



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

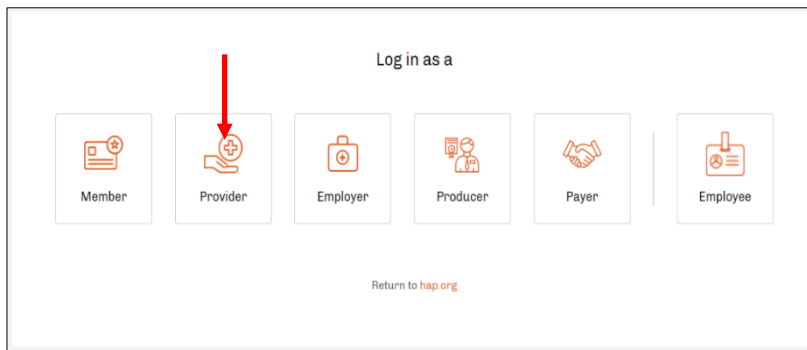
It's important to create an ID Administrator for your office. The ID Administrator can:

- 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

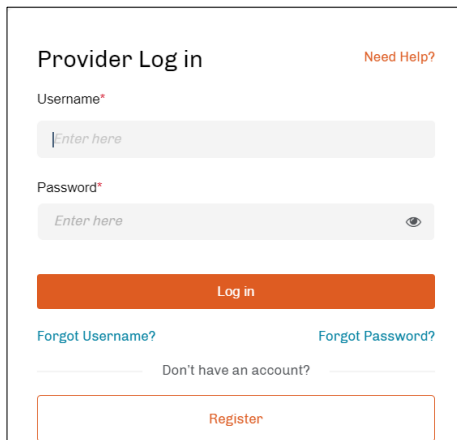
Note: Usernames for office staff are auto generated and the user will be prompted to create their own username when they login for the first time.

ID Administrator Setup

1. Visit **hap.org**
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 an orange 'Log in' button. Underneath the button are two links: 'Forgot Username?' and 'Forgot Password?'. At the bottom, there is a link 'Don't have an account?' and a '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:

- Are you contracted with HAP? *** with radio buttons for 'Yes' (selected) and 'No'.
- Which best describes your office?** with radio buttons for:
 - Individual Provider (Individual Provider accounts can be linked to a group after registration) (selected)
 - 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? *** with radio buttons for 'Yes' (selected) and '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 the 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 contains the following fields:

- Individual/ Type 1 NPI *** with a text input field labeled 'Enter NPI'.
- Tax ID *** with a text input field labeled 'Enter Tax ID'.
- Vendor ID *** with a text input field labeled '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. If an ID Administrator already exists, you will get the following message:

The screenshot shows a message from HAP regarding provider registration. The message is titled 'Provider Registration' and contains the following text:

There is already an ID Admin for this NPI and Tax ID

Contact the ID Admin below to get your individual id created for provider portal access.
If the individual(s) listed below is no longer with your office, please select continue. If you need to return the home screen or previous page, select back.

ID Admin	Email Address	Phone Number
dduck2023	dduck@email.na	(313) 982-2804

At the bottom of the message, there are two buttons: 'Back' and 'Continue'.

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

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

ID Administration Information and Consent

By completing this application, I agree to be the ID Administrator for my organization. As the ID administrator, I will create and edit users for this Organization and be responsible for password resets. **Please enter your information below:**

Last Name * First Name *

Enter Last Name Enter First Name

Phone number * Extension number Cell Phone number

Enter Phone Number Enter Extension Number Enter Cell Phone Number

We are requesting your cell phone number for forgot password functionality in future

Email Address * Confirm Email Address *

Enter Email Address Enter Confirm Email Address

Please note, you will be required to use a code we send in an email to this email address.

Back **Next**

9. *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 * Confirm Password *

Enter here Enter here

Passwords are case sensitive.

Security Question *

Select your question

Answer *

Enter here

Back **Next**

10. 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

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.**



Registration Successful!

