



ID Administrator Setup and Manage User 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 prelweb1@hap.org.

Manage Users Instructions

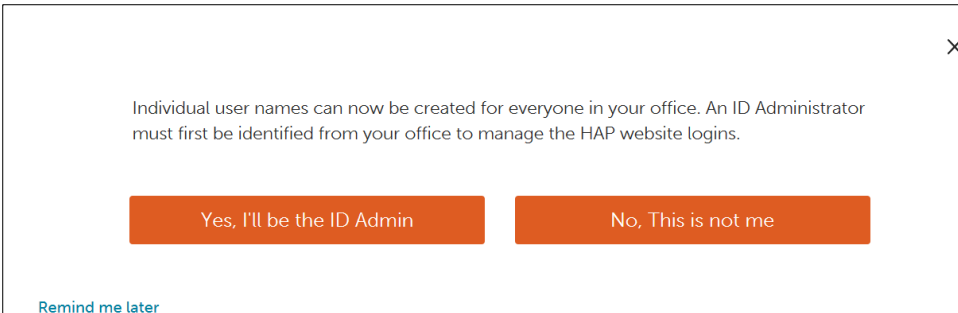
Table of Contents

| | |
|---|----|
| ID Administrator Set Up Instructions..... | 2 |
| Manage User Instructions..... | 4 |
| Create a User | 4 |
| Update a User | 7 |
| Delete a User..... | 9 |
| Update ID Administrator..... | 10 |

ID Administrator Set Up Instructions

Important! The following instructions apply to NPI login and Vendor login (remittance advice access). The steps are the same for both. If you registered online for access to **hap.org** after April 10, 2019, you've already agreed to be an ID Admin for an NPI or Vendor ID. You received an email from **noreply@hap.org** at the end of the registration process with your username(s).

1. Log in at **hap.org**.
2. If the 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*



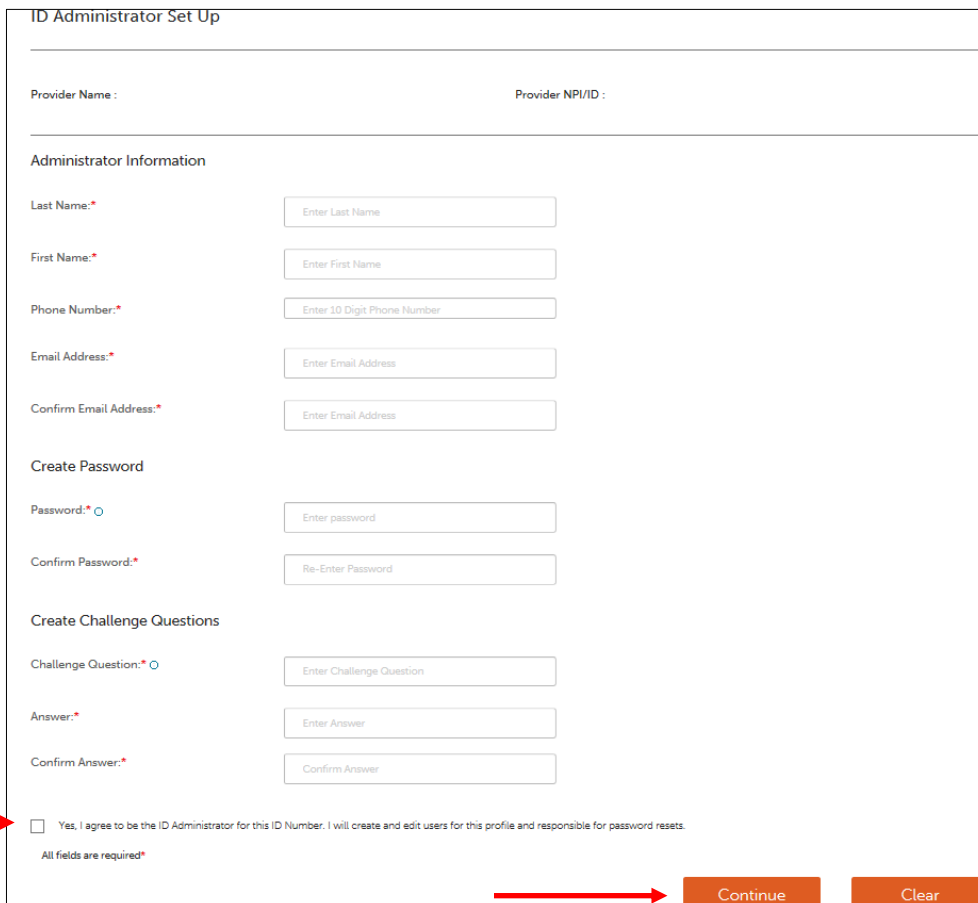
Individual user names can now be created for everyone in your office. An ID Administrator must first be identified from your office to manage the HAP website logins.

