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.

February 2024

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ID Administrator

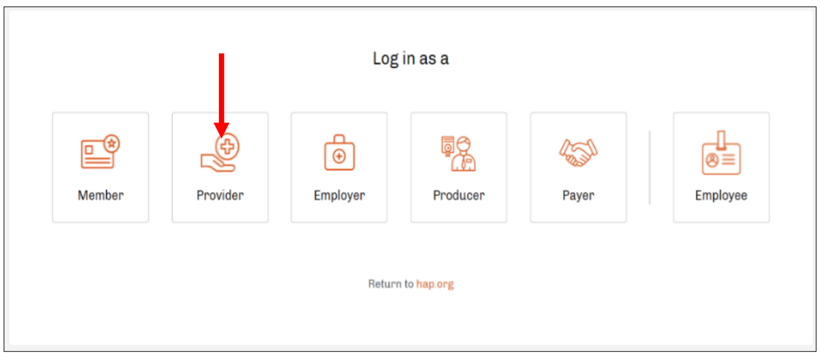
It's important to create an ID Administrator for your office. The ID Administrator can:

- 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

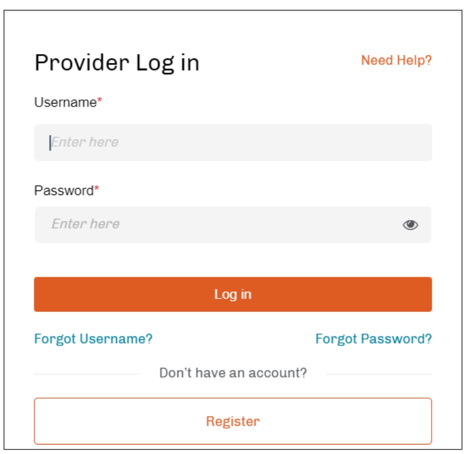
Note: Usernames for office staff are auto generated and the user will be prompted to create their own username when they login for the first time.

ID Administrator Setup

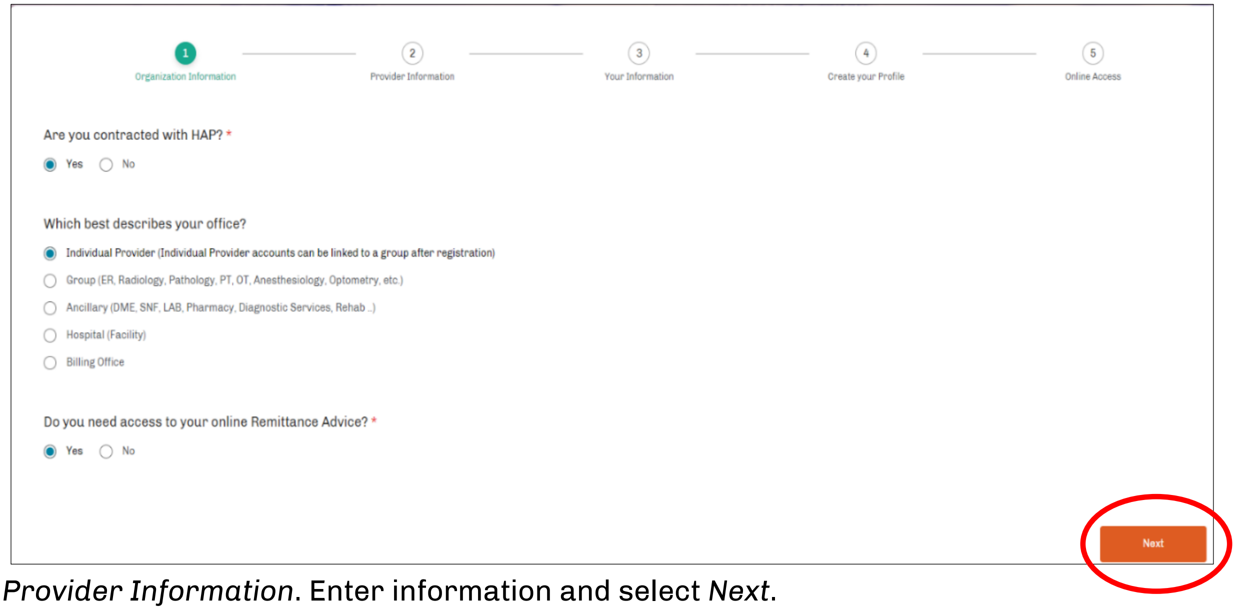
1. Visit **hap.org**
2. Select *Log in*
3. Select *Provider*



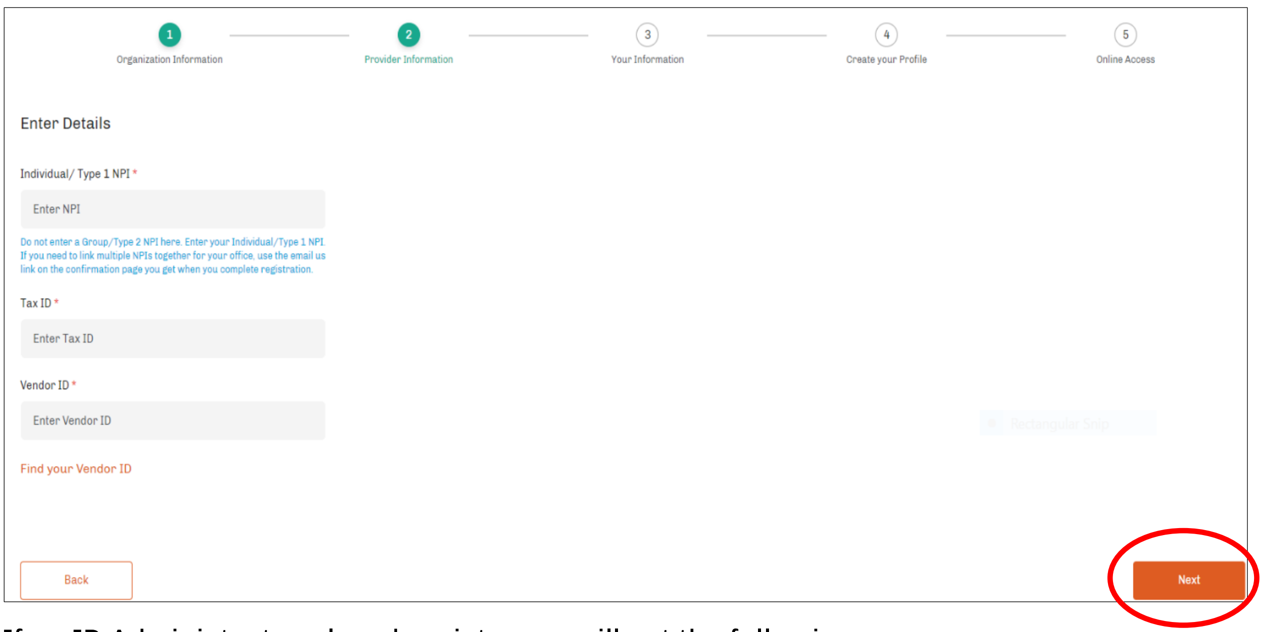
4. Select *Register*



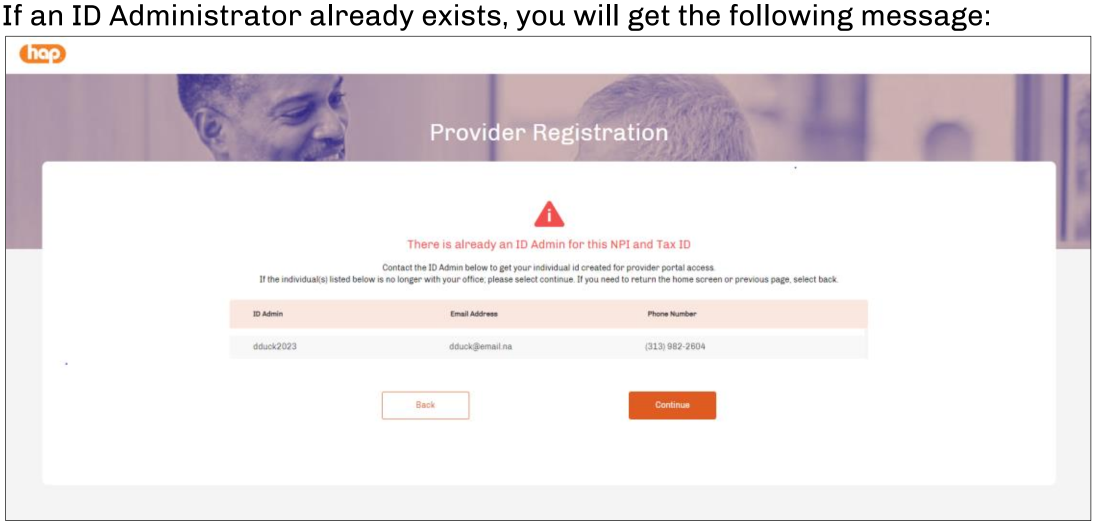
5. *Organization information*. Make the appropriate selections based on your HAP contractual status (individual or group contact agreement). Fields with an * are required. When finished, select *Next.*



