



ID Administrator Setup and Manage Users Instructions

The ID Administrator is a person in the provider office who will manage user IDs and passwords for staff who access:

- Applications on HAP's secure provider portal
- The Remittance Advice application

Note: Self-management of user IDs and passwords will eliminate delays in accessing these applications.

For more information or assistance, email providernetwork@hap.org.

Note:

Our website, applications and vendor sites are certified for Microsoft I.E. 11; Google Chrome; Firefox; and Microsoft Edge. Please upgrade to the latest version of your browser.

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ID Administrator

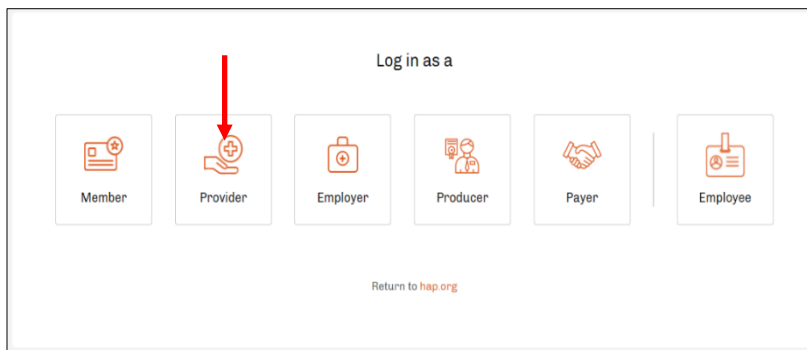
It's important to create an ID Administrator for your office. The ID Administrator can:

- Create valid usernames and passwords for office staff who access all online applications including remittance advice.
- Reset passwords
- Delete users that no longer work in the office
- Create a user that will act as a backup to help perform these functions
- Identify a replacement if you are leaving the office

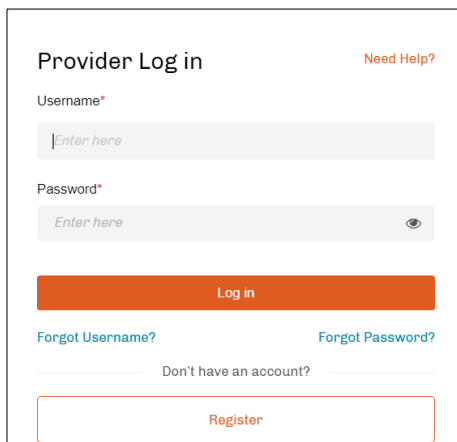
Note: Usernames for office staff are auto generated and the user will be prompted to create their own username when they login for the first time.

Setting up an ID Administrator

1. Visit **hap.org**
2. Select *Log in*
3. Select *Provider*



4. Select *Register*

A screenshot of the 'Provider Log in' form on hap.org. The form has a title 'Provider Log in' and a link 'Need Help?'. It contains two input fields: 'Username*' and 'Password*', both with placeholder text 'Enter here'. Below the fields is a blue 'Log in' button. Underneath the button are two links: 'Forgot Username?' and 'Forgot Password?'. At the bottom of the form is a link 'Don't have an account?' and a blue 'Register' button.

5. **Organization information.** Make the appropriate selections based on your HAP contractual status (individual or group contact agreement). Fields with an * are required. When finished, select **Next**.

The screenshot shows the 'Organization Information' step (1) of a 5-step registration process. The steps are: 1. Organization Information, 2. Provider Information, 3. Your Information, 4. Create your Profile, and 5. Online Access. The current step contains three questions with radio button options:

- Are you contracted with HAP? ***
 Yes No
- Which best describes your office?**
 Individual Provider (Individual Provider accounts can be linked to a group after registration)
 Group (ER, Radiology, Pathology, PT, OT, Anesthesiology, Optometry, etc.)
 Ancillary (DME, SNF, LAB, Pharmacy, Diagnostic Services, Rehab .)
 Hospital (Facility)
 Billing Office
- Do you need access to your online Remittance Advice? ***
 Yes No

A red circle highlights the 'Next' button in the bottom right corner.

