



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 the applications on HAP's secure provider portal
- Staff who access the Remittance Advice

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

For more information or assistance, email [**providernetwork@hap.org**](mailto:providernetwork@hap.org).

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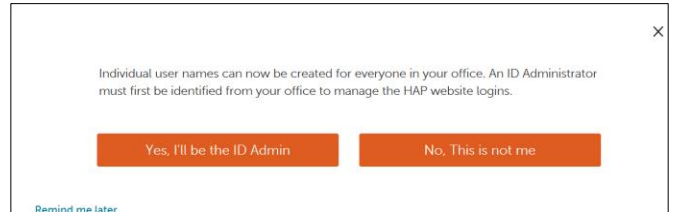
ID Administrator Set Up Instructions

Important! The following instructions apply to:

- Individual NPI login
- Vendor login (for remittance advice access)

The steps are the same for both.

1. Log in at **hap.org**.
2. If the individual NPI or vendor ID you log in with hasn't been set up yet, you'll receive this pop up.
3. Select *Yes, I'll be the ID Admin*



4. The *ID Administrator Set Up* page appears.
5. Complete fields. Be sure to check the agreement statement at the bottom.
6. Select *Continue*.

Administrator Information

Last Name:*

First Name:*

Phone Number:*

Email Address:*

Confirm Email Address:*

Alternate Email Address:

Confirm Alternate Email Address:

Create Password

Password:*

Confirm Password:*

Create Challenge Questions

Challenge Question:*

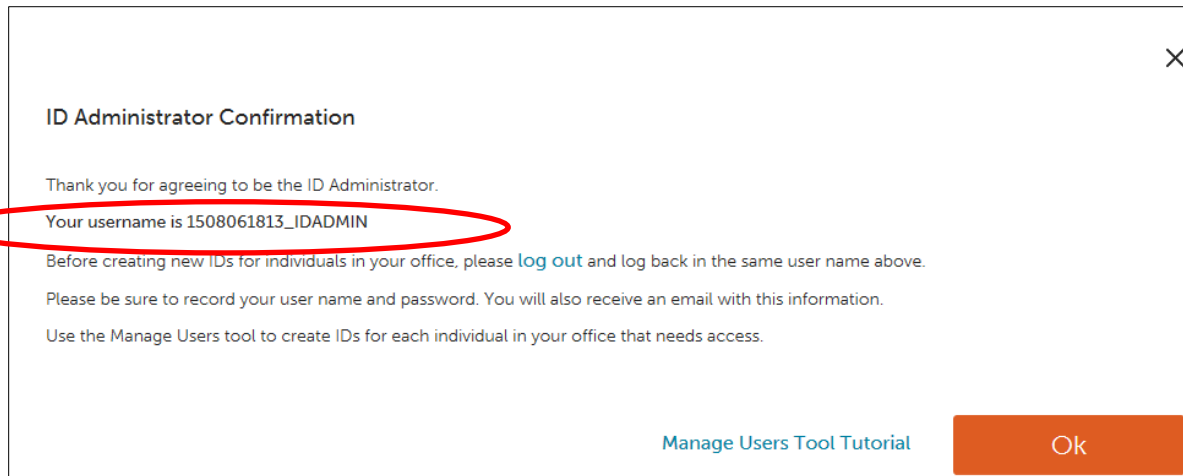
Answer:*

Confirm Answer:*

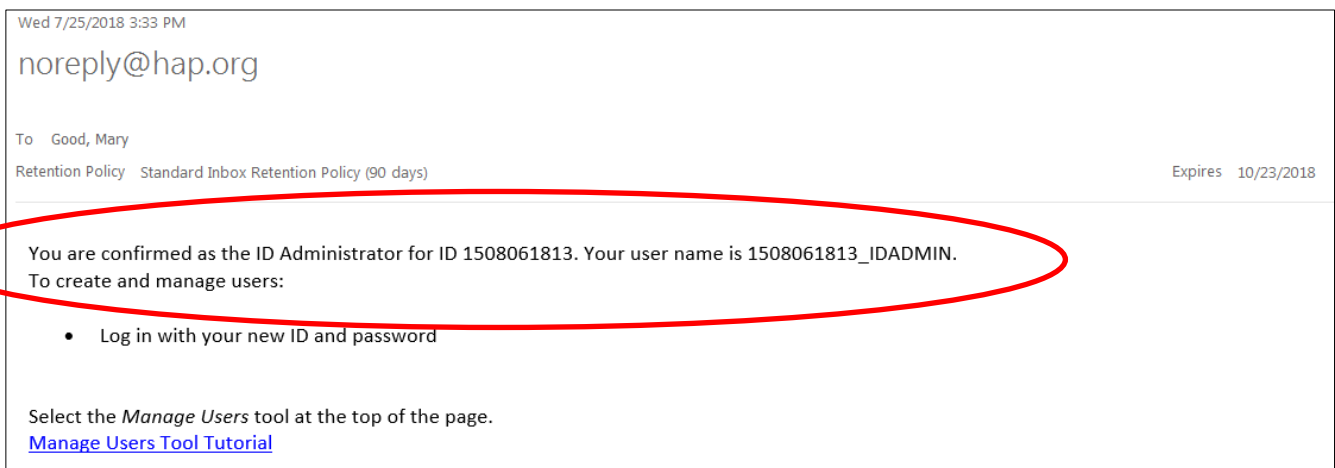
Yes, I agree to be the ID Administrator for this ID Number. I will create and edit users for this profile and responsible for password resets.

All fields are required*

7. You'll receive an *ID Administrator Confirmation* with your **new user name (see example below)**.
Note: For vendor ID, the message is: Your username for accessing the Remittance Advice is **Vendor ID#_IDADMIN**.



8. You'll also receive a confirmation email. Note: For vendor ID, the message is: Your username for accessing the Remittance Advice is **Vendor ID#_IDADMIN**.

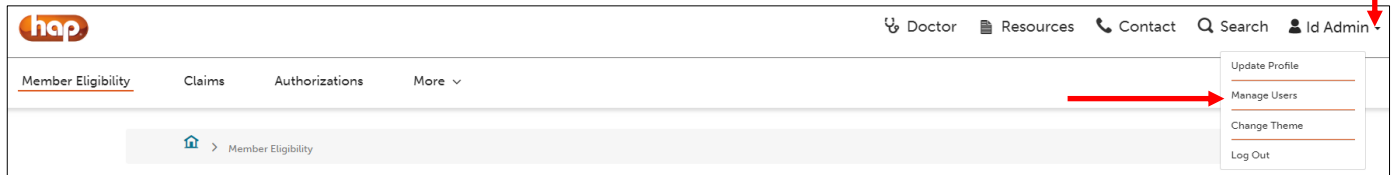


9. Now you can set up other users in your office when you log in with your new ID and password.
Remember to use your new vendor ID and password to set up users who need to access the Remittance Advice.