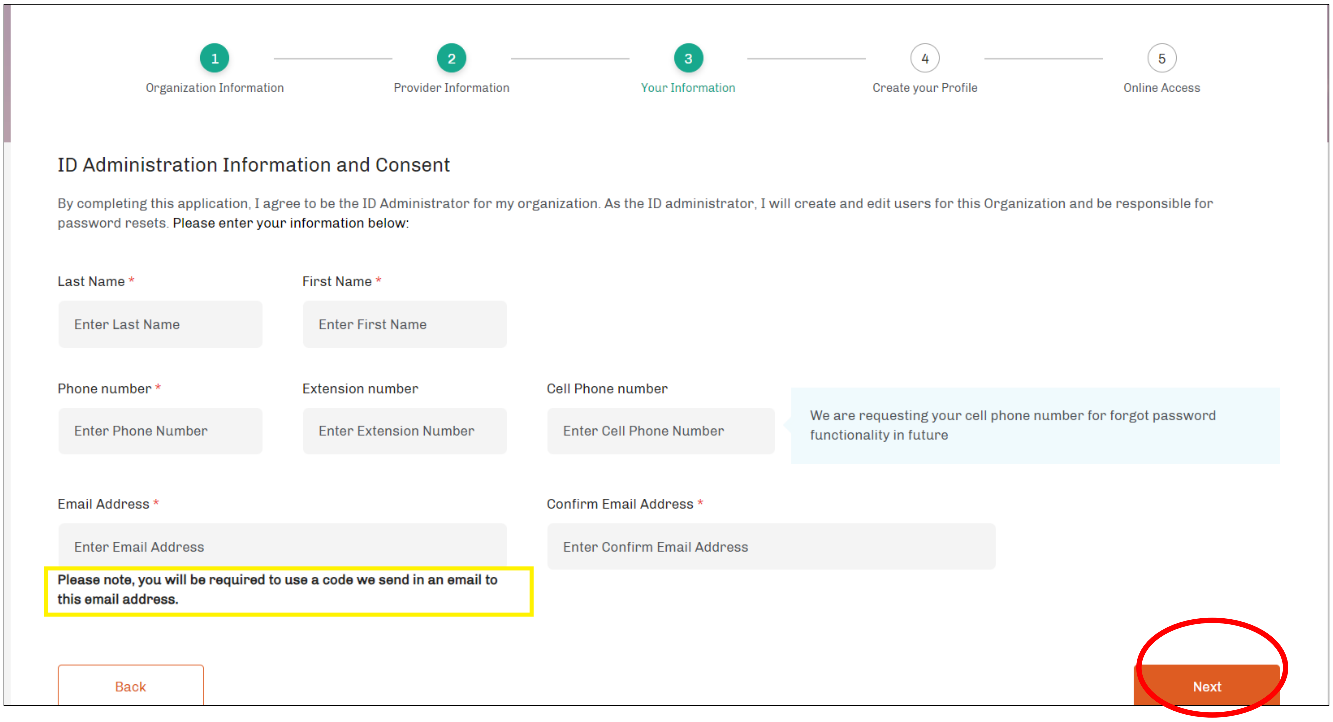
6. *Provider Information*. Enter information and select *Next*.



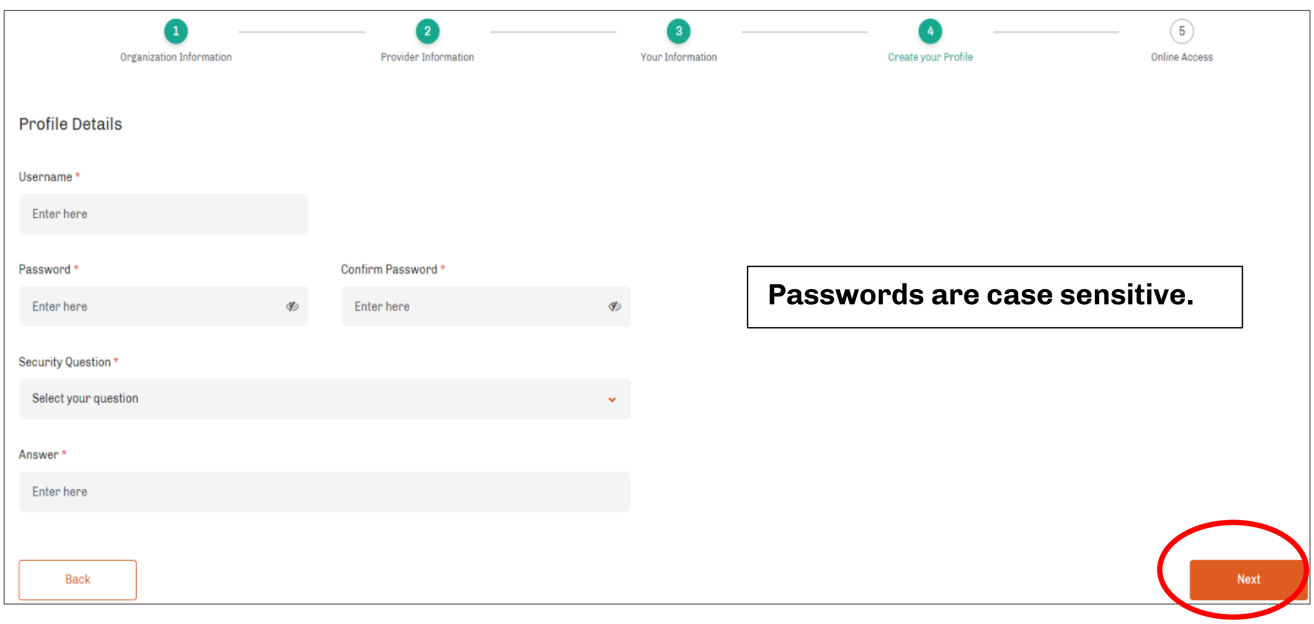
7. If an ID Administrator already exists, you will get the following message:



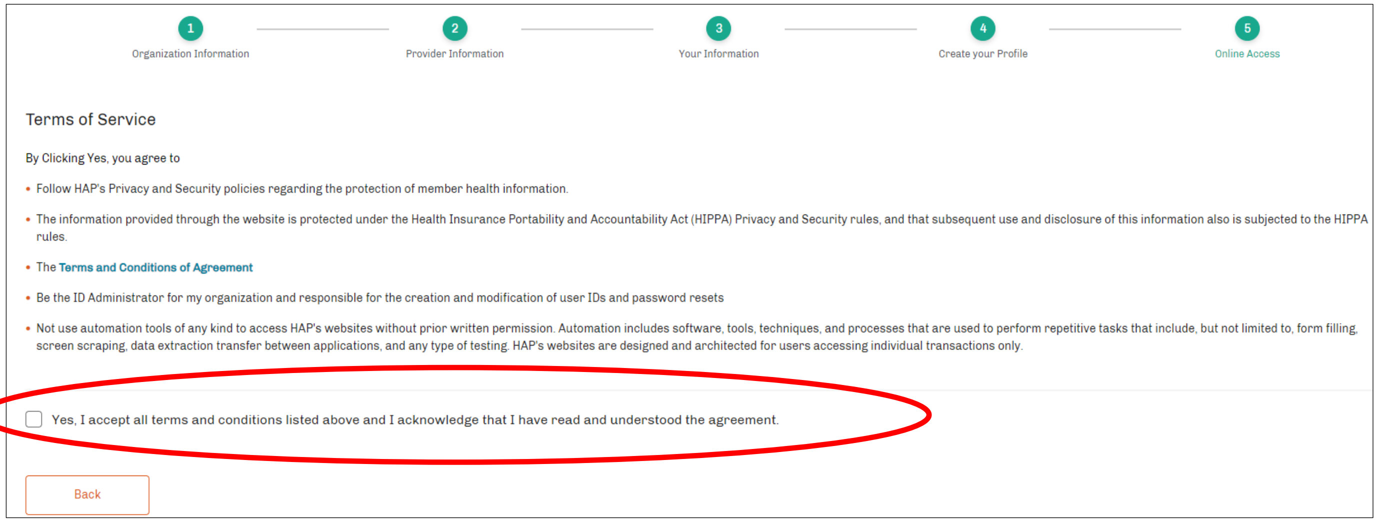
8. *Your Information.* Enter **your** information and select *Next*.