6. **Provider Information.** Enter information and select **Next**.

The screenshot shows the 'Provider Information' step (2) of a 5-step registration process. The steps are: 1. Organization Information, 2. Provider Information, 3. Your Information, 4. Create your Profile, and 5. Online Access. The current step is titled 'Enter Details' and includes the following fields:

- Individual/ Type 1 NPI ***
Enter NPI
- Tax ID ***
Enter Tax ID
- Vendor ID ***
Enter Vendor ID

Below the Vendor ID field, there is a link: [Find your Vendor ID](#). A red circle highlights the 'Next' button in the bottom right corner.

7. **Your Information.** Enter **your** information and select **Next**.

The screenshot shows the 'Your Information' step (3) of a 5-step registration process. The steps are: 1. Organization Information, 2. Provider Information, 3. Your Information, 4. Create your Profile, and 5. Online Access. The current step is titled 'ID Administration Information and Consent' and includes the following fields:

- Last Name *** (Enter Last Name)
- First Name *** (Enter First Name)
- Phone number *** (Enter Phone Number)
- Extension number** (Enter Extension Number)
- Cell Phone number** (Enter Cell Phone Number)
- Email Address *** (Enter Email Address)
- Confirm Email Address *** (Enter Confirm Email Address)

A blue informational box states: 'We are requesting your cell phone number for forgot password functionality in future'. A red circle highlights the 'Next' button in the bottom right corner.

8. Create your Profile. Enter your information. When finished, select Next.

1 Organization Information 2 Provider Information 3 Your Information 4 Create your Profile 5 Online Access

Profile Details

Username *

Enter here

Password *

Enter here

Confirm Password *

Enter here

Security Question *

Select your question

Answer *

Enter here

Back Next

Passwords are case sensitive.

9. Review and Agree to Terms and Conditions

1 Organization Information 2 Provider Information 3 Your Information 4 Create your Profile 5 Online Access

Terms of Service

By Clicking Yes, you agree to

- Follow HAP's Privacy and Security policies regarding the protection of member health information.
- The information provided through the website is protected under the Health Insurance Portability and Accountability Act (HIPPA) Privacy and Security rules, and that subsequent use and disclosure of this information also is subjected to the HIPPA rules.
- The [Terms and Conditions of Agreement](#)
- Be the ID Administrator for my organization and responsible for the creation and modification of user IDs and password resets
- Not use automation tools of any kind to access HAP's websites without prior written permission. Automation includes software, tools, techniques, and processes that are used to perform repetitive tasks that include, but not limited to, form filling, screen scraping, data extraction transfer between applications, and any type of testing. HAP's websites are designed and architected for users accessing individual transactions only.

Yes, I accept all terms and conditions listed above and I acknowledge that I have read and understood the agreement.

Back

10. You'll receive an *ID Administrator Confirmation* with your **new username** (see example below). You will also receive a confirmation email.

✓

Registration Successful!

Thank you for agreeing to be the ID Administrator.

→ Your username for accessing the provider portal is **wwilson1**

As the ID Administrator for this NPI and Tax ID, you are responsible for creating unique usernames for everyone in your office.

To link multiple NPIs together for your office [email us](#). Please include NPIs and names for all of the providers in your office.

- For information on how to create unique usernames, review our [Manage Users Tutorial](#).
- Please be sure to record your username and password. You will receive an email confirming your access, but this will not include the password you set.
- Please [log in](#) with the username above and the password you set. Please remember that passwords are case sensitive.
- For future reference, Forgot Password functionality is available from the [Forgot password link](#) on the log in page.