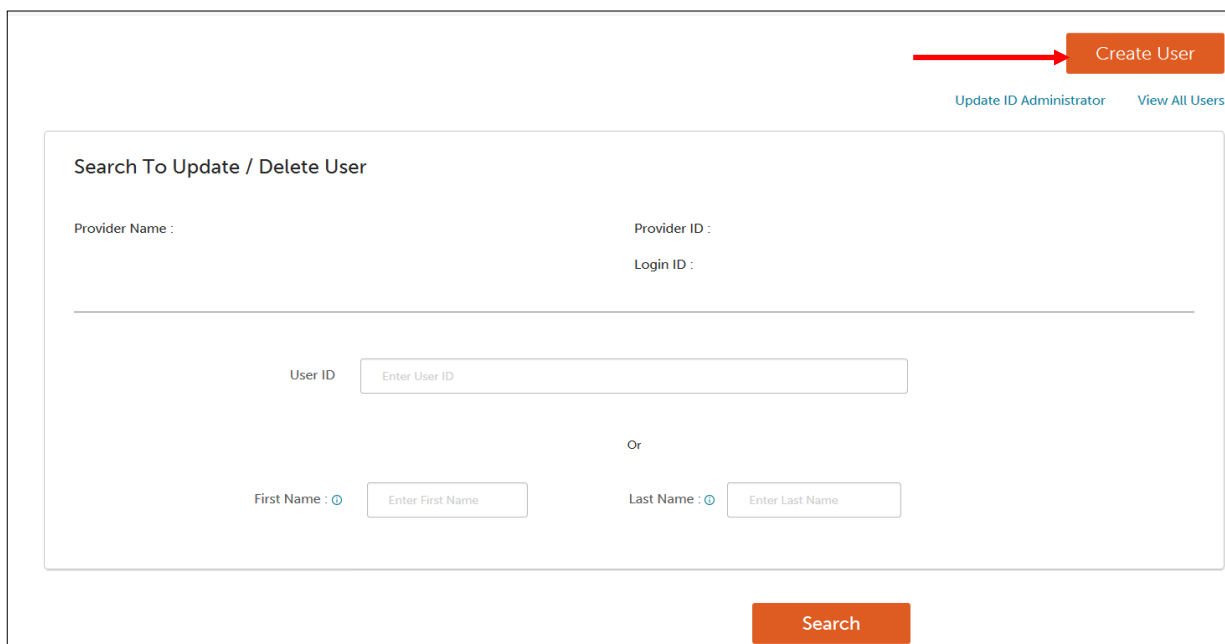
Manage Users Instructions

Create a User

1. Log in at **hap.org** with your **ID Administrator** username (**NPI_IDADMIN**) or (**Vendor ID#_IDADMIN**) and password.
2. Select the drop down arrow next to Id Admin, then *Manage Users*.



3. The Manager Users home page appears.
4. Select *Create User*.



5. Complete fields.
6. Select appropriate applications.
7. After fields are completed, select *Submit*.

Create User

Provider Name : Provider ID :

Login ID :

First Name:*

Last Name:*

Phone Number:*

Password:*

Confirm Password:*

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


Available Applications:*	Authorized Applications:
<input type="checkbox"/> Authorizations	
<input type="checkbox"/> Benefit Admin Manual	
<input type="checkbox"/> Claims	
<input type="checkbox"/> Code Edit Explanation-CXT	
<input type="checkbox"/> Contracts and Riders	
<input type="checkbox"/> Coordination of Benefits	
<input type="checkbox"/> Health Engagement	
<input type="checkbox"/> Member Eligibility	
<input type="checkbox"/> Member Health Manager	
<input type="checkbox"/> Referral Search	
<input type="checkbox"/> Search for a Doctor or Facility	

All fields are required*

Note: the Remittance Advice application is only available via a vendor ID.

Submit

9. You'll receive a *Create User Confirmation* page.




Create User Confirmation

Provider Name : Provider ID :

Login ID :

The following user has been successfully created.

User ID:	1508061813_SSALLY
First Name:	Smith
Last Name:	Sally
Phone Number:	(313) 123-4567
Administrator:	N
Authorized Applications:	Authorizations Claims Code Edit Explanation-CXT Contracts and Riders Coordination of Benefits Health Engagement Member Eligibility Member Health Manager Referral Search Search for a Doctor or Facility



Update a User

1. From the Manage Users home page, search for a user.

Update ID Administrator View All Users

Create User

Search To Update / Delete User

Provider Name : Provider ID :

Login ID :

User ID : Enter User ID

Or

First Name : Enter First Name Last Name : Enter Last Name

Search

2. Make necessary updates.
3. Select *Update*.

Update User

Provider Name : Provider ID :

User Type : Login ID :

User ID: 1508061813_SSALLY

First Name: Smith

Last Name: Sally

Phone Number: (313) 123-4567

Password: Enter password

Confirm Password: Re-Enter Password

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

Available Applications:

- Authorizations
- Benefit Admin Manual
- Claims
- Code Edit Explanation-CXT
- Contracts and Riders
- Coordination of Benefits
- Health Engagement
- Member Eligibility
- Member Health Manager
- Referral Search
- Search for a Doctor or Facility

Authorized Applications:

- Code Edit Explanation-CXT
- Claims
- Coordination of Benefits
- Contracts and Riders
- Authorizations
- Member Eligibility
- Member Health Manager
- Health Engagement
- Search for a Doctor or Facility
- Referral Search

Update

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

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Update User Confirmation

Provider Name : Provider ID :

User Type : Login ID :

Information for the user has been successfully updated as follows.