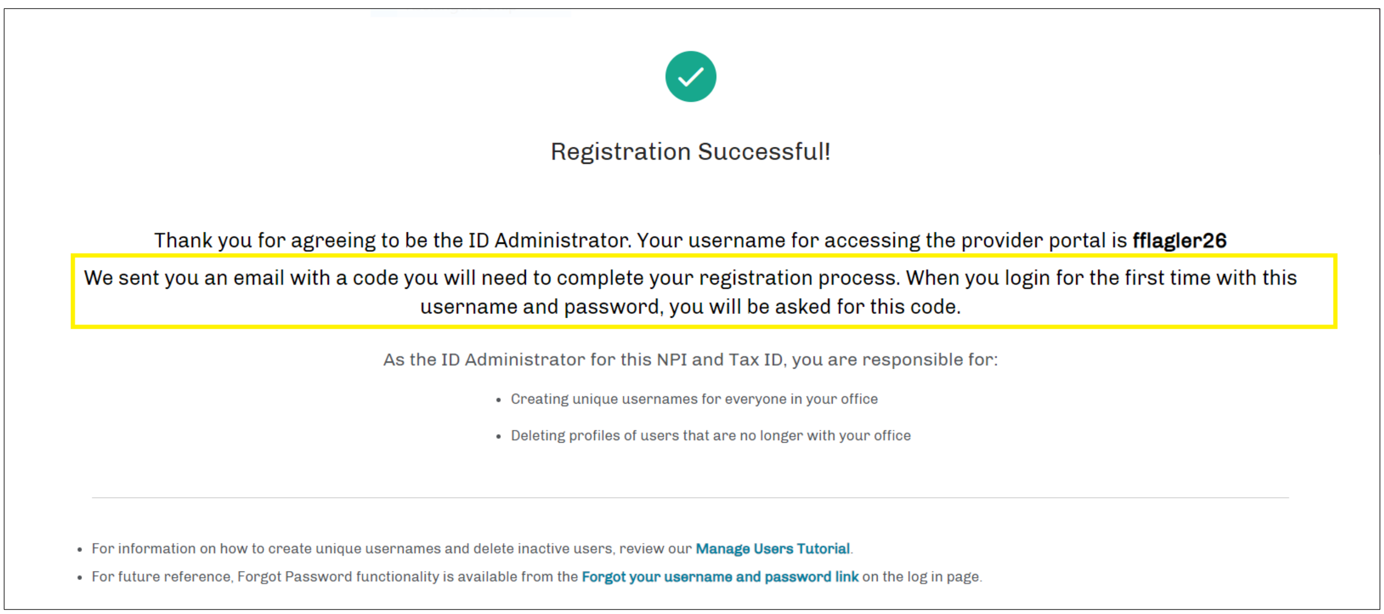
9. *Create your Profile*. Enter your information. When finished, select *Next.*



10. Review and Agree to Terms and Conditions



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.**



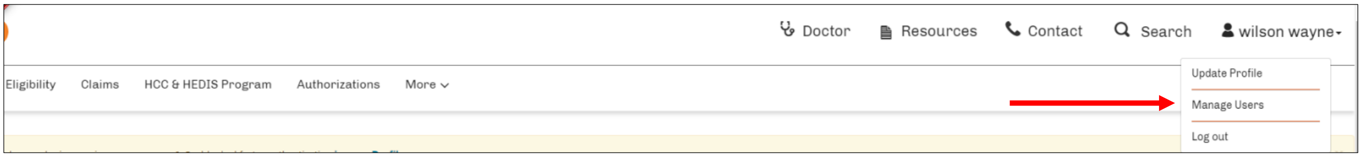
Now you can set up other users in your office.