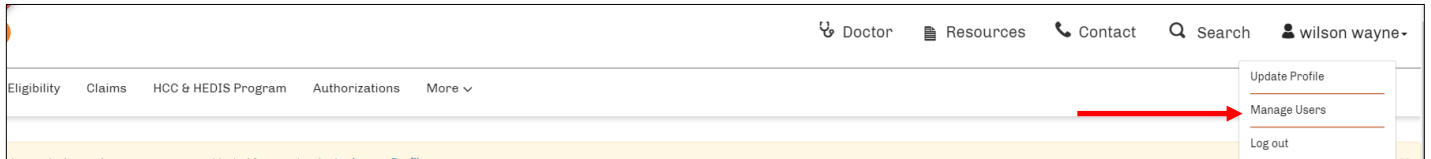
Now you can set up other users in your office.

- Log in with your **new** username and password for providing access to online applications.

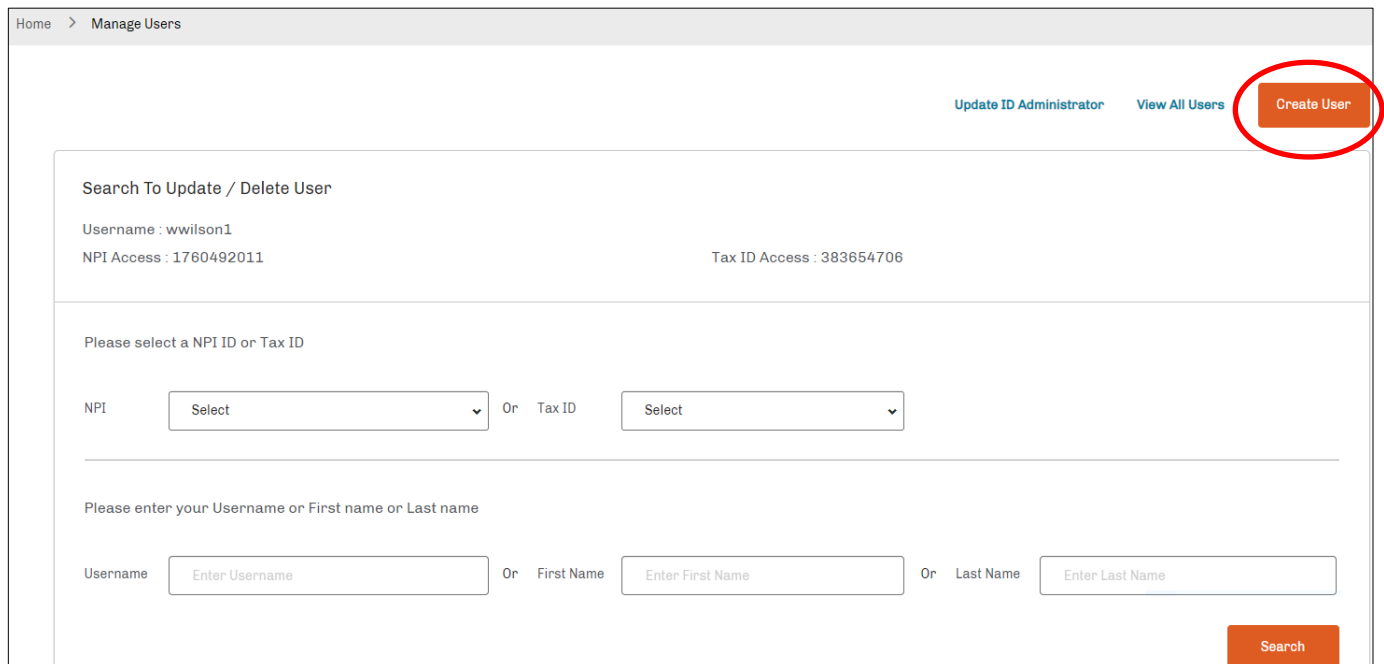
Manage Users

Create a User

1. Log in at **hap.org** with your username and password.
2. Select the drop down arrow next to your name, then *Manage Users*.



