Healthcare Provider Portal

Providers are invited to create a login account to view HIPPA protectedcontent (claims and benefits) for patients. This guide will help you make your website account. After a provider creates a website account, some will have instant access to the portal, while some may be pended 1- 3 days before being authorized. The screenshots in this guide are from a demo website so fonts/colors may be different.

Need Help? hpssupport@hpsglobal.net or 855-490-6673.

CREATE A NEW LOGIN ACCOUNT

1. *Go to* www.myhealthplanonline.com and choose login.

2. *Locate* the box on the right labeled "**Are you new here?**"
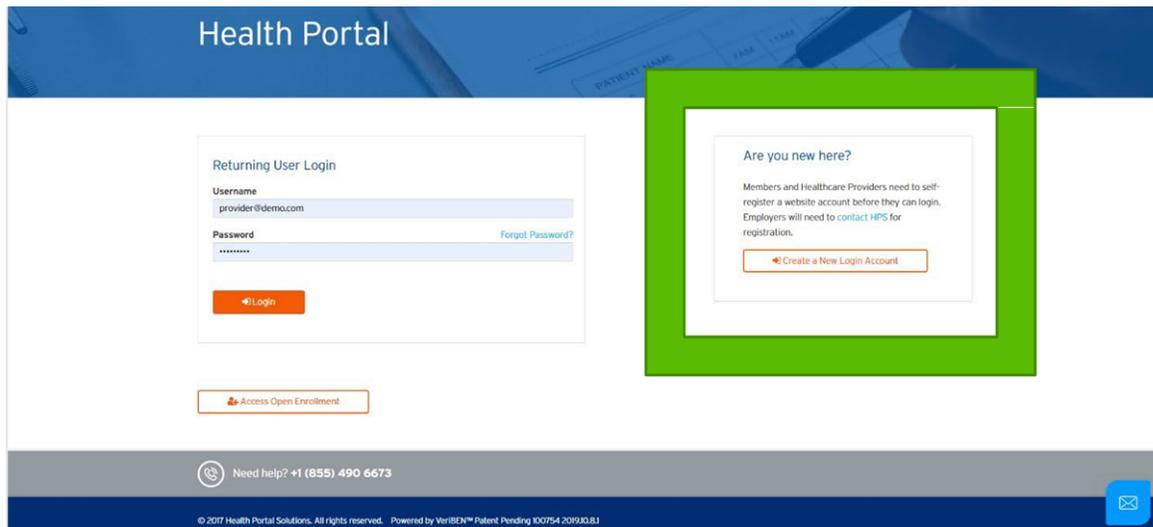
3. *Click* on the **Create a New Login Account** button.

4. You will be directed to a page that asked, "**Which type of account do you need?**"

5. Since you are a healthcare provider, or working for one, *click* **Select** under HealthcareProfessionals.

6. You will be directed to the **Username** page, the first step in the self-help wizard to create your Provider account.

7. *Type* in your **Email** address. Make sure you have access to your email account, as you will need toclick on a link to activate your account later.

8. *Re-type* in your email address in the **Confirm Email** box.

9. *Click* the **Next** button.

10. You will be directed to the **User Information** step.

Healthcare Provider Portal: Create a New Login Account

11. Please *type* in all fields with a red asterisk(*).

    a. *Type* in your **First Name**.

    b. *Type* in your **Last Name**.

    c. *Select* **Security Question 1**. This will be used when you set your password and when doinga Password Reset.

> **Security Question 1***
>
> | --Select One-- | ▼ |
> |---|---|

        i. Enter the answer to the question.

> **Secret Answer***
>
> | |
> |---|

    d. *Select* **Security Question 2**. This will be used when you set your password and when doing a Password Reset.

        i. Enter the answer to the question.

    e. *Use* the drop-down menu to **Select Time Zone.**

> ## Preferences
>
> **Select Time Zone***
>
> | (UTC-06:00) Central Time (US & Canada) | ▼ |
> |---|---|

    f. *Use* the drop-down menu to **Select Language / Culture**.
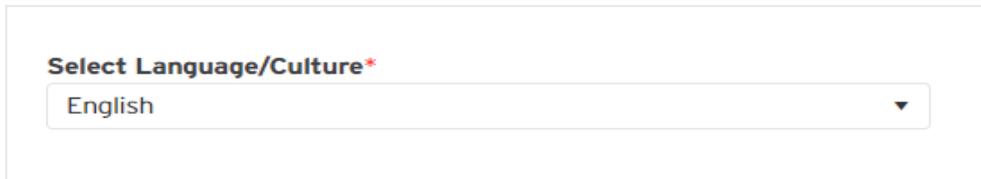
> **Select Language/Culture***
>
> | English | ▼ |
> |---|---|

    g. *Use* the drop-down menu to select your **Country**.