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

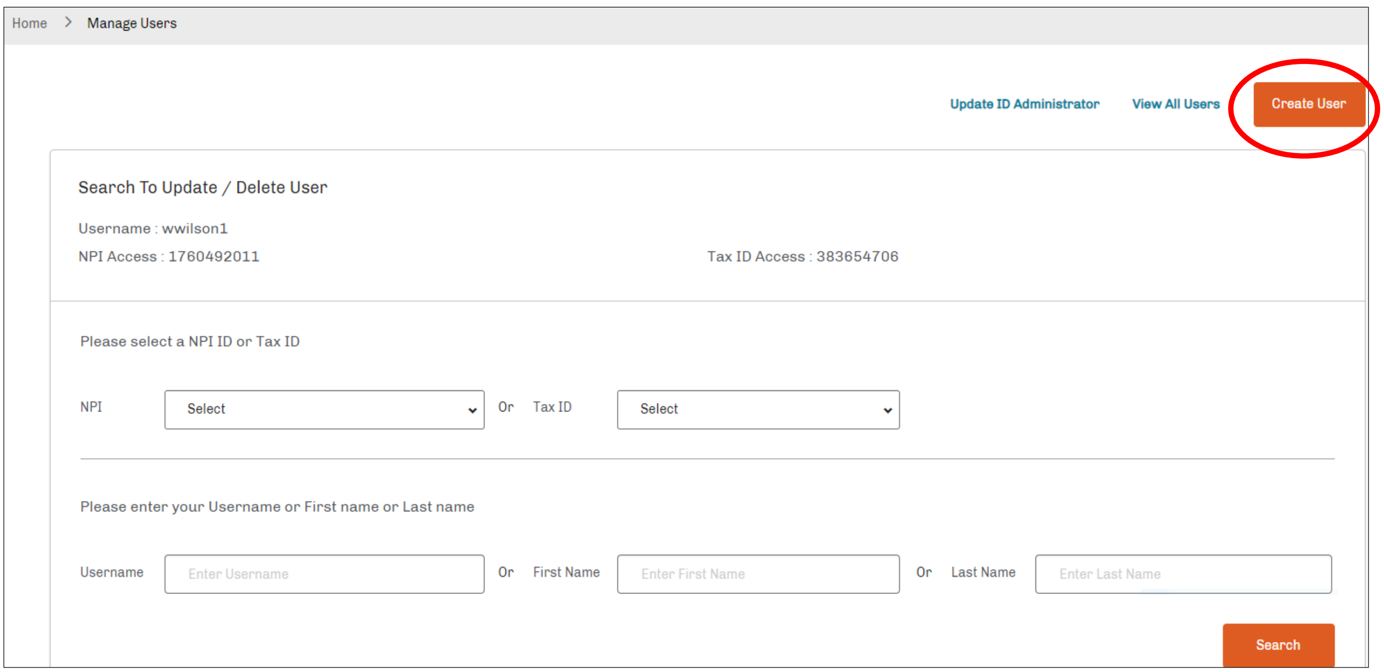
Manage Users

Create a User

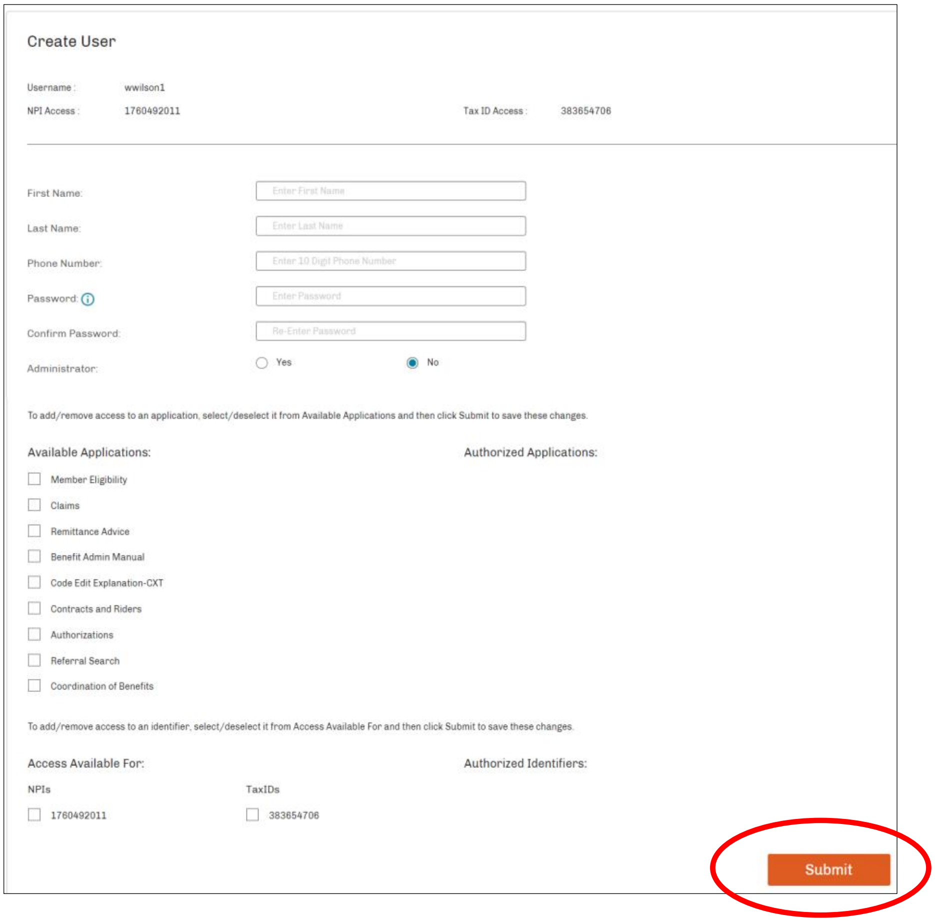
1. Log in at **hap.org with your username and password.**
2. Select the drop down arrow next to your name, then *Manage Users.*



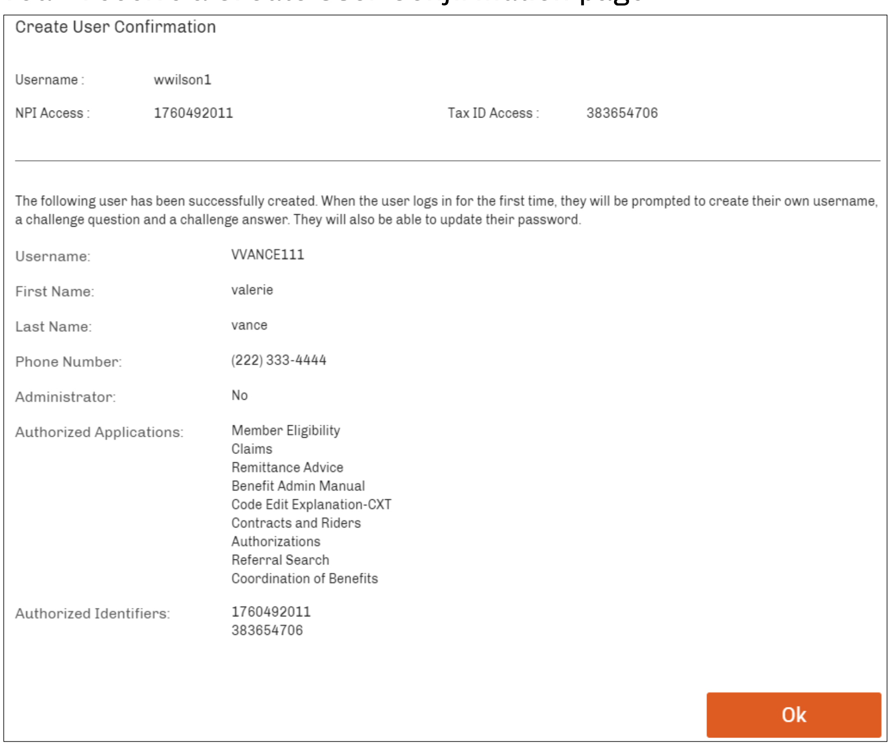
3. The Manage Users home page appears. Select *Create User.*