3. The Manage Users home page appears. Select *Create User*.



Update a User

1. From the Manage Users home page, search for a user by entering criteria and then selecting **Search**.

Home > Manage Users

Update ID Administrator View All Users Create User

Search To Update / Delete User

Username : wwilson1
NPI Access : 1760492011 Tax ID Access : 383654706

Please select a NPI ID or Tax ID

NPI Or Tax ID

Please enter your Username or First name or Last name

Username Or First Name Or Last Name

Search

2. Make necessary changes and select **Update**.

Update User

Username : wwilson1
NPI Access : 1760492011 Tax ID Access : 383654706

First Name:
Last Name:
Phone Number:
Password:
Confirm Password:
Administrator: Yes No

To add/remove access to an application, select/deselect it from Available Applications and then click Submit to save these changes.

Available Applications: Member Eligibility Claims Remittance Advice Benefit Admin Manual Code Edit Explanation-CXT Contracts and Riders Authorizations Referral Search Coordination of Benefits

Authorized Applications: Member Eligibility Claims Remittance Advice Benefit Admin Manual Code Edit Explanation-CXT Contracts and Riders Authorizations Referral Search Coordination of Benefits


To add/remove access to an identifier, select/deselect it from Access Available For and then click Submit to save these changes.

Access Available For: NPIs TaxIDs
 1760492011 383654706

Authorized Identifiers: 1760492011 383654706

Update

3. You'll receive an *Update User Confirmation* page.

Update User Confirmation			
Username :	wwilson1		
NPI Access :	1760492011	Tax ID Access :	383654706
<hr/>			
Information for the user has been successfully updated as follows.			
Username:	vance111		
First Name:	valerie		
Last Name:	vance		
Phone Number:	(222) 333-4444		
Administrator:	No		
Authorized Applications:	Member Eligibility Claims Remittance Advice Benefit Admin Manual Code Edit Explanation-CXT Contracts and Riders Authorizations Referral Search Coordination of Benefits		
Authorized Identifiers:	1760492011 383654706		
			

Delete a User

1. From the Manage Users home page, select *View All Users*.
2. Select the appropriate user, then *Delete User*.

Home > Manage Users > View All Users

All Users as of : 06/29/2021

Update ID Administrator **View All Users** Create User

NPI Or Tax ID

	Username	First Name	Last Name	Admin	Phone Number
<input type="radio"/>	vvance111	valerie	vance	No	(222) 333-4444

Showing 1 to 1 of 1 rows

3. You'll receive a *Delete User Confirmation* page. If correct, select *Delete*.

Delete User Confirmation

Username : wwilson1

NPI Access : 1760492011 Tax ID Access : 383654706

The following user will be deleted.

Username: vvance111

First Name: valerie

Last Name: vance

Phone Number: 2223334444

Administrator: No

Authorized Applications: Member Eligibility
Claims
Remittance Advice
Benefit Admin Manual
Code Edit Explanation-CXT
Contracts and Riders
Authorizations
Referral Search
Coordination of Benefits

