HPHConnect for Providers

User Role Update Form

Harvard Pilgrim Health Care
a **Point32Health** company

Please complete all the steps listed below to change your User's Role.

STEP 1: Provide the following required information. All fields are required.

Organization Name (*as registered in HPHConnect*): _____

Organization Tax Identification Number(s): _____

Name of current Main Office Contact: _____

User ID of current Main Office Contact: _____

Complete parts A through D below, as needed:

A: Is this a request to change the Role of an existing User? ☐ Yes   ☐ No

Name of existing User to be updated: _____

User ID of existing User to be? _____

B: Is this a request to modify the Role of a new, pending User added to the existing account or created during a new online registration? ☐ Yes*   ☐ No

* If Yes, forward the signed *User Agreement* for the new User along with this signed and completed form.

Note: Instructions for completing the online registration may be found at www.HarvardPilgrim.org/Providers under the HPHConnect/ Registration section.

C: Which Role does the User require access to? (*please select only one Role*)

☐ Clinician Designee Back Office †   ☐ Clinician Designee Main Office Contact †**

☐ Main Office Contact **   ☐ Clinician †**   ☐ Provider **

** This role includes Main Office Contact access.
† This role includes access to Member Medication data.

D: Current Main Office Contact: Please sign and complete the section below.

I, (*print name*) _____

authorize the Provider eBusiness Services team at Harvard Pilgrim Health Care to update User

(*print name*) _____

by modifying their User account to the role specified above, and if applicable granting them Administrative rights and making them a Main Office Contact for

(*print organization name*) _____

(*Signature*) _____

STEP 2: Forward the completed form(s) to the Provider eBusiness Team at Harvard Pilgrim Health Care via:
Fax to 866-884-3844 *or* email as attachments to Provider_eBusiness_Services@point32health.org

** The Main Office Contact has access to all administrative functions in HPHConnect (eligibility, claims, etc.) and is also responsible for the management of HPHConnect for their organization.

Management responsibilities include: maintaining their organization's user list by adding new staff, deleting staff that have left the organization or no longer require access, and modifying existing user accounts as needed.

† **Access to member medication data is restricted to clinicians and other medical personnel.**