

## New HealthMAPS Provider Portal

CHPW's new HealthMAPS online provider portal is live as of December 1, 2018. HealthMAPS is a replacement for the current Health Information Portal (HIP) and offers many new features.

Please note, beginning January 1, 2019, CHPW no longer accepts **new** HIP registrations. Providers who have already registered in HIP can still access information via HIP from this link: <https://hip.chpw.org/login.asp>. Access to HIP is no longer available from OneHealthPort.

## Comparing HIP (Health Information Portal) and HealthMAPS

HealthMAPS is more modern and offers more features.

HIP	HealthMAPS
<ul style="list-style-type: none"><li>• Old-style user interface and version of the software</li><li>• Less user-friendly than similar services</li></ul>	<ul style="list-style-type: none"><li>• Modern user interface</li><li>• Improved design and style with visually rich, easy to interpret information and graphics</li><li>• Easy access to high-level information with the option to drill down to details</li></ul>
Limited internet browser options	You can use Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari internet browsers
Limited options for access (logging in)	Log in anytime, anywhere from tablets and laptops
Lacks modern security standards	Enhanced security, including annual HIPAA and security assessments and upgrades
Messaging	Send and receive secure messages with CHPW. Secure messages are like email, but you can only access them within CHPW HealthMAPS. This keeps our members' health information safe.
Limited help text to give additional information about columns or fields	Many fields have a question mark icon that you can click to view details about the field or column

## 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* guide includes a high level claim flow chart and explains how to enter claims. The *Provider Portals FAQ* addresses questions and feedback we have received from providers. Please email [customercare@chpw.org](mailto:customercare@chpw.org). We will continue to update the FAQ based on provider input.

Please watch our Provider Bulletin Board, <https://www.chpw.org/for-providers/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. **In the interim, you can still access information via HIP.**

Once you have an account, these features are available right away with HealthMAPS **Phase 1**:

- 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.
- 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 (by the end of 2019) with HealthMAPS **Phase 2**:

- Report a member's other health insurance.
- 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](mailto: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](mailto:customercare@chpw.org).