User ID:	1508061813_SSALLY
First Name:	Smith
Last Name:	Sally
Phone Number:	(313) 123-4567
Administrator:	N
Authorized Applications:	Code Edit Explanation-CXT

Ok

Delete a User

1. From the Manage Users home page, select *View All Users*.

Manage Users Home Page

Buttons: Create User, Update ID Administrator, View All Users (highlighted with red arrow)

Search To Update / Delete User

Provider Name : _____ Provider ID : _____
Login ID : _____

User ID

Or

First Name : Last Name :

Search

2. Select the appropriate user, then *Delete User*.

All Users As Of: 7/25/2018

Buttons: Update User, Delete User (highlighted with red circle)

User ID	First Name	Last Name	Admin	Phone Number
1508061813_SSALLY	Smith	Sally	N	(313) 123-4567

Showing 1 to 1 of 1 rows

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

Delete User Confirmation

Provider Name : _____ Provider ID : _____
User Type : _____ Login ID : _____

The following user will be deleted.

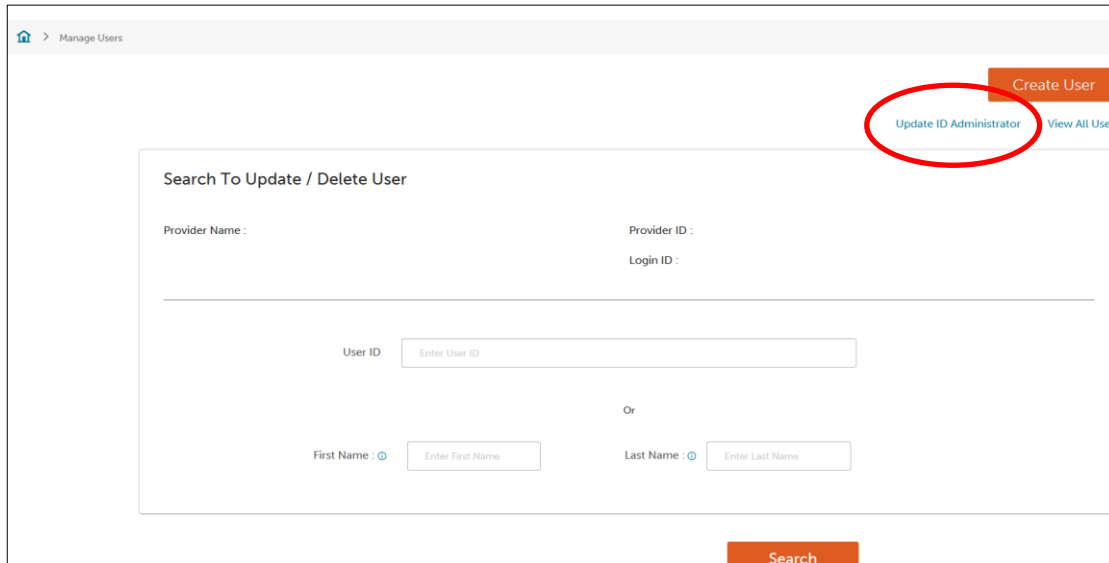
User ID: 1508061813_SSALLY
First Name: Smith
Last Name: Sally
Phone Number: (313) 123-4567
Administrator: N
Authorized Applications: Code Edit Explanation-CXT