> **Country***
>
> | United States | ▼ |
> |---|---|

12. *Click* the **Next** button.

13. You will be directed to the **Primary Facility Information** step.

a. *Use* the radio option to select your **Provider Type**.

    i. **Single Provider** will allow you access to ONE TIN/NPI combination.

    ii. **Practice with several providers** will allow you access to one or MANY TIN/NPI combinations. After registration, you can add more TINs/NPIs. If you arenot sure if you need more than one billing entity attached to you, pick this option as it can expand later. (VS a Single Provider that is perpetually locked into one TIN/NPI.)

b. *Type* to enter your **Facility Name**.

c. *Use* the drop-down selector to pick the **Provider Specialty** that best matches you.

Provider Specialty*

Addiction Medicine

   i. If you can't find a good match, select "**Other**," and you will be able to type in the specialty that you need.

Provider Specialty*

Other

Other Specialty *

d. *Type* in your Primary **Facility NPI**. (Don't worry, you can all/more on the next step of the wizard. If you don't have a primary NPI, just use the one for the office that you are sittingin right now.)
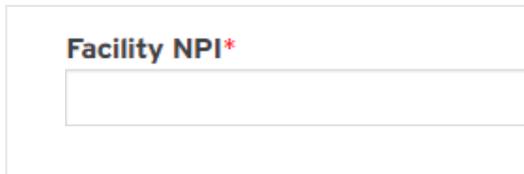
Facility NPI*

e. *Type* to enter your **Facility Address**.

☐ Outside United States

Address
Line 1*

Line 2

f. *Type* to enter your **Facility City**.

g. *Use* the drop-down selector to pick your **State / Province**.

h. *Type* to enter your **Postal (Zip) Code**.

i. *Type* to enter your **Primary Phone** number. The 1st box is country code (1 in the United States). The 2nd box is area code and phone number. The 3rd box is extension (if applicable).

Primary Phone*

1   (___) ___-____   **Ext:** *Phone*

14. *Click* the **Next** button.

15. You will be directed to the **Facility TIN / NPI** step of the wizard.

You will now be able to add one or many Tax ID Numbers (TINs) in combination with (National Provider Identifier) NPIs.

16. Enter your first billing entity.

a. *Type* to enter a **TIN (Tax ID Number)**.

b. *Type* to Enter a **NPI (National Provider Identifier)**.

c. *Click* the **Insert** button.

d. The record will be inserted into the grid.

e.

Facility TIN/NPI Entry

Facilities Added: 0   None of the TIN/NPI records entered matched the system. If the entries look correct, please proceed; we will manually verify your acc
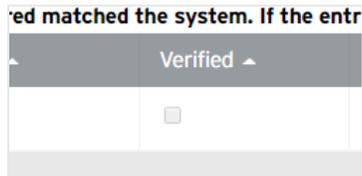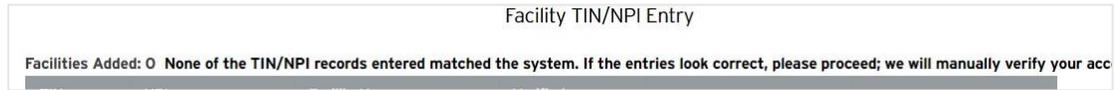
If your Facility is automatically matched to a facility in the system you might have access to login after you finish the account creation wizard, if not, we have to verify your account before you can login to the portal OR you may have limited access to data.

f.   To add more facility TINs/NPIs, please *click* the **Add a Facility** button. Repeat the above steps (A – E).
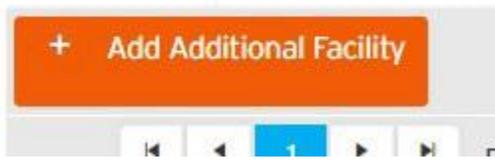
g.   TIP: If you have 30 or more facilities to add, add the ones you need now, and once you are logged into the portal, you can upload an excel sheet or send a message with your manually typed list of TIN/NPI combinations needed.

17. Once enough TINs/NPIs are entered, *click* the **Next** button.

18. You will be directed to the **Web Agreement** page.

a. *Read* the **Web Agreement**.

b. *Click* **I Agree** (if you agree).

c. *Click* the **Save Registration** button.

19. You will be directed to the **Registration Complete** page.

Registration Complete

Your account is activated by email confirmation.

Please check your email for this registration letter and activate your account with one click.

