

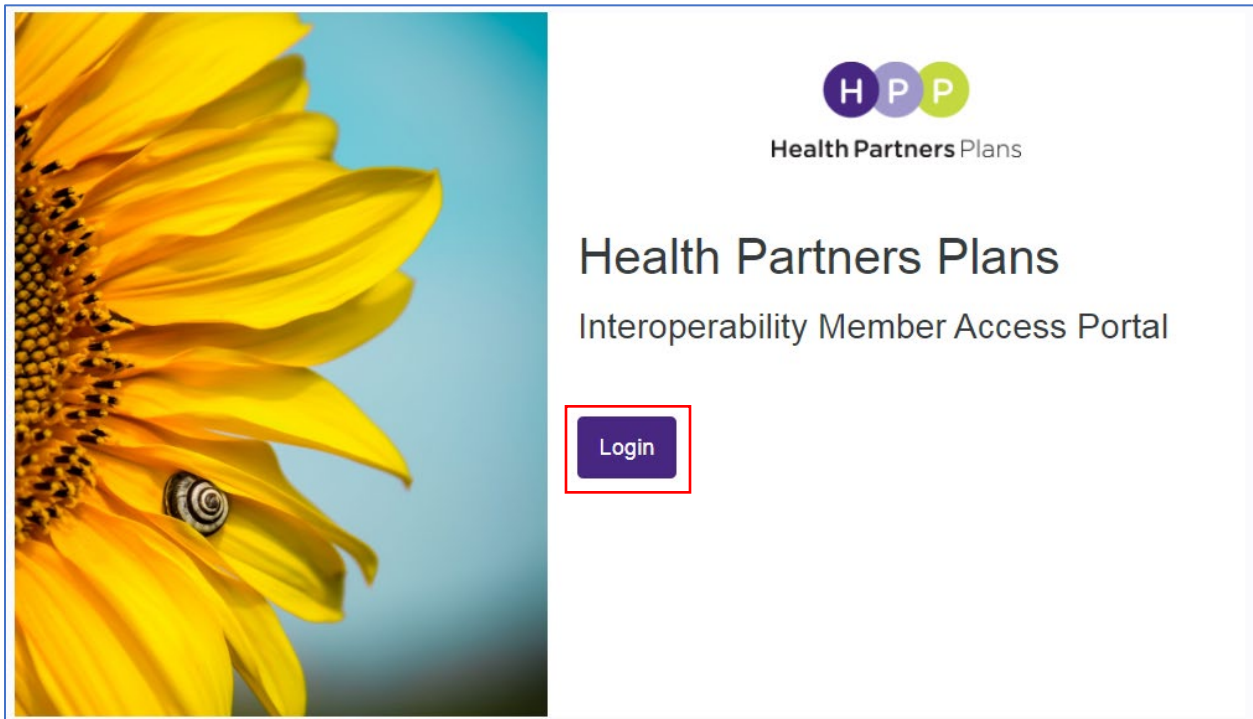
HPP Interoperability User Guide

Access the Interoperability Resource Center

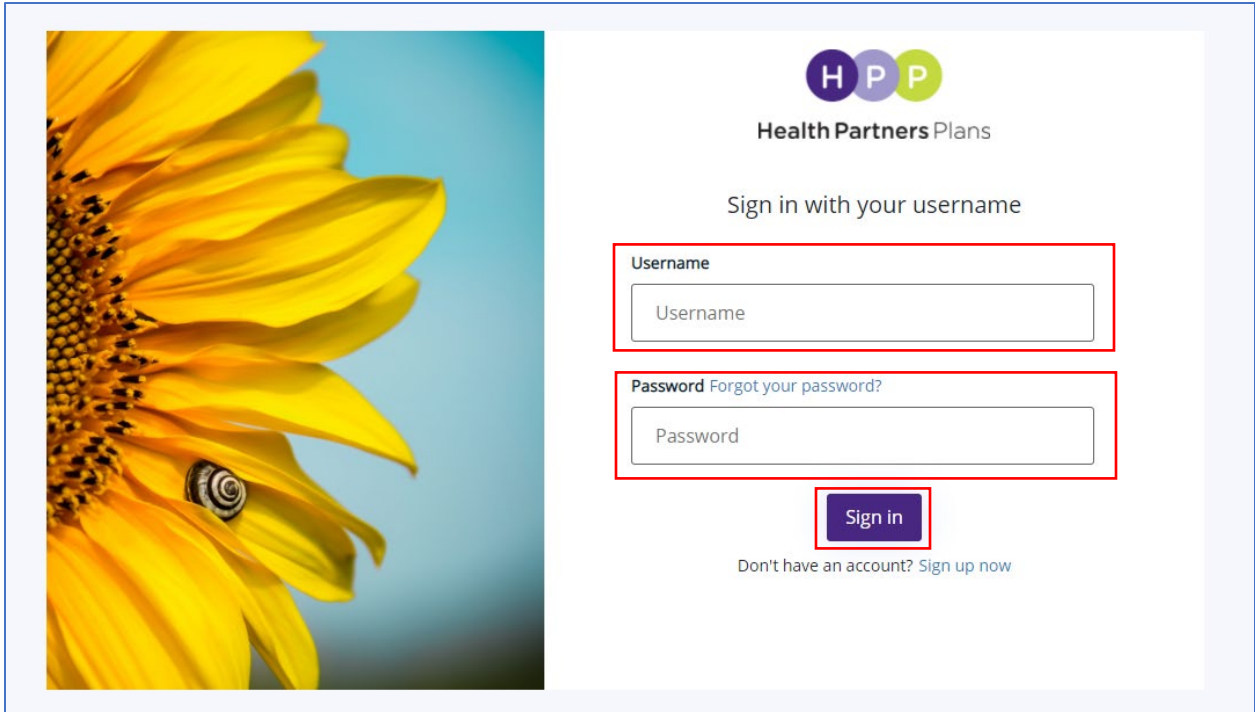
1. To register for the Interoperability Resource Center, please enter the below link in a web browser. Recommended browsers include Google Chrome, Microsoft Edge, or Safari.
2. <https://memberportal.healthpartnersplans.com/member-portal/login>

