

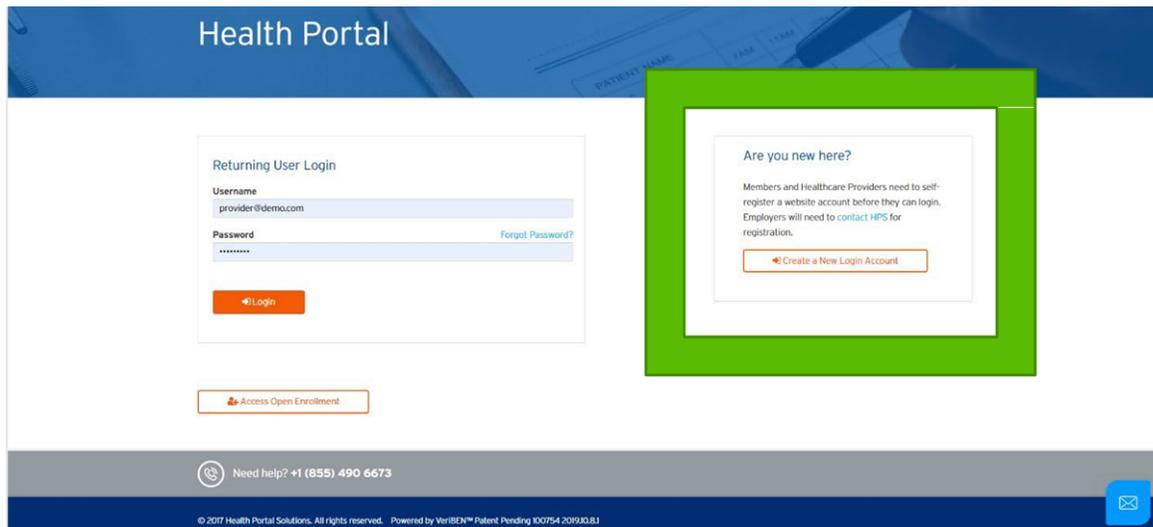
Healthcare Provider Portal

Providers are invited to create a login account to view HIPPA protected content (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.



Healthcare Professionals

I am a doctor or work for a doctor and I need to verify benefits.



Healthcare Provider Portal: Create a New Login Account

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Prepared for use by healthcare professionals.

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

The screenshot shows the 'Register a New Account' wizard with the 'Username' step selected. The breadcrumb trail includes: Username, User Information & ..., Primary Facility Infor..., Facility TIN / NPI Entry, and Web Agreement. The main heading is 'Username'. There are two input fields: 'Email*' containing 'sample@hpsglobal.net' and 'Confirm Email*' also containing 'sample@hpsglobal.net'. A note below the email field states: 'The email address entered will be used as your username to log into your health portal account'. A 'Next' button is located at the bottom right.

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

This is a close-up of the 'Email*' input field. It contains the text 'sample@hpsglobal.net'. Below the input field, there is a note: 'The email address entered will be used as your username to log into your health portal account'.

- Re-type in your email address in the **Confirm Email** box.
- Click the **Next** button.
- You will be directed to the **User Information** step.

The screenshot shows the 'Register a New Account' wizard with the 'User Information & ...' step selected. The breadcrumb trail includes: Username, User Information & ..., Primary Facility Infor..., Facility TIN / NPI Entry, and Web Agreement. The main heading is 'Contact Name'. Underneath, it says 'Account Holder Name'. There are several input fields: 'Prefix', 'First Name*', 'Middle Name', 'Last Name*', and 'Suffix'.

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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 doing a Password Reset.



A screenshot of a dropdown menu titled "Security Question 1*" in red. The menu is currently closed and shows the text "--Select One--" with a small downward-pointing triangle on the right side.

- i. Enter the answer to the question.



A screenshot of a text input field titled "Secret Answer*" in red. The field is empty and has a light gray border.

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

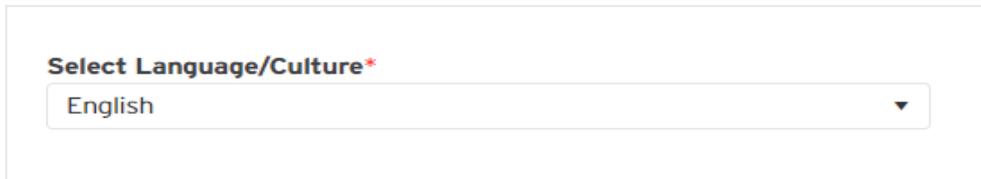
- i. Enter the answer to the question.

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



A screenshot of a "Preferences" section. The title "Preferences" is in blue. Below it is a dropdown menu titled "Select Time Zone*" in red. The menu is open and shows the selected option "(UTC-06:00) Central Time (US & Canada)" with a downward-pointing triangle on the right.

