ID Administrator Setup and Manage Users Instructions

ID Administrator Role
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
- Set up an Administrator who can serve as their back up
- Approve or deny access to requests for additional NPIs or Tax IDs from other users
- Delete an ID Administrator that is no longer with the practice
- Delete users that are no longer with the practice

Administrator Role
The Administrators can:
- Set up other users in the office
- Approve or deny access to requests for additional NPIs or Tax IDs from other users
- Delete users that are no longer with the practice

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.

**ID Administrator Setup**

1. Visit [hap.org](http://hap.org)
2. Select Log in
3. Select Provider

![Provider Log in screen](image)

4. Select Register
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.

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

7. If an ID Administrator already exists, you will get the following message:
8. **Your Information.** Enter **your** information and select **Next**.

![Image of ID Administration Information and Consent form]

9. **Create your Profile.** Enter your information. When finished, select **Next**.

![Image of Profile Details form]

**Passwords are case sensitive.**
10. Review and Agree to Terms and Conditions

By clicking Yes, you agree to:
- Follow HIPAA 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 (HIPAA) Privacy and Security rules, and that subsequent use and disclosure of this information also is subject to the HIPAA 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 HIPAA 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 transfers, and any type of testing. HIPAA 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.

11. You’ll receive an **ID Administrator Confirmation** with your **new username** (see example below). You will also receive a **confirmation email with a code to complete registration**.

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.
4. Complete fields. Select appropriate applications and identifiers.
5. After fields are completed, select Submit.

6. You'll receive a Create User Confirmation page.

The following user has been successfully created. When the user logs in for the first time, they will be prompted to create their own username, a challenge question and a challenge answer. They will also be able to update their password:

Username: wan0111
First Name: valeria
Last Name: vance
Phone Number: (222) 333-4444
Administrator: No

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

Authorized Identifiers: 176042011 383654708
Update a User

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

2. Make necessary changes and select Update.
3. You'll receive an **Update User Confirmation** page.

![Update User Confirmation](image)

**Username**: wwillson1

**NPI Access**: 1760492011

**Tax ID Access**: 38354708

Information for the user has been successfully updated as follows:

**Username**: wvance111

**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, 38354708

[Ok]
Delete a User

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

![View All Users](image1)

2. Select the NPI from the drop down. Then select appropriate user or users, then Delete User.

![Delete User](image2)

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

![Delete User Confirmation](image3)
Delete Users Who Have Not Logged In To the Portal In Over 17 Months

1. The ID Admin will receive an alert about users that have not accessed the portal in over 17 months.

2. Select Review Now and there will be a list of disabled users.
3. Select any of the individual checkboxes or the checkbox in the orange header to select all records on the page.
4. Select Delete User
Delete ID Admin No Longer in the Office

1. From the Manage Users home page, select View All Users.
2. Select the drop down to choose the provider, then click Search.

3. Select Delete ID Administrator in the header above the list of users.

4. If there are other ID Administrators, the user is brought to the page below. Select an ID Administrator, then Continue.

5. Select Delete.
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*.

![Image of Update ID Administrator interface]

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*.

![Image of updated ID Administrator interface]
5. You'll receive an update ID Administrator Confirmation page.

![Update ID Administrator Confirmation](image)

The following user has been successfully created. When the user logs in for the first time, they will be prompted to create their own username, a challenge question and a challenge answer. They will also be able to update their email.

Username: YOUNG0111
First Name: yolanda
Last Name: young
Phone Number: (111) 222-3333
NPI Access: 1780492011
Tax ID Access: 383854708

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*.

![Update ID Administrator](image)

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

![Update ID Administrator Confirmation](image)

5. When you select *Ok* you will be logged out.
Delete an ID Administrator

1. From the Manage Users home page, select View All Users.
2. Select Delete ID Administrator.

3. You'll be brought to the Delete ID Administrator Page. Select identifier(s) and Delete.

4. Confirm deletion.

Do you want to delete this ID Administrator because they are no longer with the practice?

[No] [Yes]