Thank you for agreeing to be the ID Administrator. Your username for accessing the provider portal is **fflagler26**

We sent you an email with a code you will need to complete your registration process. When you login for the first time with this username and password, you will be asked for this code.

As the ID Administrator for this NPI and Tax ID, you are responsible for:

- Creating unique usernames for everyone in your office
- Deleting profiles of users that are no longer with your office

- For information on how to create unique usernames and delete inactive users, review our [Manage Users Tutorial](#).
- For future reference, Forgot Password functionality is available from the [Forgot your username and password link](#) on the log in page.

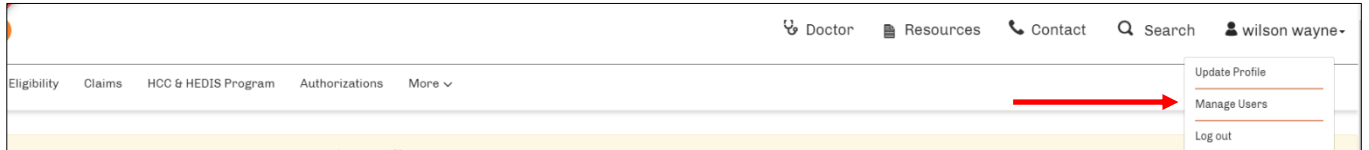
Now you can set up other users in your office.

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

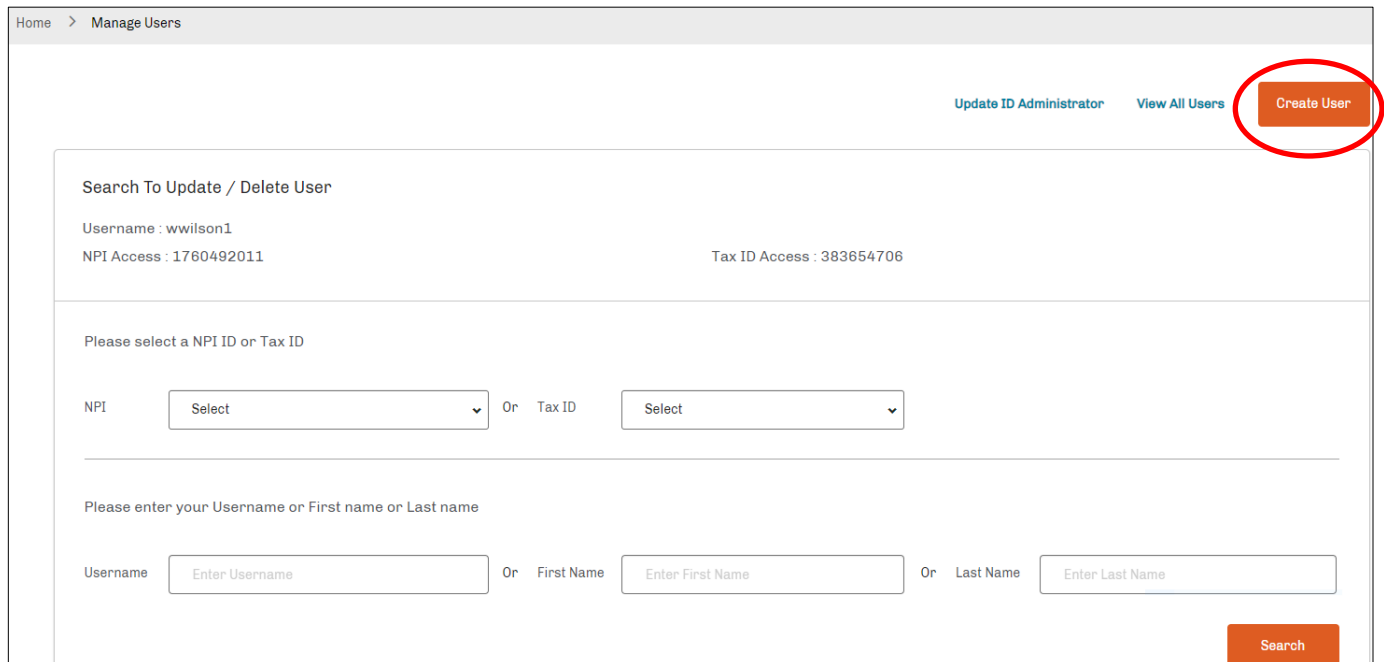
Manage Users

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*.



