.**

4. **Provide answers for each security question.**

You must provide an answer for each security question, even those questions that you didn't change.

Your security question answers are not validated on this page, but whatever you enter on this page will be used going forward when you are required to answer your security questions.

Click **Change Security Questions**. A confirmation message will display.

5. **Click the *Save* button.**

The portal will display a success message.

6. **Click the *Close* button.**

## 9 Member Resources

### How to view More Information about Your Plan and Coverage

#### *How to view Member Resources*

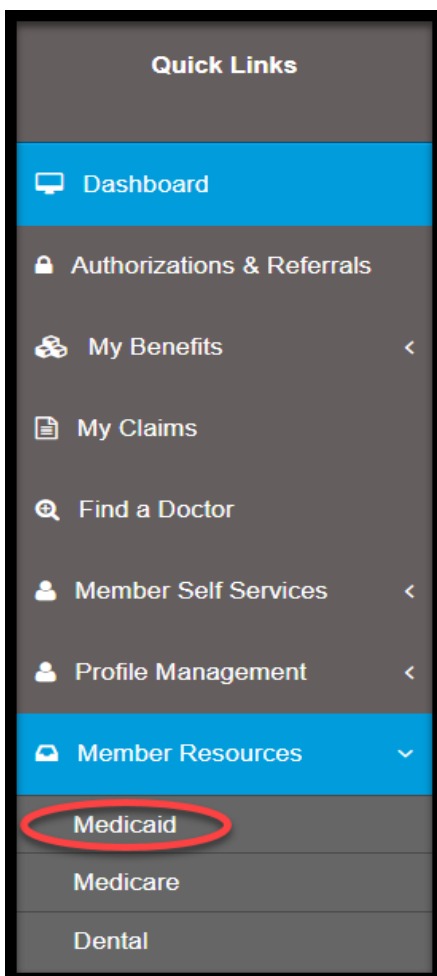
#### *Before You Begin*

Log in to the myCHPW member portal and start from your dashboard.

#### *Screens*

#### **Member Dashboard Page – Quick Links**

As previously noted, you may have different colored portal pages depending on your plan.



## Step-by-Step Instructions

### Steps

### More Information

#### Start on your Member Dashboard

1. Click the **Member Resources >> [your plan]** quick link.

The appropriate CHPW webpage is displayed, depending on your selection. Note that this is a different website than the myCHPW Member Portal.

## 10 Treatment Cost Calculator

The **Treatment Cost Calculator** lets you get cost estimates for services or appointments.

The Treatment Cost Calculator is available for **Medicare Advantage** and **Individual and Family Cascade Select members/plans only**.

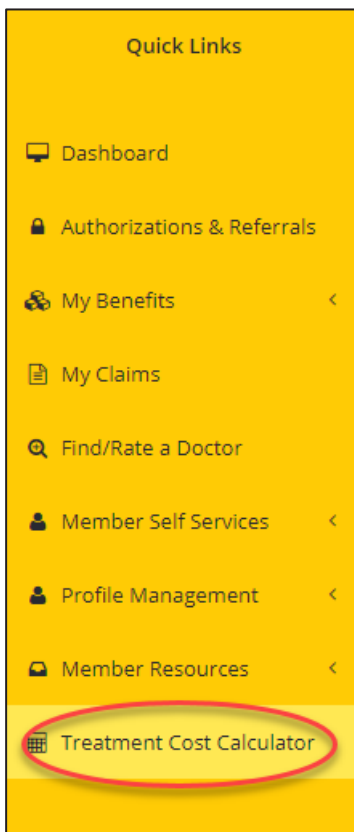
### How to Use the Treatment Cost Calculator

#### *Before You Begin*

Log in to the member portal and start from your **Member Dashboard**.

#### *Screens*

As previously noted, you may have different colored portal pages depending on your plan.



☰ Treatment Cost Calculator

Search for medical procedure costs by code or description

Treatment Type:

Procedure Description / Code ⓘ:

Search Within:

Search by Address  
 PO BOX 942, LEAVENWORTH, WA, 98826 [Edit Address](#) ▾

☰ Treatment Cost Calculator

Search for medical procedure costs by code or description

Treatment Type:

Procedure Description / Code ⓘ:

Search Within:

Search by Address  
 PO BOX 942, SEATTLE, WA, 98101 [Edit Address](#) ▲

\*The list below reflects estimated costs from providers in your designated search area - Visit [My Benefits](#) for detailed benefit information.