[Remind me later](#)

Yes, I'll be the ID Admin

No, This is not me

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



ID Administrator Set Up

Provider Name : Provider NPI/ID :

Administrator Information

Last Name:* Enter Last Name

First Name:* Enter First Name

Phone Number:* Enter 10 Digit Phone Number

Email Address:* Enter Email Address

Confirm Email Address:* Enter Email Address

Create Password

Password:* Enter password

Confirm Password:* Re-Enter Password

Create Challenge Questions

Challenge Question:* Enter Challenge Question

Answer:* Enter Answer

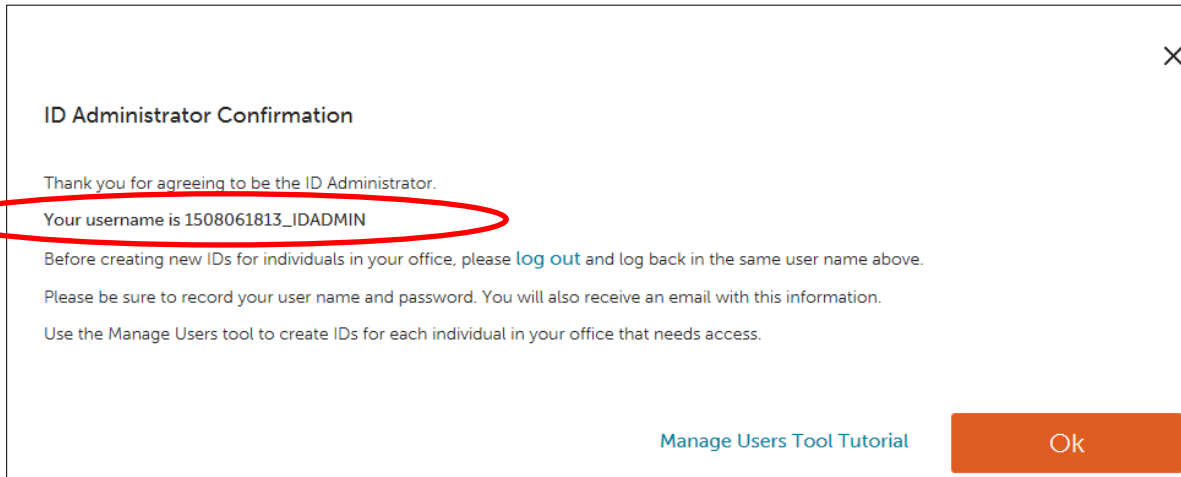
Confirm Answer:* Confirm Answer

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.