Login to the Interoperability Resource Center

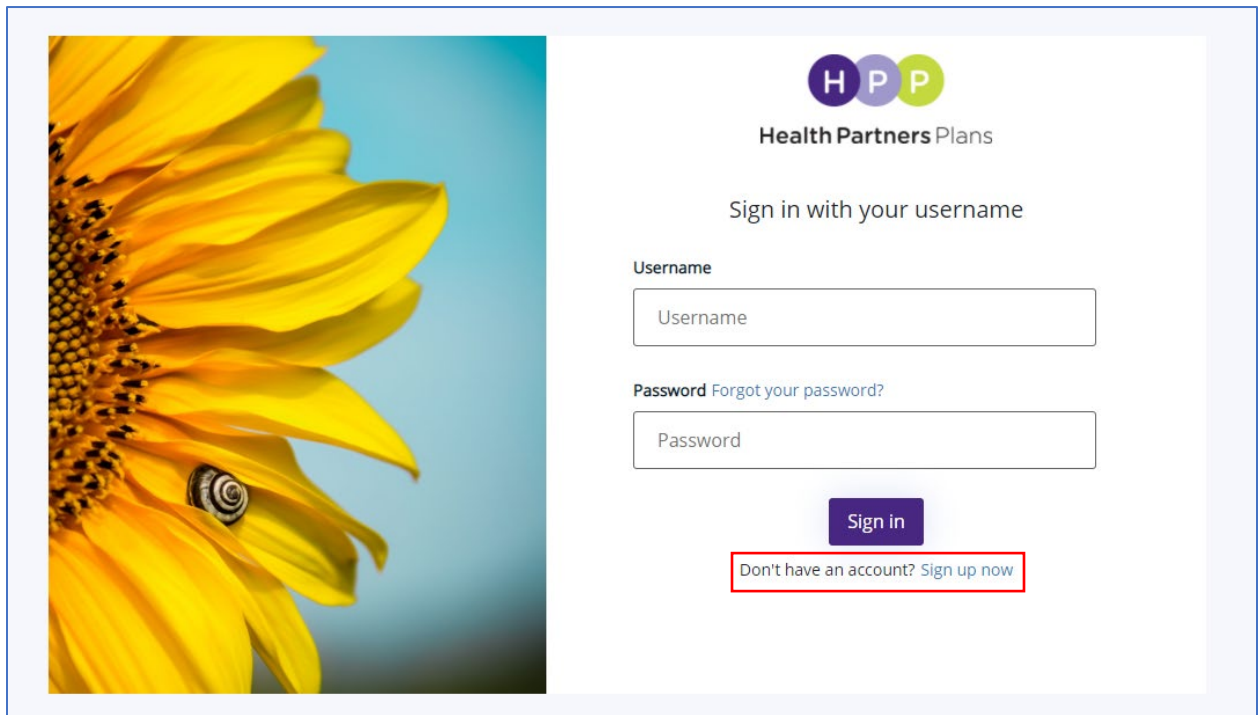
1. Click on the Login button to enter account credentials.