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

Create 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.

<p>Available Applications:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Member Eligibility <input type="checkbox"/> Claims <input type="checkbox"/> Remittance Advice <input type="checkbox"/> Benefit Admin Manual <input type="checkbox"/> Code Edit Explanation-CXT <input type="checkbox"/> Contracts and Riders <input type="checkbox"/> Authorizations <input type="checkbox"/> Referral Search <input type="checkbox"/> Coordination of Benefits 	<p>Authorized Applications:</p>
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To add/remove access to an identifier, select/deselect it from Access Available For and then click Submit to save these changes.

<p>Access Available For:</p> <p>NPIs TaxIDs</p> <p><input type="checkbox"/> 1760492011 <input type="checkbox"/> 383654706</p>	<p>Authorized Identifiers:</p>
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6. You'll receive a *Create User Confirmation* page.

Create User Confirmation

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

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: 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
383654706

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*.

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
<input checked="" type="checkbox"/> 1760492011	<input checked="" type="checkbox"/> 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

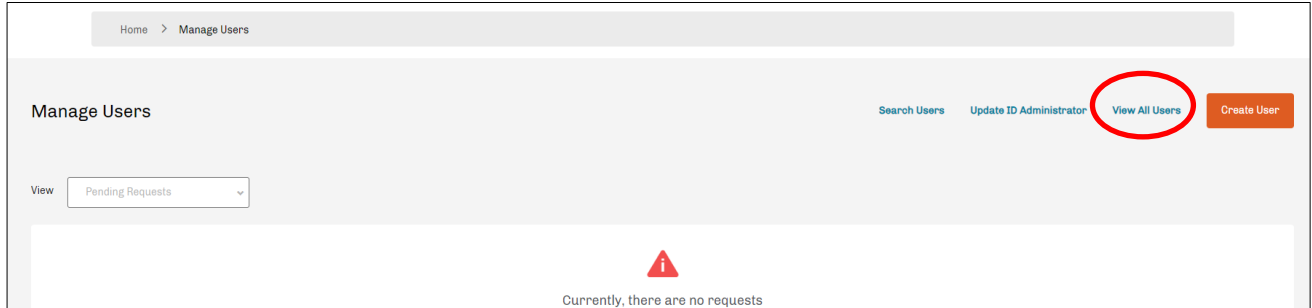
Information for the user has been successfully updated as follows.