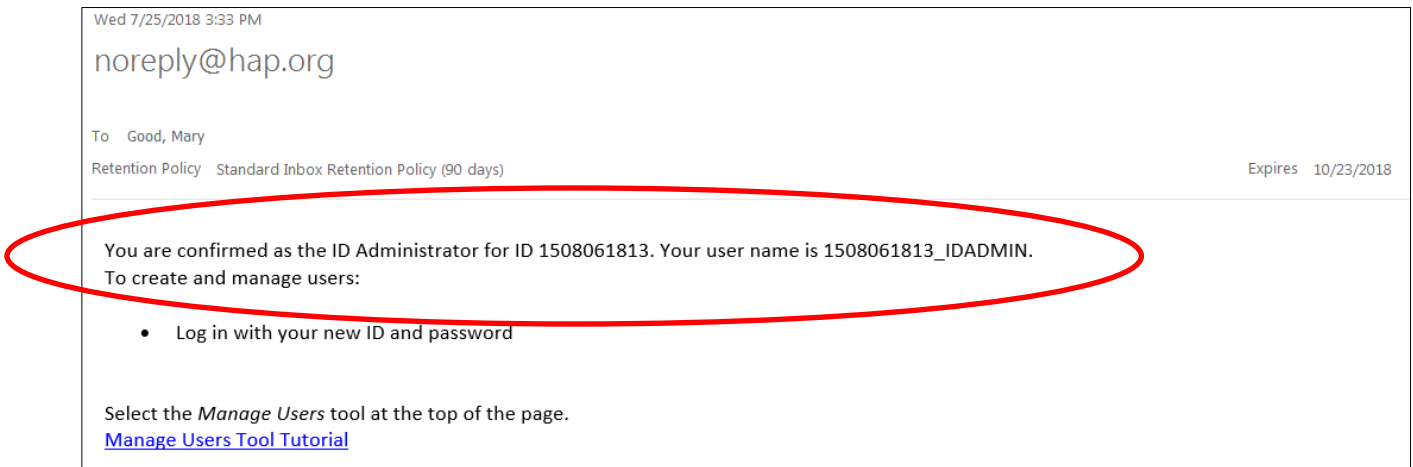
All fields are required*

Continue Clear

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**.

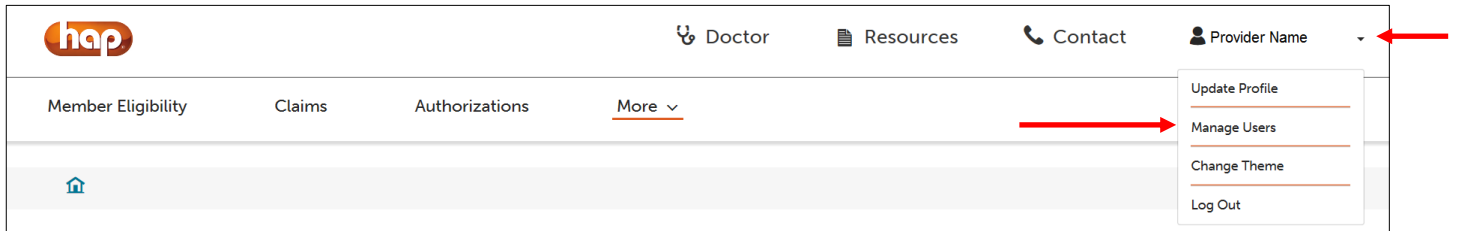


9. Now you can set up other users in your office when you log in with your new ID and password.
Remember to use your new vendor ID and password to set up users who need to access the Remittance Advice.