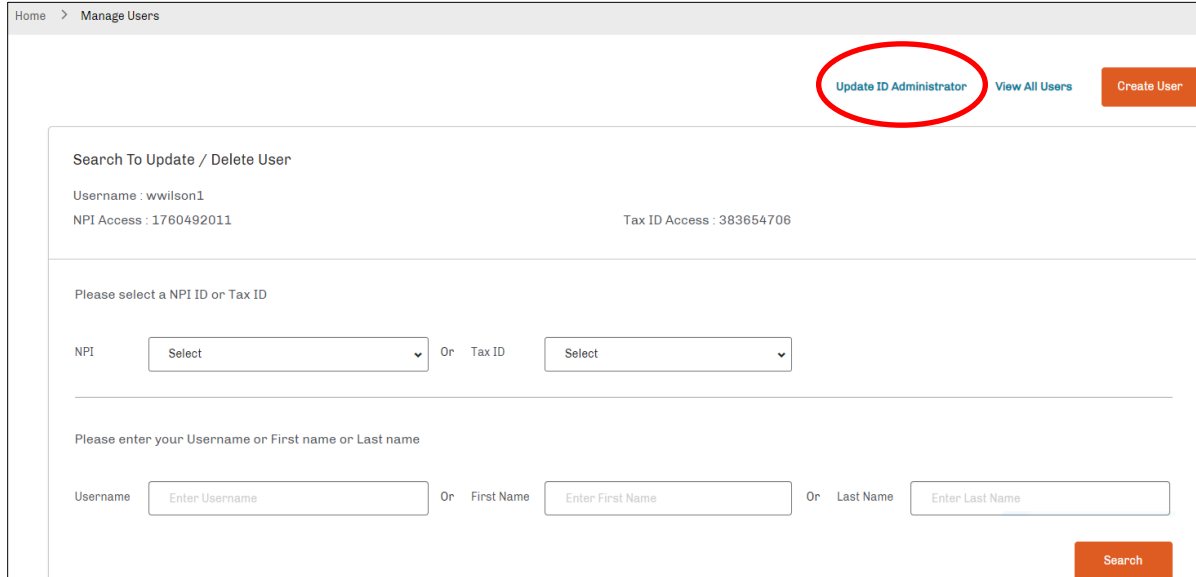
Authorized Identifiers: 1760492011
383654706

Update ID Administrator

You can use this feature to change current ID Administrator to a **new** or **current** staff member.

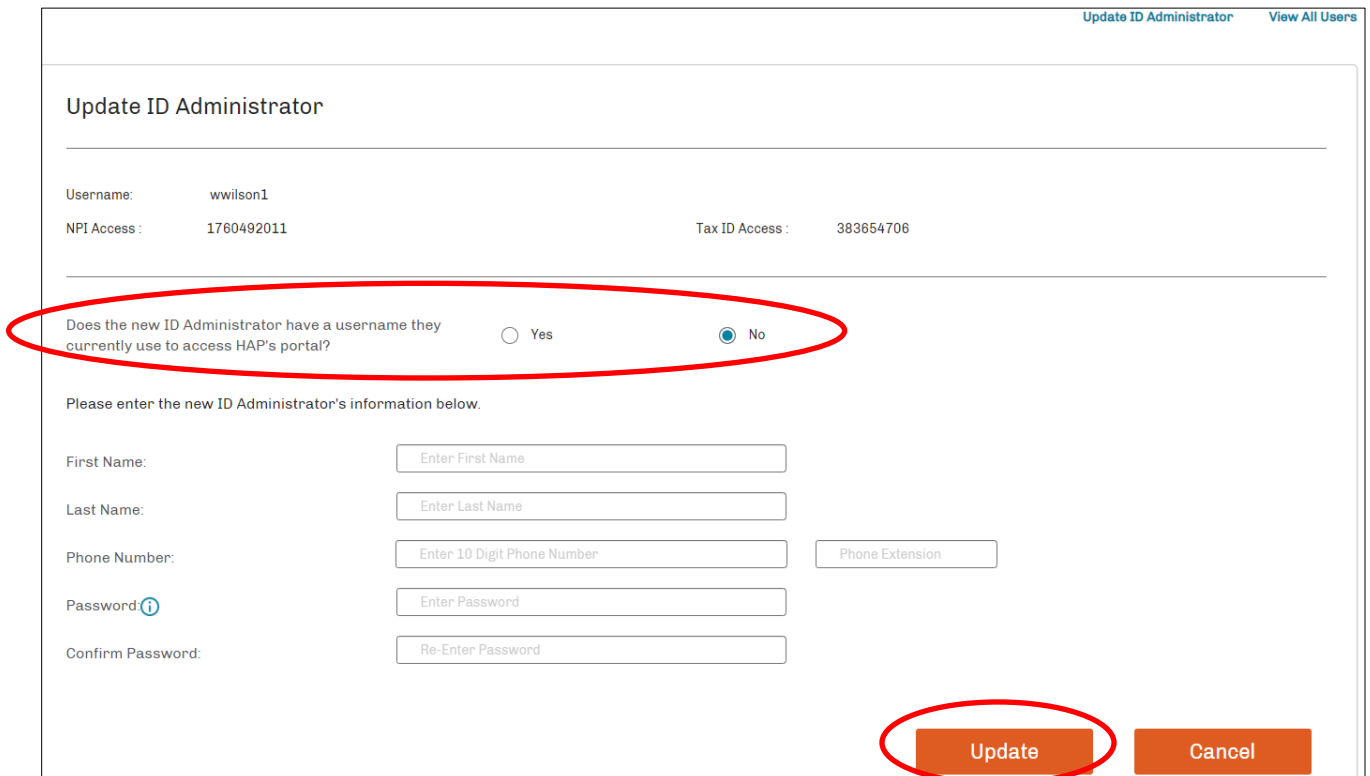
Instructions for updating ID Administrator to a **new** staff member