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

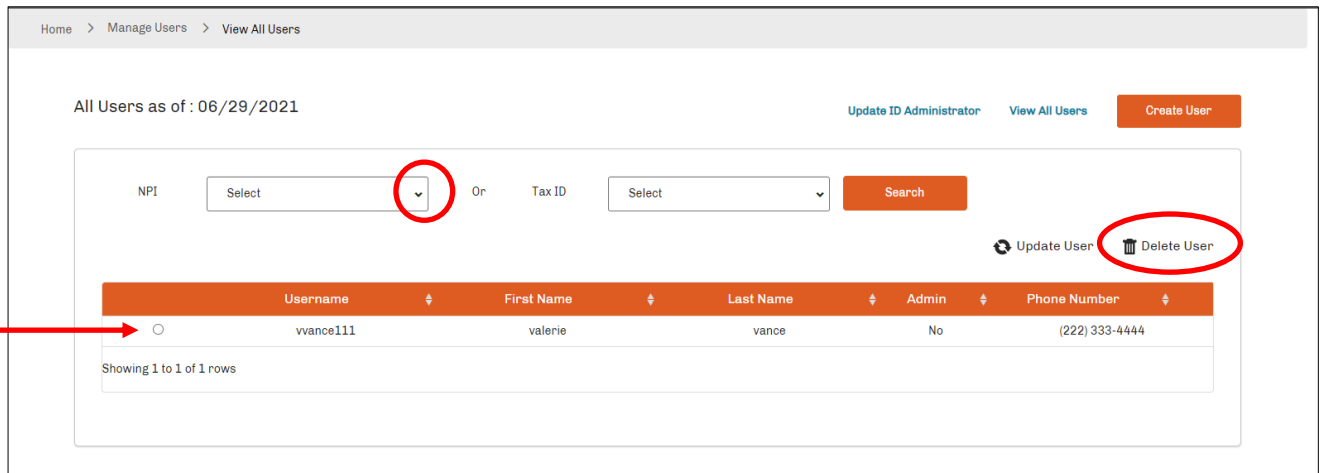
Ok

Delete a User

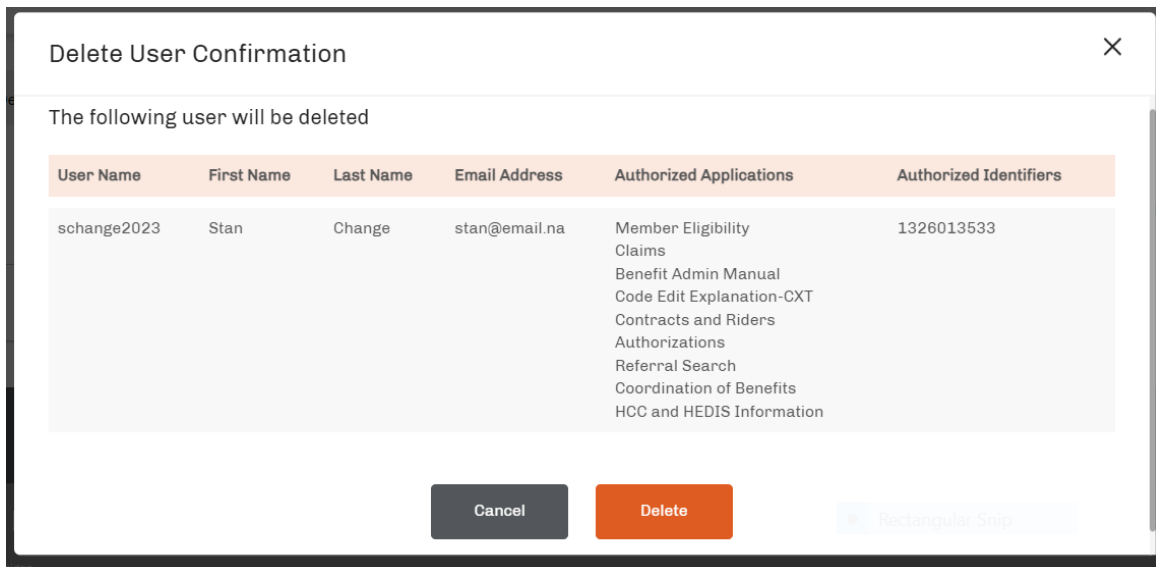
1. From the Manage Users home page, select *View All Users*.