## Estimated Cost of Treatment Results

**Quick Links**

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find/Rate a Doctor
- Member Self Services
- Profile Management
- Member Resources
- Treatment Cost Calculator

Search by Address  
1570 EASY ST, WENATCHEE, WA, 98801 [Edit Address](#)

\*The list below reflects estimated costs from providers in your designated search area - Visit [My Benefits](#) for detailed benefit information.

**Estimated Cost of Treatment: \$132.78 \*** 1

Your Remaining Out-of-Pocket Balances

Treatment Type	00142 - ANESTHESIA FOR PROCEDURES	Search Within
Medical	ON EYE; LENS SURGERY	25 Miles

**In-Network Provider**

Remaining Deductible	Remaining Max. Out-of-Pocket	Estimated Cost after Adjustment
<b>\$581.63</b>	<b>\$2021.63</b> <span style="border: 1px solid red; padding: 2px;">3</span>	<b>\$132.78</b>

\* CHPW, on behalf of CHNW, developed this tool to help you understand your potential costs for certain services. Neither CHPW nor CHNW guarantee the prices shown are what you will be charged - the costs shown are estimates only. CHPW and CHNW assume no liability for any differences between the prices shown on this site and your actual charges. The inclusion of a particular provider or service is not a guarantee that CHNW will cover the services. If you have questions about your benefit plan or coverage, please call 1-866-907-1906. While we try to provide the

**Found 22 Provider Matches**

**GARRETT WOLTER**  
In-Network Provider  
(No Rating) 📍

820 N Chelan Ave, Wenatchee, WA, 98801  
(4.2 Miles)

Average Cost	Estimated Cost after Adjustment
<b>\$129.31</b>	<b>\$129.31</b> <span style="border: 1px solid red; padding: 2px;">2</span>

[Directions](#) [View Member Comments](#) [Rate Provider](#)

**THERESA LINAM**  
In-Network Provider  
(No Rating) 📍

820 N Chelan Ave, Wenatchee, WA, 98801  
(4.2 Miles)

Average Cost	Estimated Cost after Adjustment

**Quick Links**

- Dashboard
- Authorizations & Referrals
- My Benefits
- My Claims
- Find/Rate a Doctor
- Member Self Services
- Profile Management
- Member Resources
- Treatment Cost Calculator

Search by Address  
11133 FORT RD, WHITE SWAN, WA, 98952 [Edit Address](#)

\*The list below reflects estimated costs from providers in your designated search area - Visit [My Benefits](#) for detailed benefit information.

**Estimated Cost of Treatment: \$132.78 \***

Your Remaining Out-of-Pocket Balances

Treatment Type	00142 - ANESTHESIA FOR PROCEDURES	Search Within
Medical	ON EYE; LENS SURGERY	25 Miles

**In-Network Provider**

Remaining Deductible	Remaining Max. Out-of-Pocket	Estimated Cost after Adjustment
<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

\* CHPW, on behalf of CHNW, developed this tool to help you understand your potential costs for certain services. Neither CHPW nor CHNW guarantee the prices shown are what you will be charged - the costs shown are estimates only. CHPW and CHNW assume no liability for any differences between the prices shown on this site and your actual charges. The inclusion of a particular provider or service is not a

**Found 14 Provider Matches**

**SPENCER SOFFE**  
In-Network Provider  
(No Rating) 📍

406 S 30th Ave Ste 202, Yakima, WA, 98902  
(14.9 Miles)

Average Cost	Estimated Cost after Adjustment
<b>\$142.85</b>	<b>\$0.00</b>

[Directions](#) [View Member Comments](#) [Rate Provider](#)

**AARON EASTMAN**  
In-Network Provider  
(No Rating) 📍

406 S 30th Ave Ste 202, Yakima, WA, 98902

Proprietary and Confidential | November 2023  
CHPW Member Portal

79

## Treatment Cost Calculator

- 1. Estimated Cost of Treatment** This is a national average based on geographic information.
- 2. Average Cost and Estimated Cost After Adjustment** These estimates are specific to the provider(s) you selected.
- 3. Deductible, Out-of-Pocket, and Estimated Cost After Adjustment** These estimates are specific to you and your Medicare Advantage or Individual and Family Cascade Select benefit plan.  
You will not pay more than the remaining out-of-pocket balance if the estimated cost is more than your out-of-pocket balance.



## *Step-by-Step Instructions*

### **Steps**

### **More Information**

#### **Start on your Member Dashboard**

- 1. Click Treatment Cost Calculator.**
- 2. Search by medical procedure code or description.**

Enter your search criteria.

- 3. Click Search.**

The search results will display.