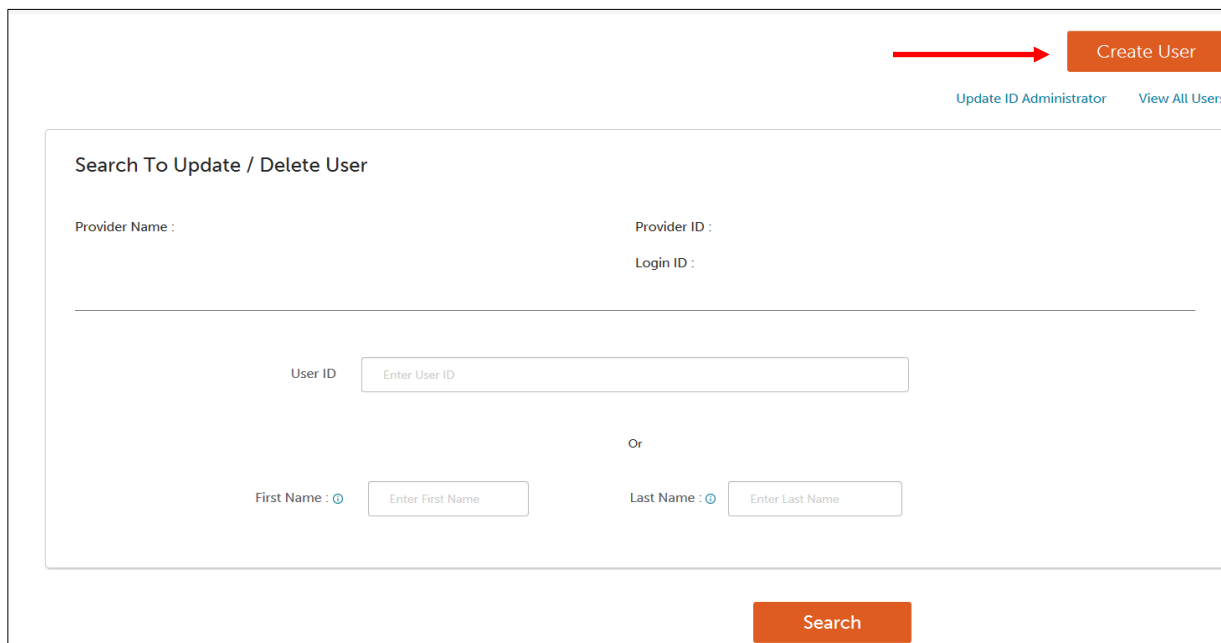
Manage User Instructions

Create a User

1. Log in at **hap.org** with your ID Administrator username (**NPI_IDADMIN**) or (**Vendor ID#_IDADMIN**) and password.
2. Under the name in the upper right corner, select the drop down 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.

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 |

Ok

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

✕

Update User Confirmation

Provider Name : Provider ID :

User Type : Login ID :

Information for the user has been successfully updated as follows.

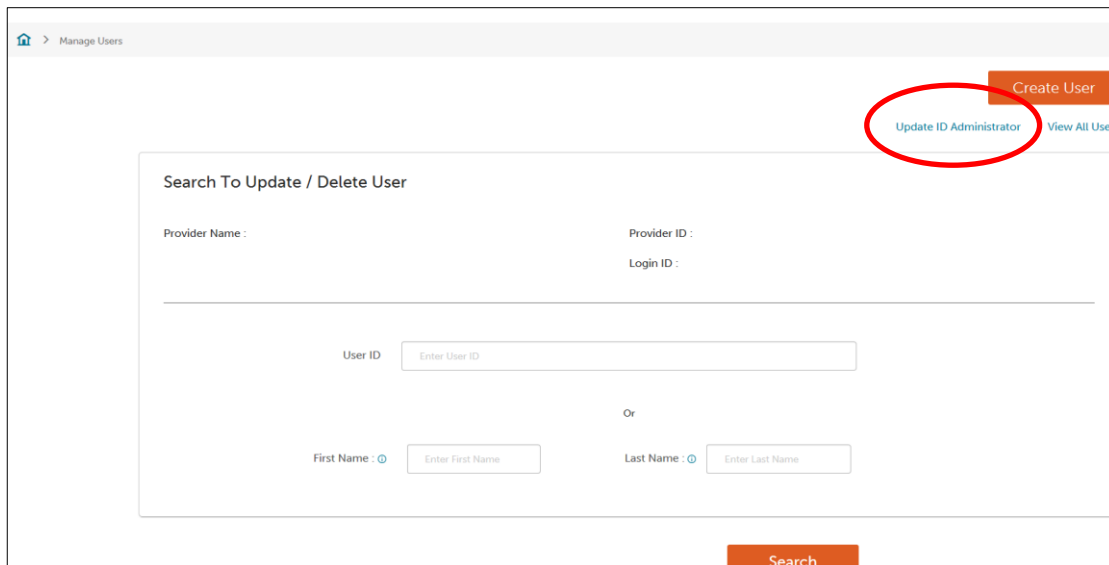
| | |
|--------------------------|---------------------------|
| User ID: | 1508061813_SSALLY |
| First Name: | Smith |
| Last Name: | Sally |
| Phone Number: | (313) 123-4567 |
| Administrator: | N |
| Authorized Applications: | Code Edit Explanation-CXT |