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

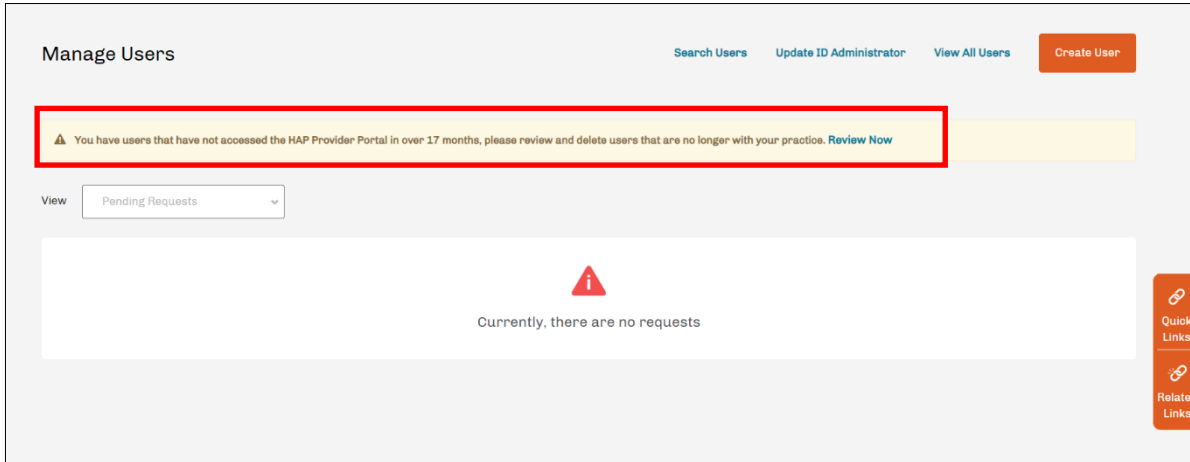


3. You'll receive a *Delete User Confirmation* page. If correct, select *Delete*.



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*

The screenshot shows the 'Review Disabled Users' table. The table has a header row with columns: Username, First Name, Last Name, Email Address, Admin, and Phone Number. There are two data rows. A checkbox is visible in the first column of the first row. A 'Delete User' button is located in the top right corner of the table area.

	Username	First Name	Last Name	Email Address	Admin	Phone Number
<input type="checkbox"/>	00123A_MOUSE	Minnie	Mouse	ctae02@email.com	No	(111) 123-4567
<input type="checkbox"/>	00456_DUCK	Donald	Duck	ctae04@gmail.com	No	(222) 234-0789

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*.

All Users as of : 02/12/2024 Update ID Administrator View All Users Create User

NPI

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

NPI

Username	First Name	Last Name	Email Address	Admin	Disabled	Phone Number
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4. If there are other ID Administrators, the user is brought to the page below. Select an ID Administrator, then *Continue*.

Delete ID Administrator Update ID Administrator View All Users Create User

Please select which ID Admin you would like to Delete and Select "Continue."

Selected Identifier
NPI/Tax ID
1134144801

Username	First Name	Last Name	Email Address	Phone Number	Disabled
<input type="radio"/> 1134144801_IDADMIN			-		FALSE
<input type="radio"/> 30072695_IDADMIN			-		FALSE

5 rows per page 1

5. Select *Delete*.

Delete ID Administrator Update ID Administrator View All Users Create User

ID Administrator Details

Username
1134144801_IDADMIN

First Name

Last Name

Phone Number

Select identifiers that the user should no longer be the ID Administrator for and then select delete to save these changes.

