

HealthMAPS Provider Portal

CHPW's HealthMAPS online provider portal has been live since December 2018. HealthMAPS replaces the former Health Information Portal (HIP). **HIP is no longer available** (as of September 13, 2019).

Create a HealthMAPS Account

You can go online to <https://mychpw.chpw.org/en/provider> and register to create a HealthMAPS account. You will need to know your Billing Tax ID number(s) in order to do so. Once you have an account, you can view CHPW members' eligibility, benefits coverage, claim information, and more.

You can also access the HealthMAPS portal with your existing OneHealthPort credentials. Please visit CHPW's page at OneHealthPort here: <https://www.onehealthport.com/payer/community-health-plan-washington>.

Training guides are available from the Provider Orientation, Training, and Education page on our website, <https://www.chpw.org/for-providers/training/>, under Training Workbooks and then under HealthMAPS Portal.

- The *HealthMAPS User Guide* has detail about how to create your HealthMAPS account, customize your HealthMAPS dashboard, view and send secure messages, and more.
- The *Instructions for Professional Claims Entry* and *Instructions for Institutional Claims Entry* guides include a high level claim flow chart and explain how to enter claims.
- The *Instructions for Corrected or Replacement Claims Entry* guide explains how to enter corrected or replacement claims.
- The *HealthMAPS FAQ* addresses questions and feedback we have received from providers. Please email customercare@chpw.org. We will continue to update the FAQ based on provider input.

Please watch our Provider Bulletin Boards, <https://www.chpw.org/for-providers/bulletin-board/> and <https://medicare.chpw.org/provider-center/bulletin-board/>, for additional HealthMAPS updates.

Your HealthMAPS Provider Account

Please note, it may take up to 10 calendar days to process your HealthMAPS registration. You will receive an email when your registration is complete.

Once you have an account, these features are available right away:

- Your dashboard, which has news and notifications, claims and membership information, and more.
- The Provider News area has general information that **all** CHPW providers can view.
- Provider Notifications are specific to **you**; no other CHPW providers can see your notifications.
- Customize your dashboard based on your preferred tax ID(s) so you can see the information that you are most interested in each time you log in.
- Access authorization and referral requests via a link to the Jiva Care Management Portal, <https://chpw.zeomega.com/>; you will need a Jiva account login.
- Enhanced ability to send and receive benefit/eligibility (270/271) and claim status (276/277) transactions.
- Search for and view claim details.
- Request claim reviews.
- View a member's other health insurance.
- Report a member's other health insurance.
- View capitation and member roster reports.
- Enter a new claim.
- Enter a corrected claim.
- In some screens, you can export information, such as authorizations and referrals, to Microsoft Excel or Adobe Acrobat PDF.

- Send an inquiry or other secure message to a CHPW Customer Service Representative. In some screens, you can attach a file to your message.
- Get quick access to different forms and tools housed on the CHPW website via the Provider Resources Quick Link menu option.

These features will be available at a later date :

- View provider remittance advices (RA) and member Explanations of Benefits (EOB)

Questions?

If you have general provider relations and contracting questions, please email provider.relations@chpw.org.

If you have questions or problems registering for HealthMAPS or if you have general questions about other topics, please email Customer Service at customercare@chpw.org.