Thank you from HPS services!
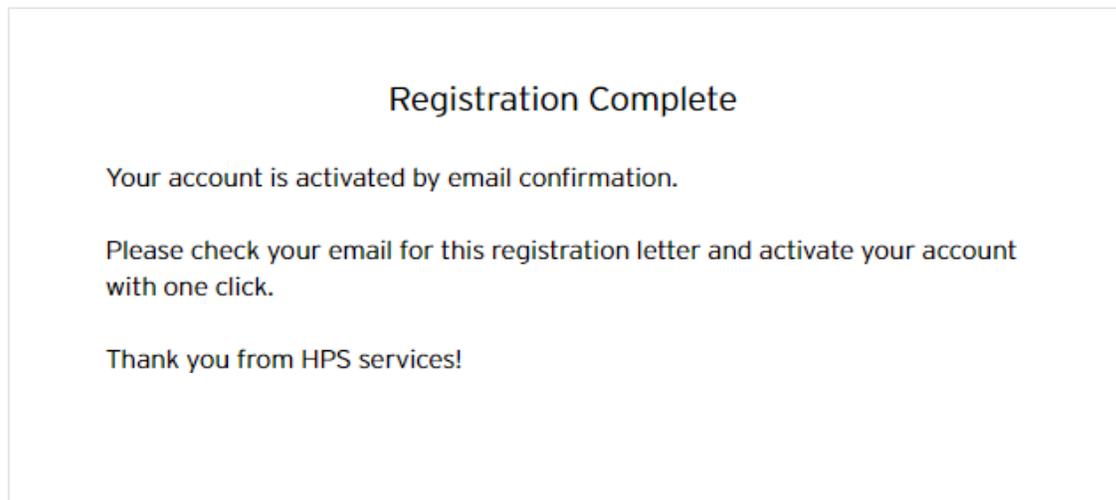
You may have immediate access to the portal, or may need to wait 2-3 business days. Your account request will fall into one of the following scenarios:

a. **Full Access** – This means you can login and will be able to easily search the portal for the data you need.

b. **Read-Only** (Limited Access) – Sometimes allowed so providers can get into the portal faster, while their data is still being validated. You may need more information about the patient to perform searches. You may be able to see claims, but other functions may be unavailable until you are fully verified as an authorized provider.

c. **No Access** – Requires full verification of your account before you can get in. In these cases, you cannot see any data in the portal.

d. If you made your account and are pending authorization to login to the portal, IMS needs to grant you access/ approve your account. Please call IMS for help. Health Portal Solutions cannot grant you access; we can check to make sure your account is in the queue, and/or give you the phone number to IMS. When you call IMS, tell them that 'you have successfully made your website account and you need your portal account verification to be expediated'. Let them know this, so they can help you faster.

20. Once you have been granted access into the website, you will receive an email invitation to set your password, you may login.
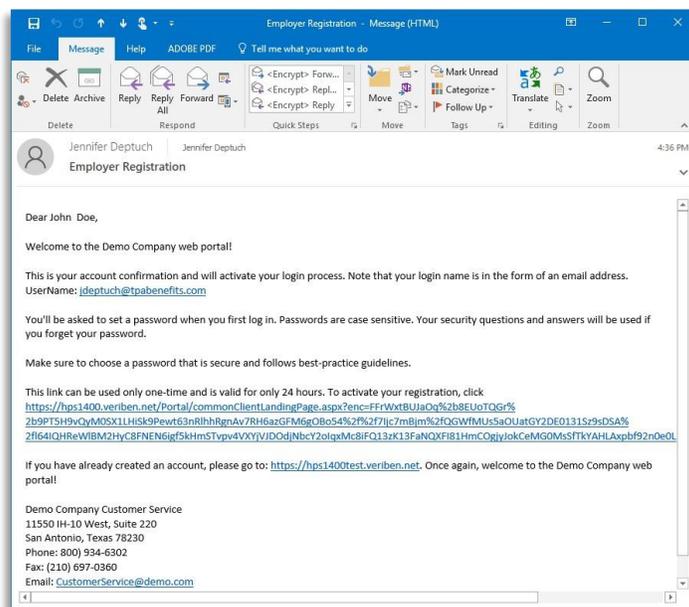
   a. TIP: Don't forget to check your 'junk' mail email folder. Occasionally email invitations get sorted into this folder.

   b. If your email invitation link has expired, you can call Health Portal Solutions to help you with your first login into the portal.

21. When you receive your email invitation, either click the provided URL, or if your computer/email provider blocks click-able links, copy and paste the entire long URL from your email, to your web browser.

22. You will be asked the previously set **Security Questions** to verify your identity.

23. You will be required to set a long-term **Password**.

24. You may now proceed to browse the portal for the information you are seeking.

QUESTIONS?

- Claims information, benefits verification, authorizing a provider account, call IMS at 800-426-8739

- For questions about navigating the Create a New Login Account wizard, password resets, or expired email invitations, call Health Portal Solutions at 855-490-6673