- f. *Use* the drop-down menu to **Select Language / Culture**.



A screenshot of a dropdown menu titled "Select Language/Culture*" in red. The menu is open and shows the selected option "English" with a downward-pointing triangle on the right.

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



A screenshot of a dropdown menu titled "Country*" in red. The menu is open and shows the selected option "United States" with a downward-pointing triangle on the right.

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

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

The screenshot shows the HPS Healthcare registration process. At the top, the HPS Healthcare logo is on the left, and 'HPS1400' and 'Contact Us' are on the right. Below the logo is a blue banner with the text 'Register a New Account'. Underneath the banner is a progress bar with five steps: 'Username', 'User Information & ...', 'Primary Facility Infor...', 'Facility TIN / NPI Entry', and 'Web Agreement'. The 'Primary Facility Infor...' step is currently active. Below the progress bar, the word 'Address' is centered. The form contains several fields: 'Provider Type*' with two radio button options: 'Single Provider' and 'Practice with several providers'; 'Facility Name*' with a text input field; 'Provider Specialty*' with a dropdown menu showing 'Addiction Medicine'; and 'Facility NPI*' with a text input field. At the bottom left, there is a checkbox for 'Outside United States' and a label 'Address'.

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

This is a close-up of the 'Provider Type*' section of the form. It shows two radio button options: 'Single Provider' and 'Practice with several providers'. The 'Practice with several providers' option is selected.

- 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 are not 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.

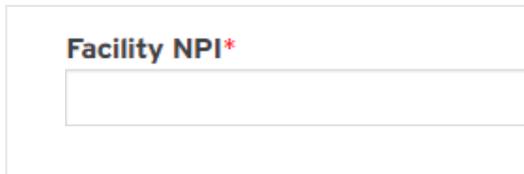


Provider Specialty*

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 sitting in 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.

The screenshot shows the 'Facility TIN / NPI Entry' step of a registration wizard. At the top, the HPS Healthcare logo is on the left, and 'HPS1400' and 'Contact Us' are on the right. A blue banner reads 'Register a New Account'. Below this is a progress bar with five steps: 'Username', 'User Information & ...', 'Primary Facility Infor...', 'Facility TIN / NPI Entry' (highlighted), and 'Web Agreement'. The main content area is titled 'Facility TIN/NPI Entry'. It features a table with columns for 'TIN' and 'NPI', currently showing 'No records'. An orange button '+ Add Additional Facility' is visible. A modal window titled 'Add or Edit a Facility' is open, containing input fields for 'TIN*' (with a placeholder 'Tax ID number'), 'TINSeq', 'NPI*', 'NPISeq', and 'Facility Name'. 'Insert' and 'Cancel' buttons are at the bottom of the modal. A 'Back' button is at the bottom left, and a 'Next' button is at the bottom right. A footer contains a help icon and the text 'Need help? +1 (855) 490 6673'.

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.

The dialog box titled "Add or Edit a Facility" has a close button in the top right corner. It contains the following fields and buttons:

- TIN***: Input field with placeholder text "Tax ID number".
- TINSeq**: Empty input field.
- NPI***: Empty input field.
- NPISeq**: Empty input field.
- Facility Name**: Empty input field.
- Insert**: Orange button with a checkmark icon.
- Cancel**: White button with an orange border and a cancel icon.

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

A close-up of the "TIN*" input field. A blue vertical bar indicates the cursor position at the start of the field. The placeholder text "Tax ID number" is visible inside the input box.

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

A close-up of the "NPI*" input field. A blue vertical bar indicates the cursor position at the start of the field.

c. Click the **Insert** button.

A close-up of the "Insert" button, which is orange with a white checkmark icon and the text "Insert".

d. The record will be inserted into the grid.

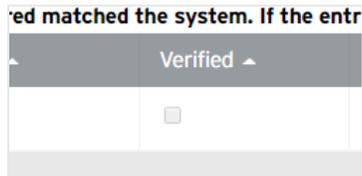
Facility TIN/NPI Entry

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

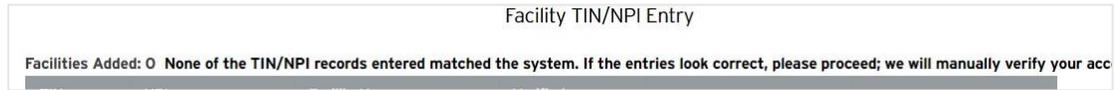
TIN	NPI	Facility Name	Verified	
111111111	1234567890	ee	<input type="checkbox"/>	Edit Remove

+ Add Additional Facility

Page size: 10 1 items in 1 pages

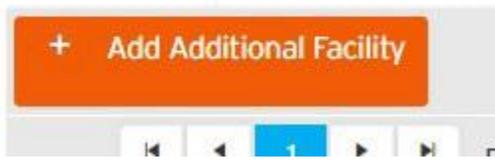


e.