Ok

Update ID Administrator

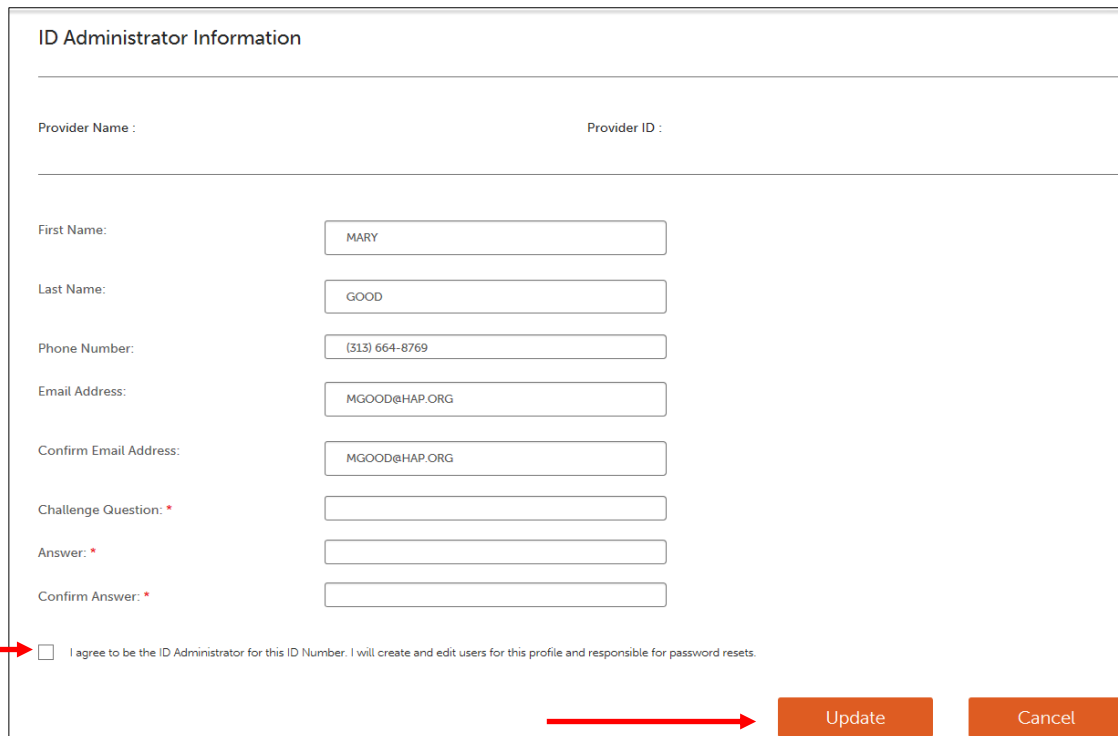
Use this feature to change current **ID Administrator** or **Vendor ID Administrator** to a new staff member.

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



The screenshot shows the 'Manage Users' interface. At the top right, there are buttons for 'Create User', 'Update ID Administrator' (circled in red), and 'View All Users'. Below this is a search form titled 'Search To Update / Delete User'. The form includes 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 includes fields for 'Provider Name', 'Provider ID', 'First Name' (filled with 'MARY'), 'Last Name' (filled with 'GOOD'), 'Phone Number' (filled with '(313) 664-8769'), 'Email Address' (filled with 'MGOOD@HAP.ORG'), and 'Confirm Email Address' (filled with 'MGOOD@HAP.ORG'). There are also fields for 'Challenge Question', 'Answer', and 'Confirm Answer'. At the bottom left, there is a checkbox for the agreement statement: '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 'Update' and 'Cancel' buttons. A red arrow points to the 'Update' button.

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