1. From the Manager Users home screen, select *Update ID Administrator*.



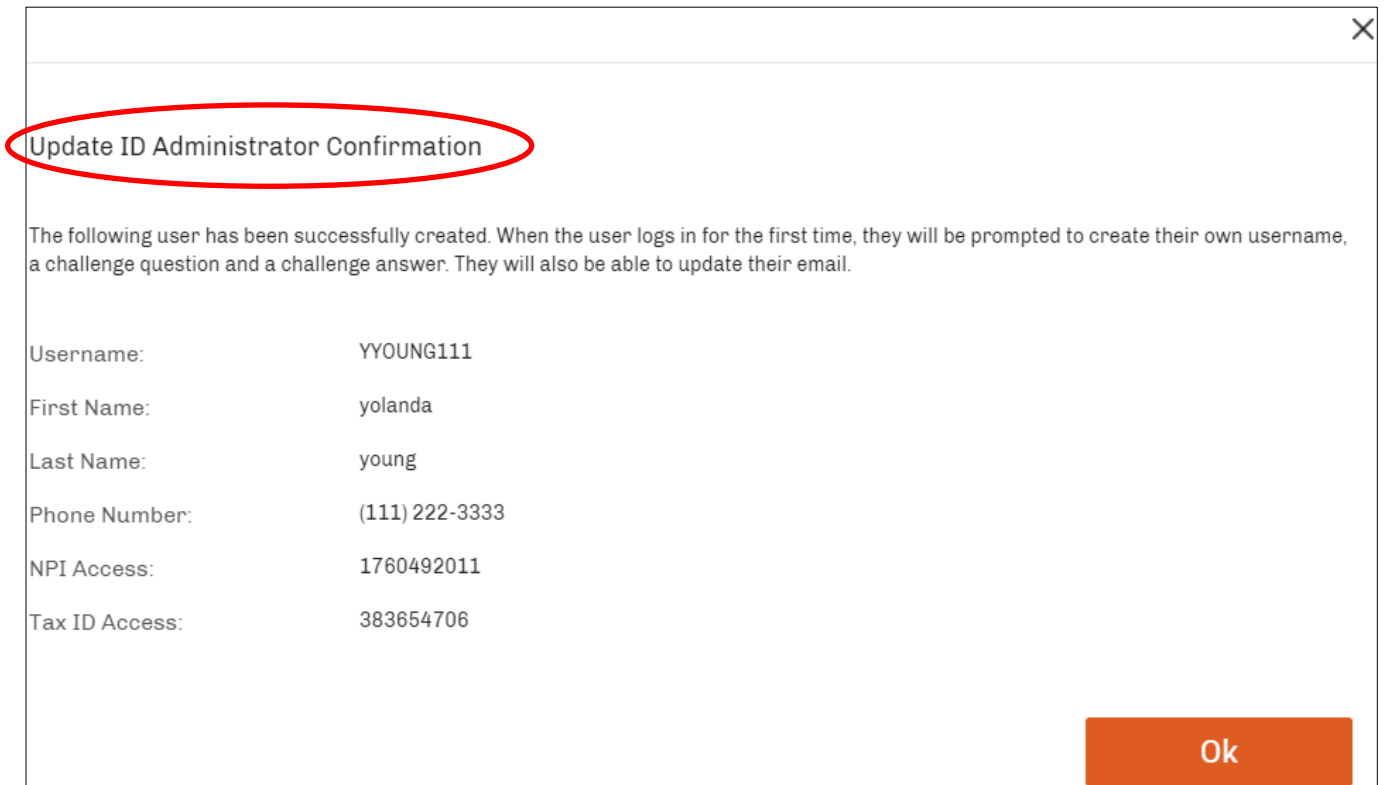
The screenshot shows the 'Manage Users' interface. At the top right, there are three buttons: 'Update ID Administrator' (circled in red), 'View All Users', and 'Create User'. Below these buttons is a search section titled 'Search To Update / Delete User'. It contains fields for 'Username : wwilson1', 'NPI Access : 1760492011', and 'Tax ID Access : 383654706'. There are two dropdown menus for 'NPI' and 'Tax ID', both set to 'Select'. Below these are input fields for 'Username', 'First Name', and 'Last Name', each with a placeholder text. A 'Search' button is located at the bottom right of the search section.