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.

HPS HEALTHCARE HPS1400 Contact Us

Register a New Account

Username > User Information &... > Primary Facility Infor... > Facility TIN / NPI Entry > **Web Agreement**

Web Agreement

Web CONFIDENTIALITY Agreement*
The information contained within this Internet Application is confidential patient data related to the processing of medical claims pertaining to a plan members care and treatment. This information is intended solely for the authorized Medical Provider who has completed the "Certificate of Authority and Notice of Confidentiality" Form, which was acknowledged and agreed to, by the Plan Sponsor through the Contract Administrator, a copy of which is on file.

By clicking the "I Agree" box at the bottom of this page, you indicate that you understand and agree that you are the authorized person referenced in the "Certificate of Authority and Notice of Confidentiality" Form and that you certify that you are authorized to have access to the information you are requesting.

Conditional to the release of this information and subject to the agreement within the "Certificate of Authority and Notice of Confidentiality" Form, as an authorized Medical Provider you also agree to release the Benefit Plan Sponsor and/or Contract Administrator and its employees and agents, of all claims you might have for the loss of confidentiality of such information.

I Agree*

[Back](#) [Save Registration](#)

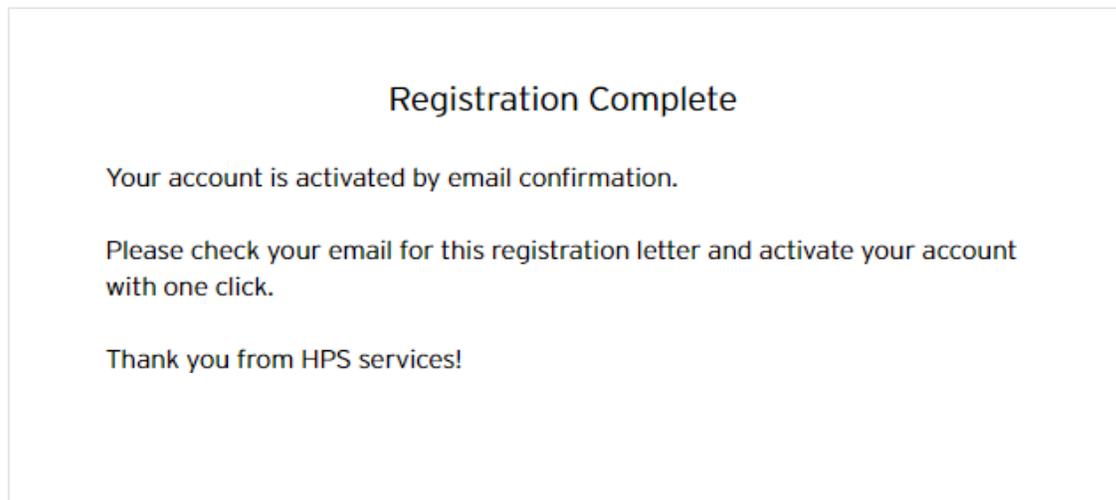
- Read the **Web Agreement**.
- Click **I Agree** (if you agree).

I Agree*

- Click the **Save Registration** button.

Save Registration

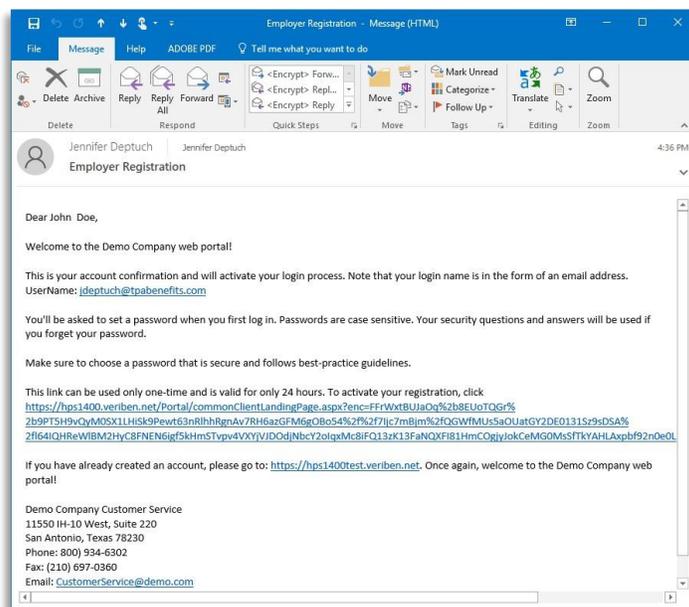
19. You will be directed to the **Registration Complete** page.



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