Select NPI IDs

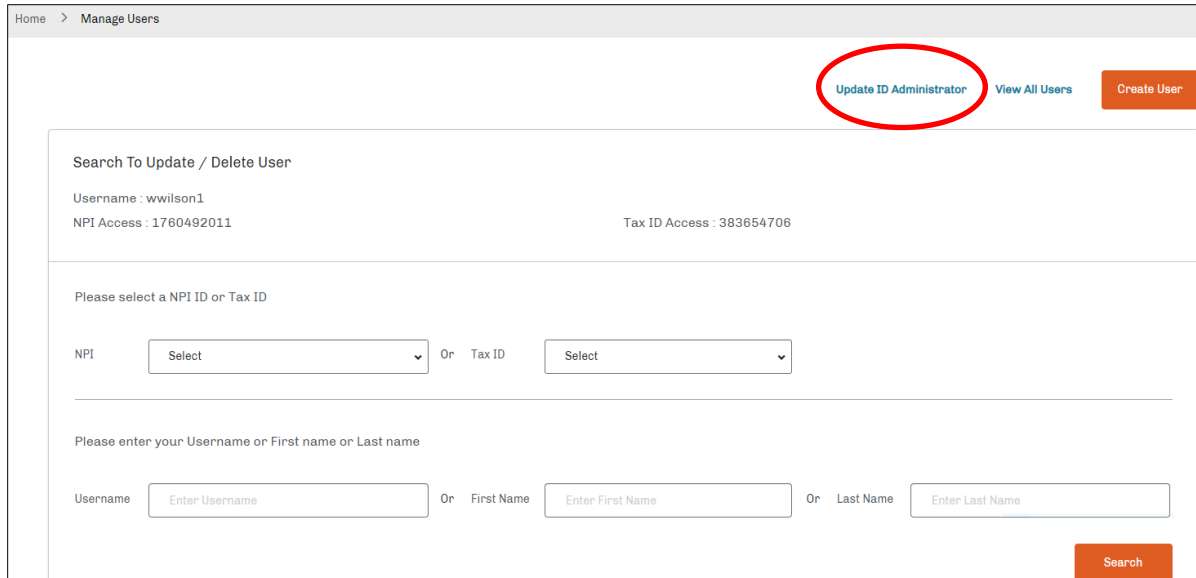
1134144801

Update ID Administrator

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

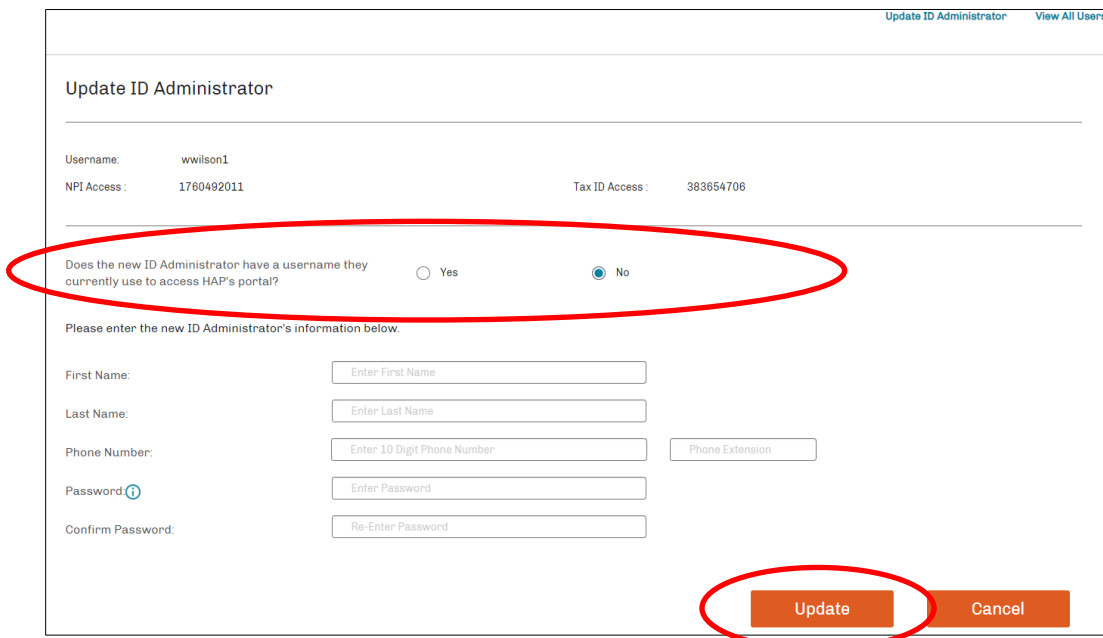
Instructions for updating ID Administrator to a **new** staff member