2. Check **No** that the new ID Administrator does not have a current username for our portal.
3. Update the fields with new information.
4. When finished, select *Update*.



The screenshot shows the 'Update ID Administrator' form. At the top right, there are two buttons: 'Update ID Administrator' and 'View All Users'. The form displays the current administrator's information: 'Username: wwilson1', 'NPI Access: 1760492011', and 'Tax ID Access: 383654706'. Below this is a question: 'Does the new ID Administrator have a username they currently use to access HAP's portal?' with two radio buttons: 'Yes' and 'No' (selected). Below the question is a section titled 'Please enter the new ID Administrator's information below.' with input fields for 'First Name', 'Last Name', 'Phone Number' (with a 'Phone Extension' field), 'Password', and 'Confirm Password'. At the bottom right, there are two buttons: 'Update' (circled in red) and 'Cancel'.

5. You'll receive an update *ID Administrator Confirmation* page.



6. When you select *Ok* you will be logged out

Instructions for updating ID Administrator to a **current** staff member

1. From the Manager Users home screen, select *Update ID Administrator*.
2. Check Yes that the new ID Administrator has a current username for our portal.
3. Enter the username and select *Update*.

The screenshot shows a web interface for updating an ID Administrator. At the top right, there are three buttons: 'Create User', 'Update ID Administrator' (circled in red), and 'View All Users'. Below this is a form titled 'Update ID Administrator'. The form contains the following fields:

- Username: yyoung1
- NPI Access: 1760492011
- Tax ID Access: 383654706

Below the fields is a question: 'Does the new ID Administrator have a username they currently use to access HAP's portal?' with two radio buttons: 'Yes' (selected and circled in red) and 'No'. Below the question is a text input field labeled 'Username:' with the placeholder text 'Enter Username'. At the bottom right of the form are two buttons: 'Update' (circled in red) and 'Cancel'.

4. You'll receive an update *ID Administrator Confirmation* page.

The screenshot shows a confirmation dialog box titled 'Update ID Administrator Confirmation' (circled in red). The dialog contains the following text:

The following user has been successfully updated.

Username: mmatthews111
First Name: mary
Last Name: matthews
Phone Number: (111) 111-1111
NPI Access: 1760492011
Tax ID Access: 383654706

At the bottom right of the dialog is an 'Ok' button.

5. When you select *Ok* you will be logged out.