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

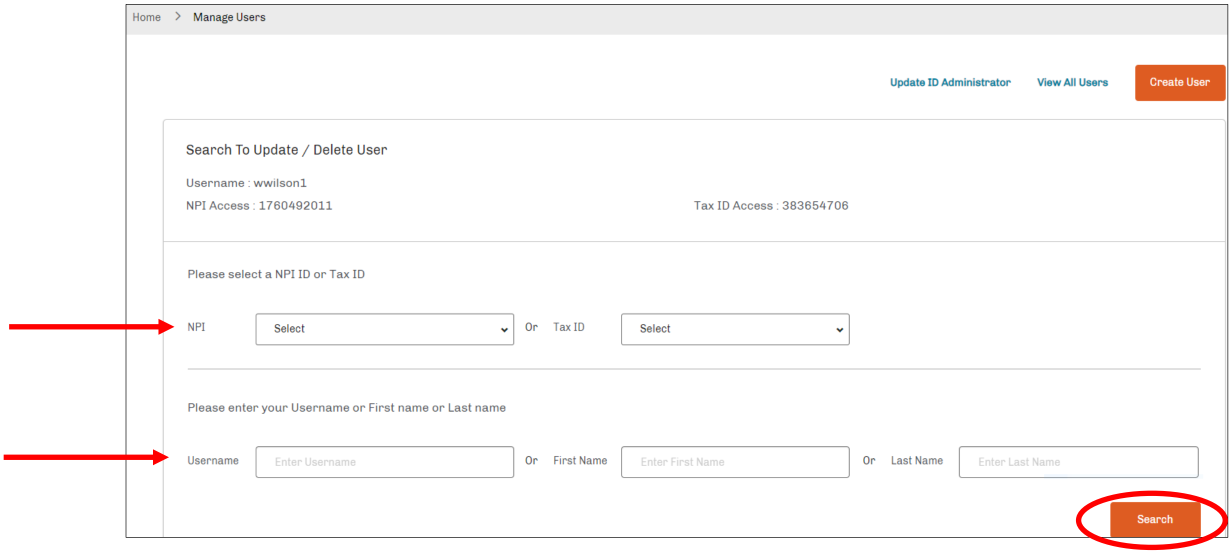


6. You'll receive a *Create User Confirmation* page.

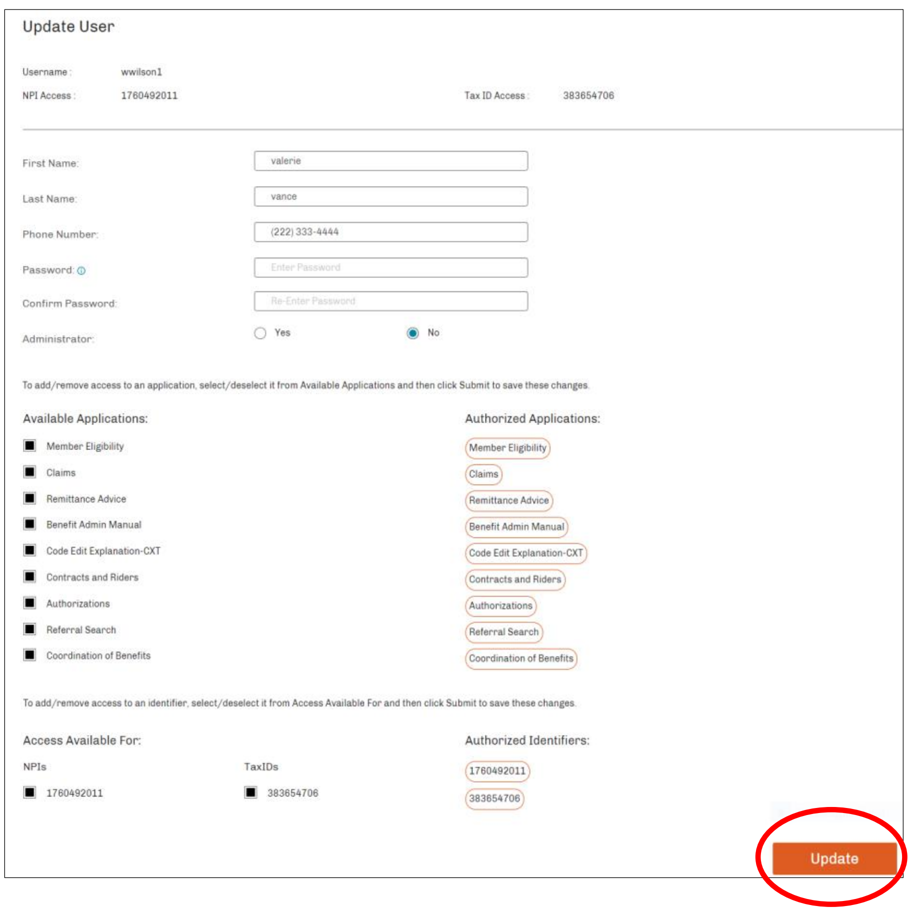


Update a User

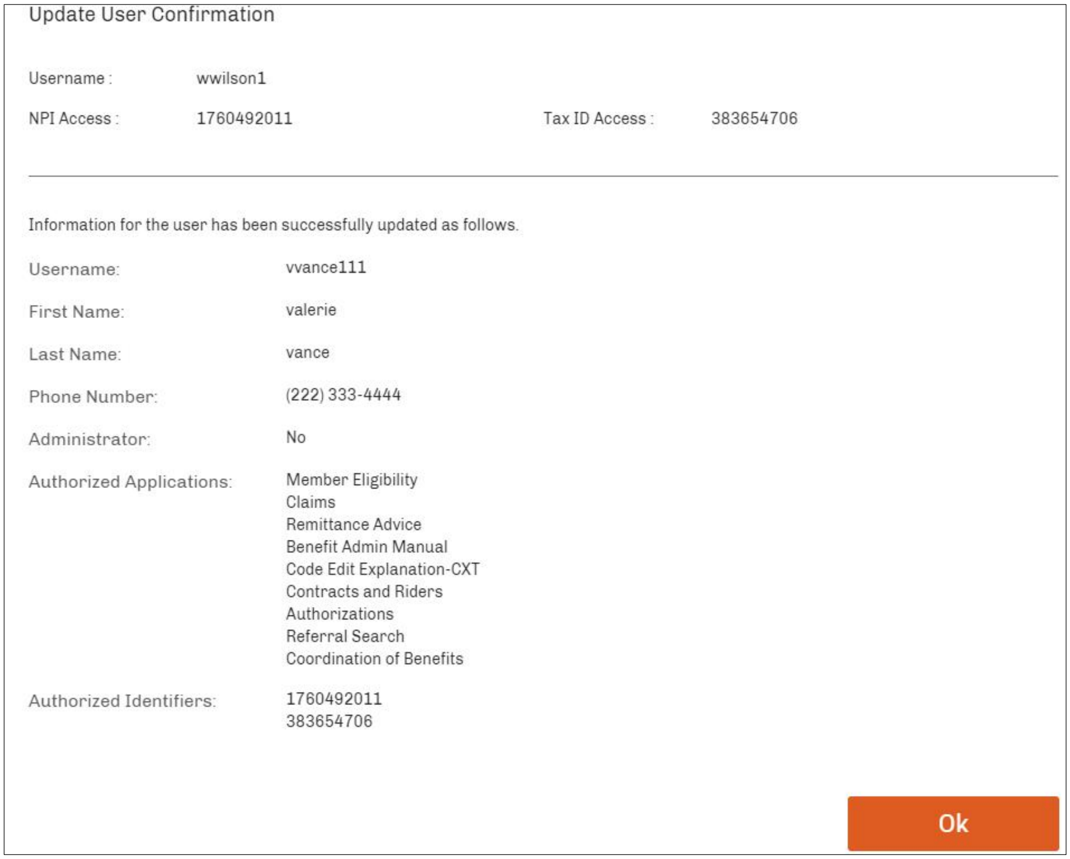
1. From the Manage Users home page, select *Search Users*. Then search for a user by entering criteria and then selecting *Search*.



2. Make necessary changes and select *Update*.



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



Update User Confirmation

Username : wwilson1

NPI Access : 1760492011   Tax ID Access : 383654706

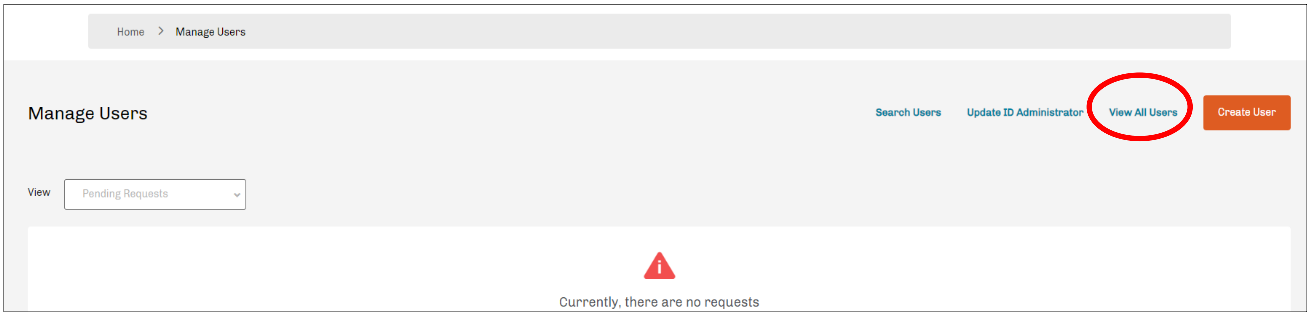
Information for the user has been successfully updated as follows.