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



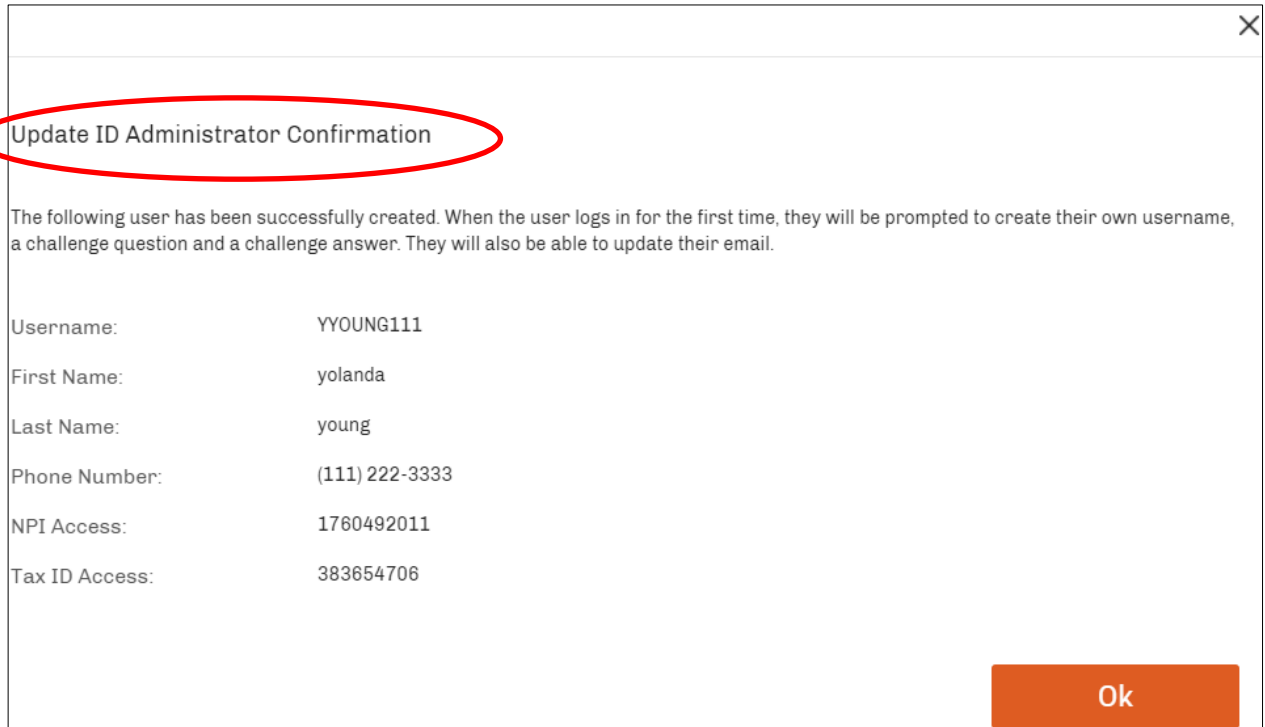
The screenshot shows the 'Manage Users' interface. At the top right, there are three buttons: 'Update ID Administrator' (circled in red), 'View All Users', and 'Create User'. Below these buttons is a search section titled 'Search To Update / Delete User'. It displays the current user's details: Username: wwilson1, NPI Access: 1760492011, and Tax ID Access: 383654706. There are two dropdown menus for selecting an NPI or Tax ID, and three text input fields for Username, First Name, or Last Name. A 'Search' button is located at the bottom right.

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 user's details: 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 several input fields: First Name, Last Name, Phone Number (with a sub-field for Phone Extension), 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 the 'Update ID Administrator' form. At the top right, there are three buttons: 'Create User', 'Update ID Administrator' (circled in red), and 'View All Users'. 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 this is a text input field labeled "Username:" with the placeholder "Enter Username". At the bottom right, there are two buttons: "Update" (circled in red) and "Cancel".

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

The screenshot shows a dialog box titled "Update ID Administrator Confirmation" (circled in red). The message inside reads: "The following user has been successfully updated." Below this is a list of user details:

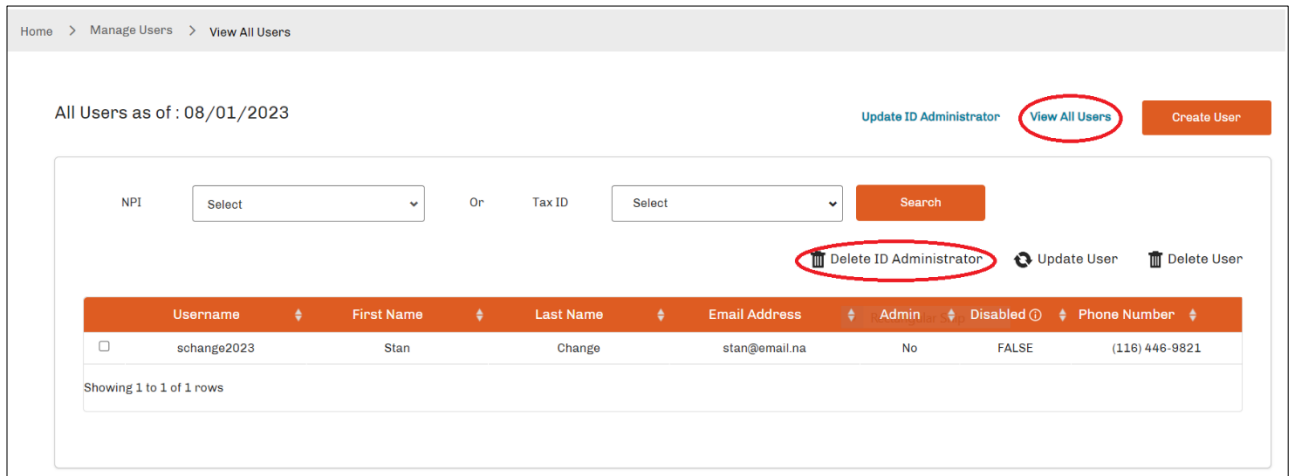
Username:	mmatthews111
First Name:	mary
Last Name:	matthews
Phone Number:	(111) 111-1111
NPI Access:	1760492011
Tax ID Access:	383654706

At the bottom right of the dialog box is an "Ok" button.

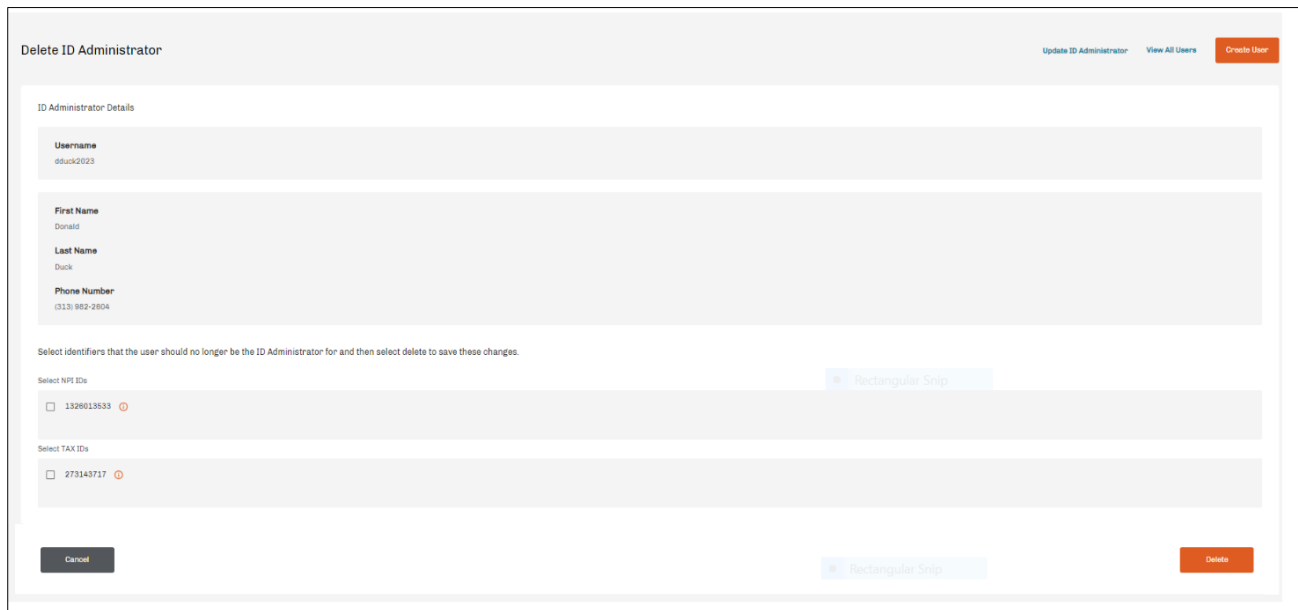
5. When you select *Ok* you will be logged out.

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.