Buttons: Delete (highlighted with red arrow), Cancel

Update ID Administrator

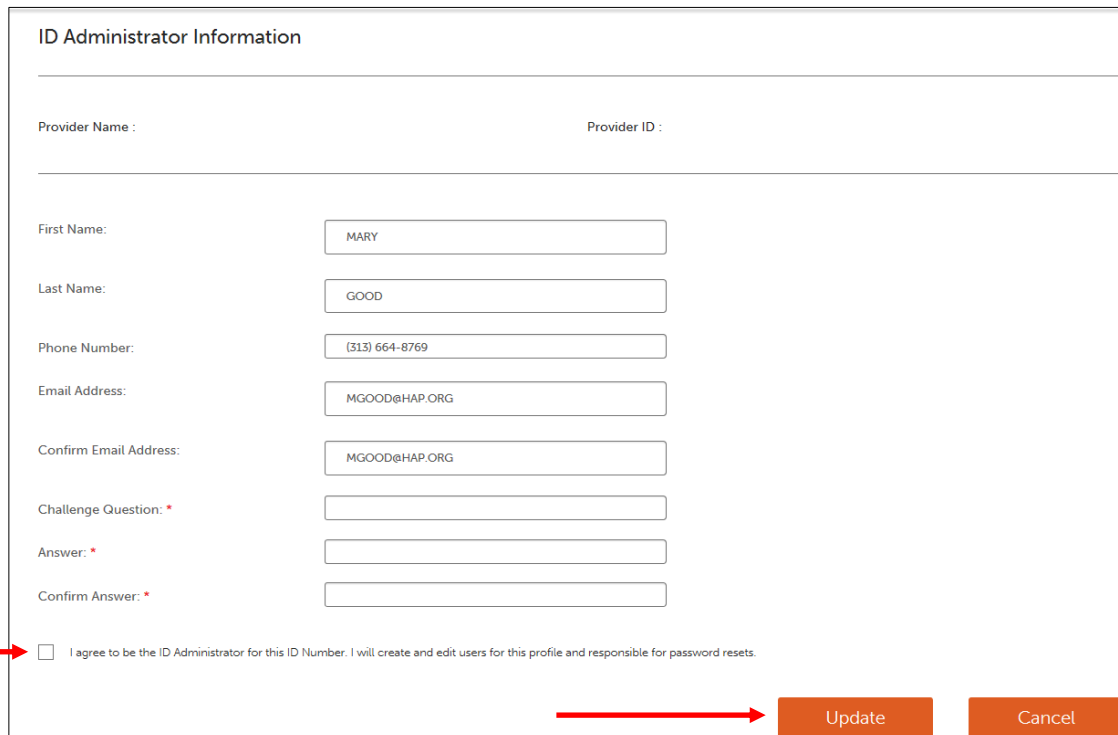
Use this feature to change current **ID Administrator** or **Vendor ID Administrator** to a new staff member.

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: 'Create User', 'Update ID Administrator', and 'View All Users'. The 'Update ID Administrator' button is circled in red. Below the buttons is a search form titled 'Search To Update / Delete User'. The form contains fields for 'Provider Name', 'Provider ID', 'Login ID', 'User ID', 'First Name', and 'Last Name'. A 'Search' button is located at the bottom right of the form.

2. Current ID Administrator information is displayed.
3. Update the fields with new information.
4. Check agreement statement.
5. Select *Update*.



The screenshot shows the 'ID Administrator Information' form. It contains fields for 'Provider Name', 'Provider ID', 'First Name', 'Last Name', 'Phone Number', 'Email Address', 'Confirm Email Address', 'Challenge Question', 'Answer', and 'Confirm Answer'. At the bottom left, there is a checkbox with the text: 'I agree to be the ID Administrator for this ID Number. I will create and edit users for this profile and responsible for password resets.' A red arrow points to this checkbox. At the bottom right, there are two buttons: 'Update' and 'Cancel'. A red arrow points to the 'Update' button.

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

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ID Administrator Confirmation

Thank you for updating the ID Administrator.

User ID:	1508061813_IDADMIN
First Name:	MICKY
Last Name:	MOUSE
Phone Number:	(313) 664-8769
Email Address:	MGOOD@HAP.ORG

Ok