Username:	vvance111
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

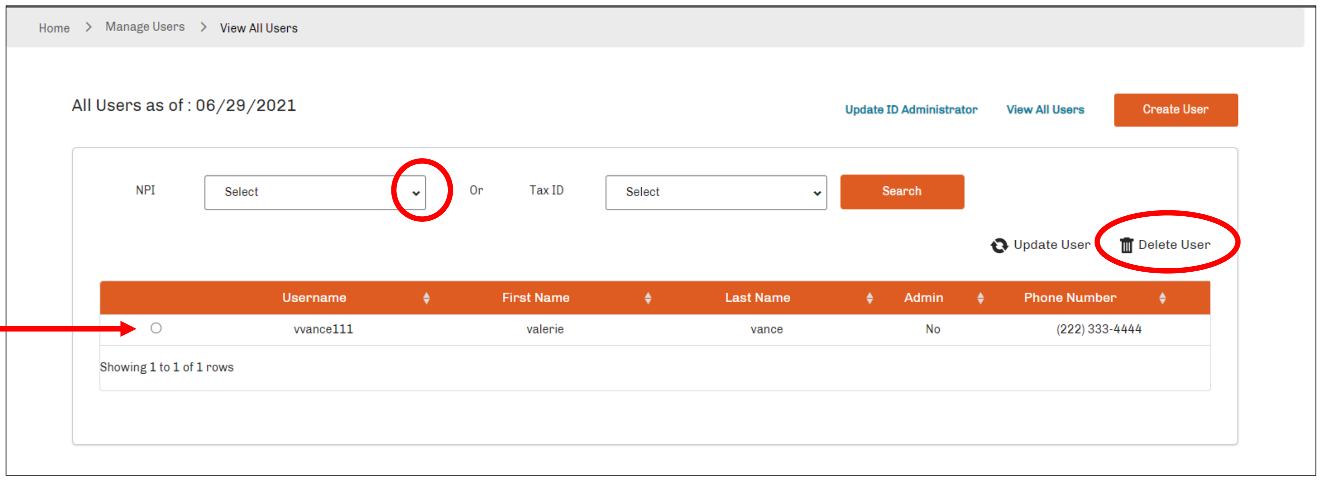
Ok

Delete a User

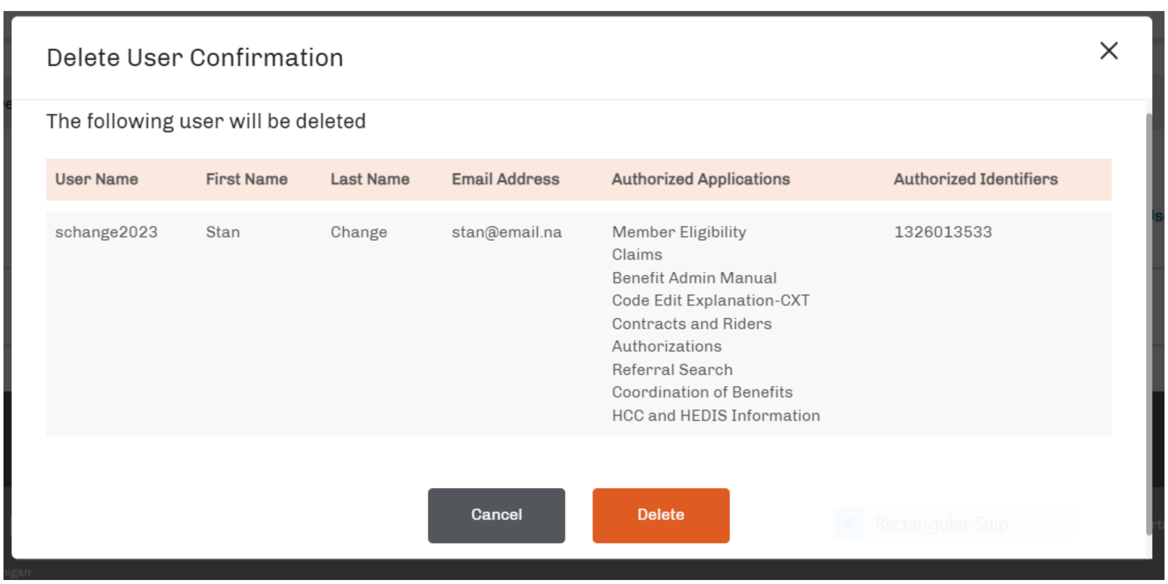
1. From the Manage Users home page, select *View All Users*.



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

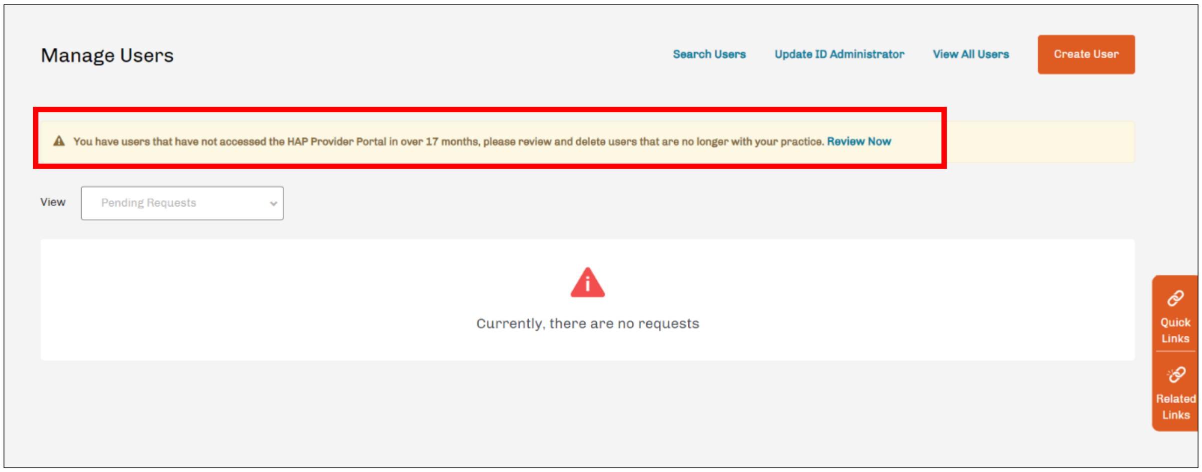


3. You'll receive a *Delete User Confirmation* page. If correct, select *Delete*.

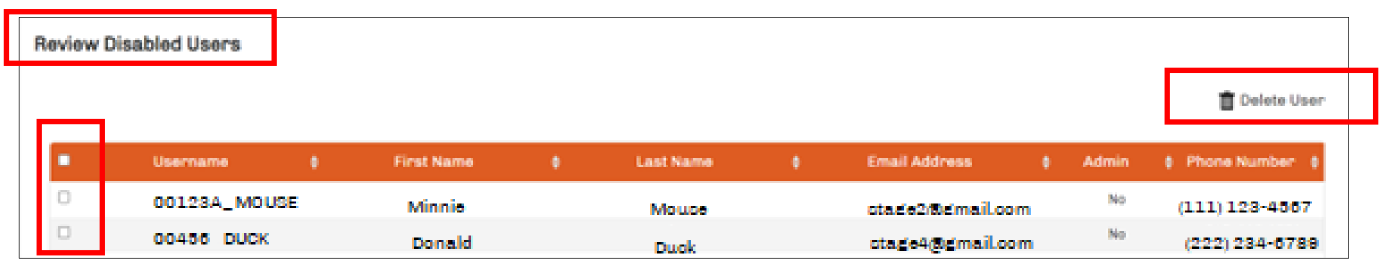


Delete Users Who Have Not Logged In To the Portal In Over 17 Months

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



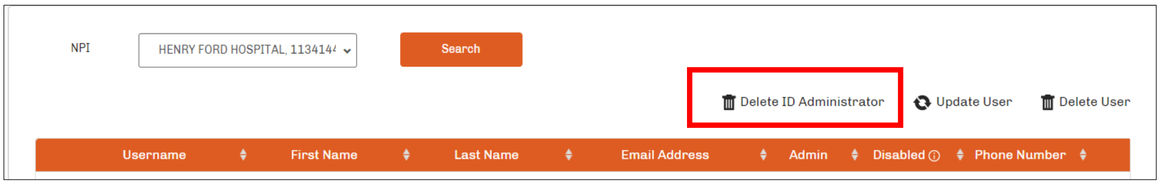
2. Select *Review Now* and there will be a list of disabled users.
3. Select any of the individual checkboxes or the checkbox in the orange header to select all records on the page.
4. Select *Delete User*



Delete ID Admin No Longer in the Office

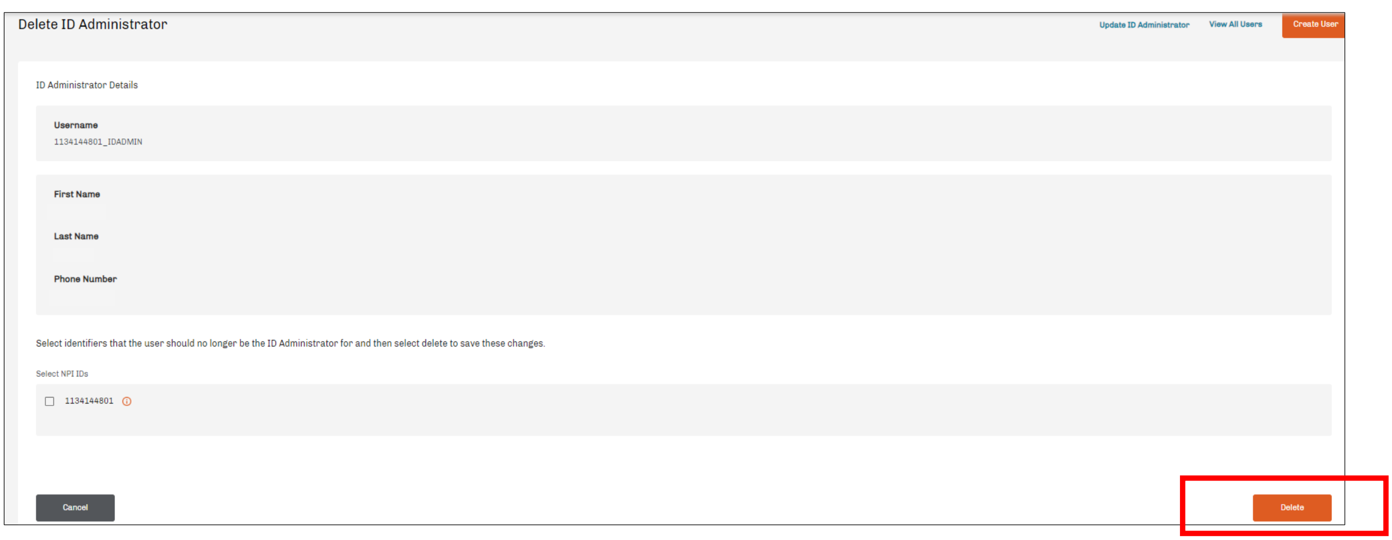
1. From the Manage Users home page, select *View All Users*.
2. Select the drop down to choose the provider, then click *Search.*

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*.

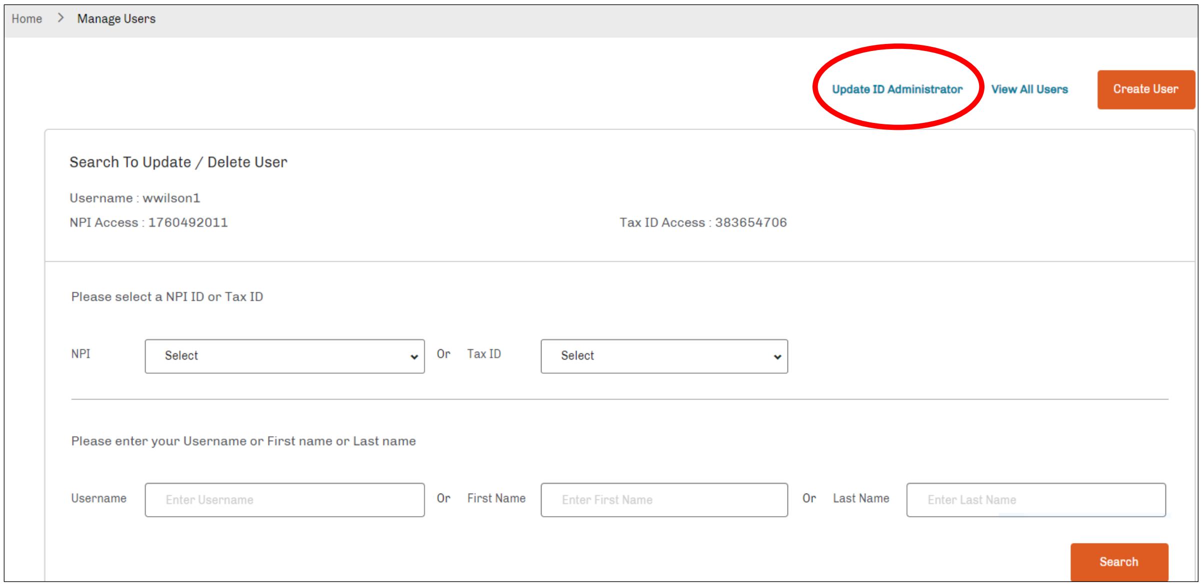


Update ID Administrator

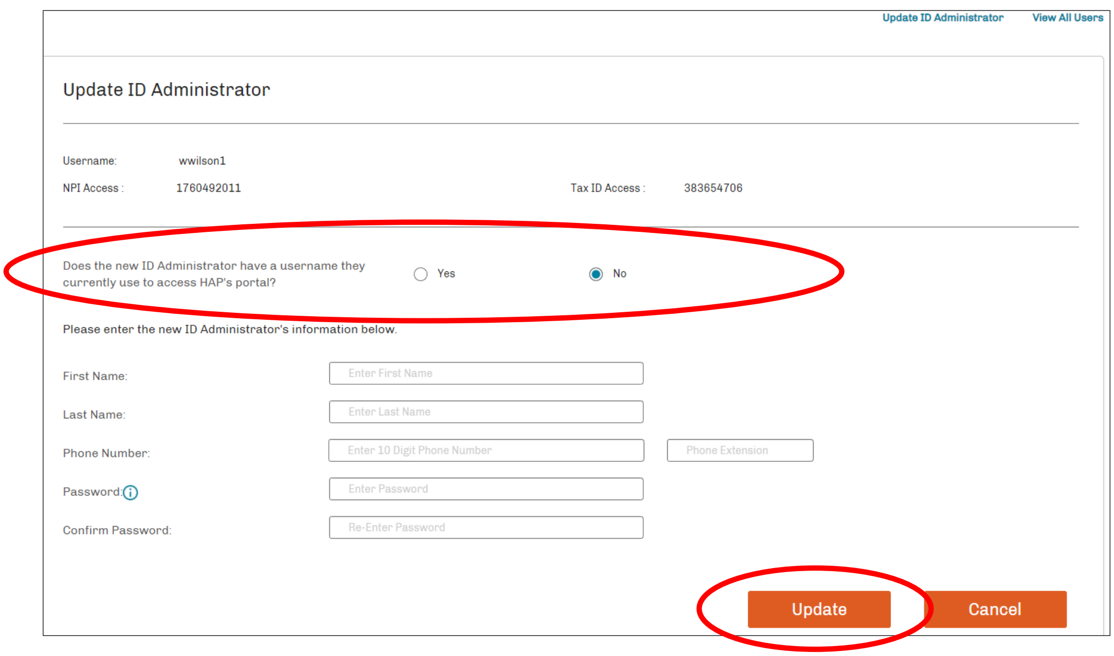
You can use this feature to change current ID Administrator to a **new** or **current** staff member.

Instructions for updating ID Administrator to a new staff member

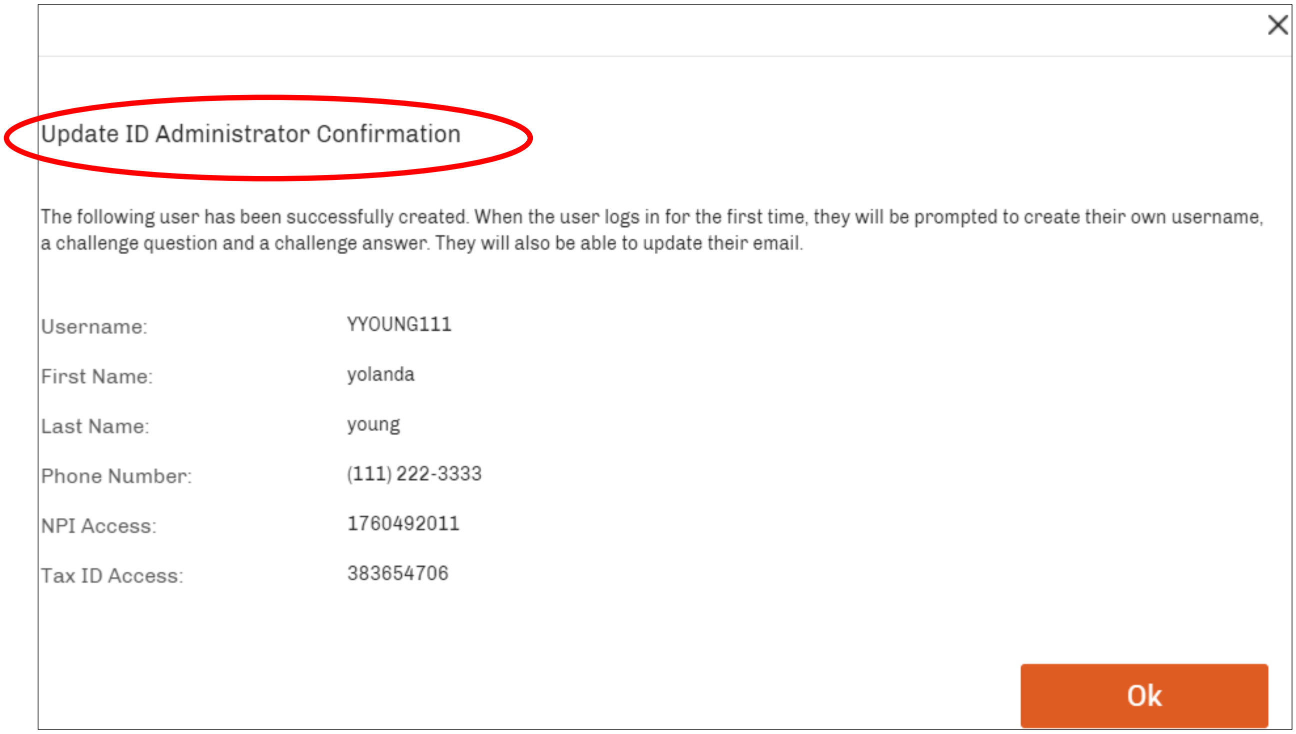
1. From the Manager Users home screen, select *Update ID Administrator*.



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*.



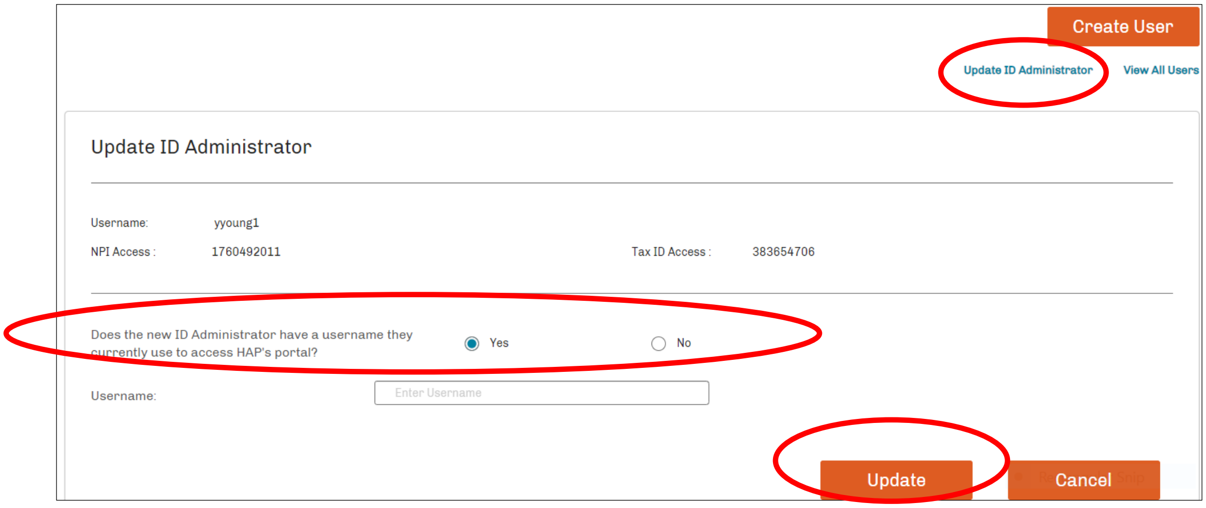
5. You'll receive an update *ID Administrator Confirmation* page.



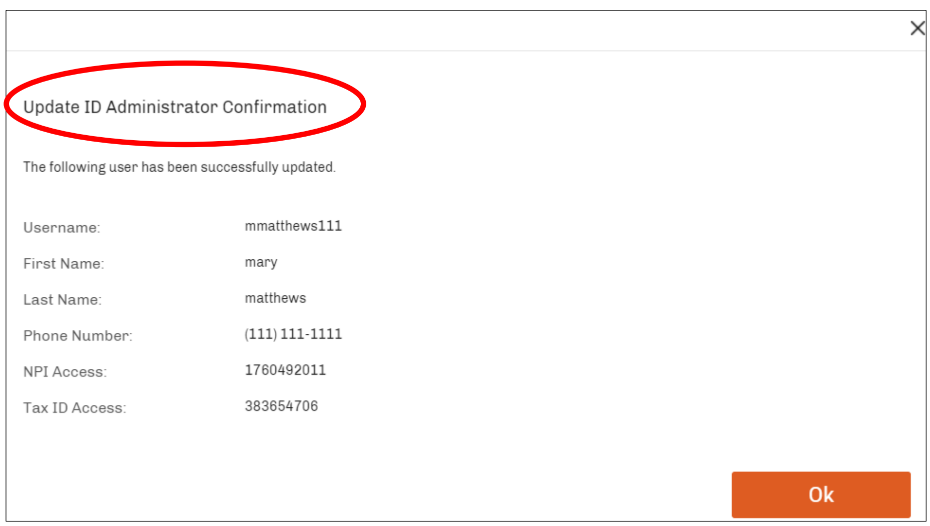
6. When you select *Ok* you will be logged out

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*.



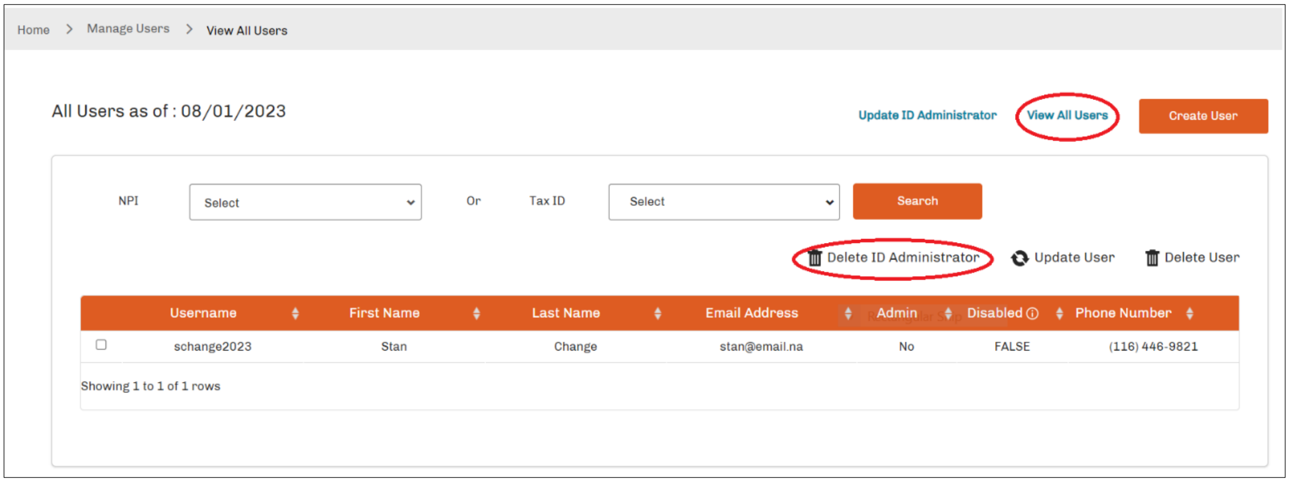
4. You'll receive an update *ID Administrator Confirmation* page.



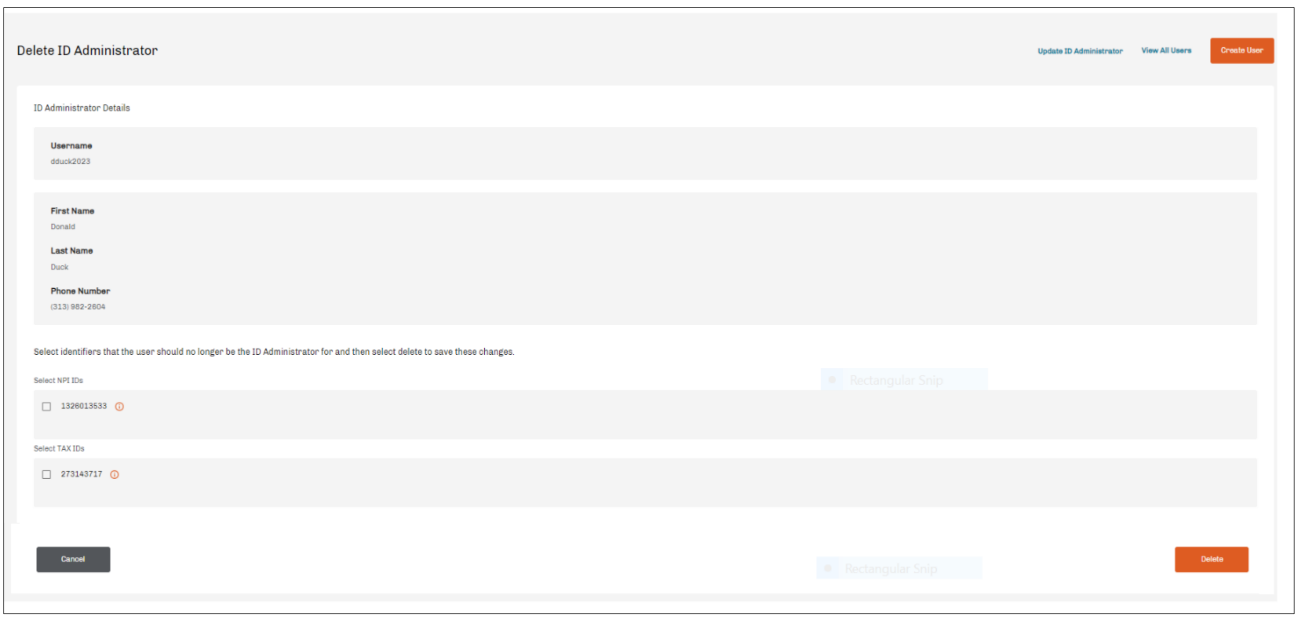
5. When you select *Ok* you will be logged out.

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.