2. Enter in your username and password and click on the "Sign in" button to launch the Interoperability Member Access Portal

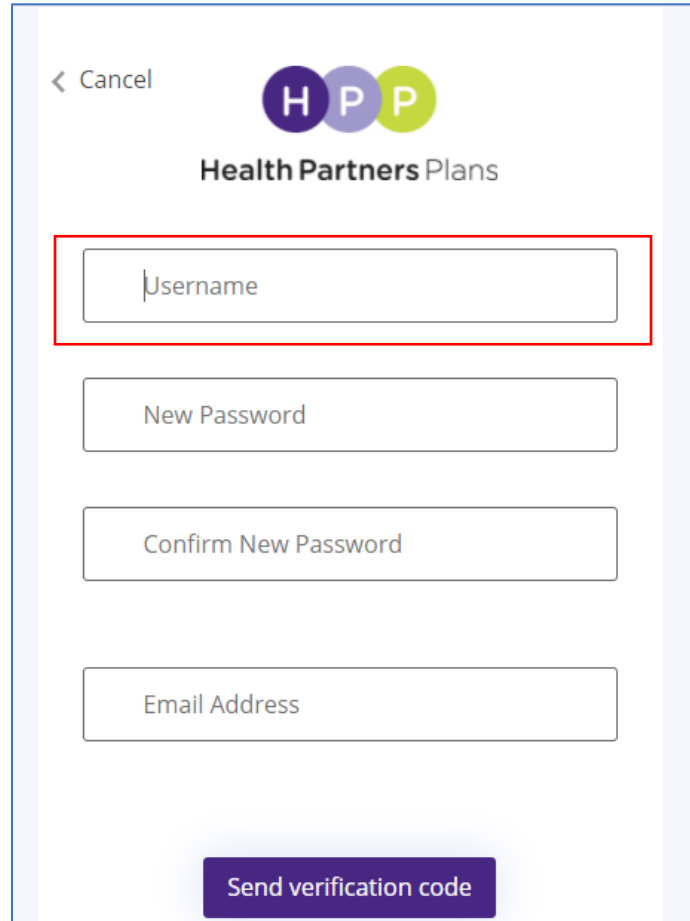


3. If you do not have a username and password and do not yet have an account registered, there is a link to "Sign up now" located below the "Sign In" button. Clicking on this link will take you to a registration screen.



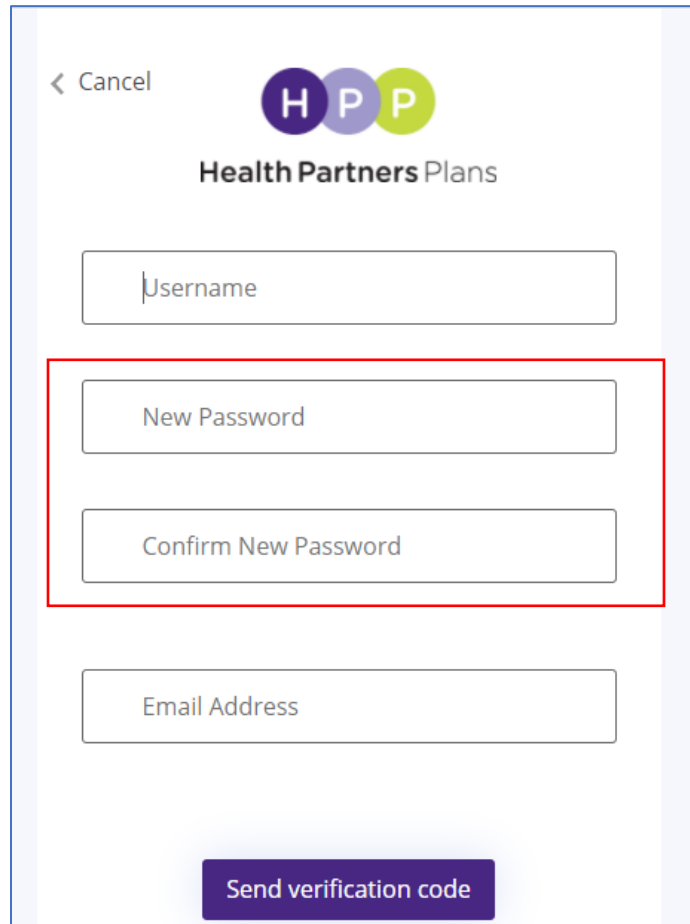
How to Register

1. Type in your preferred username.
 - a. Please Note: usernames **cannot** be changed. If you need to change your username, you will have to re-register a new account using a different username.



The image shows a registration form for Health Partners Plans. At the top left is a back arrow and the text "Cancel". In the center is the logo, which consists of three overlapping circles containing the letters "H", "P", and "P" in purple, light purple, and green respectively, with the text "Health Partners Plans" below it. Below the logo are four input fields: "Username", "New Password", "Confirm New Password", and "Email Address". The "Username" field is highlighted with a red border. At the bottom of the form is a dark purple button with the text "Send verification code".

2. Select a password.
 - a. The password must be between 8 to 64 characters.
 - b. It requires 3 out of 4 of the following characters:
 - One lowercase letter
 - One uppercase letter
 - Numbers or symbols
 - c. You will need to type the password in again to confirm and continue



< Cancel

HP Plans

Health Partners Plans

Username

New Password

Confirm New Password

Email Address

Send verification code

3. Enter a working email address in which you would like to receive notifications from HPP regarding the Interop Member Portal. (example: JaneDoe@gmail.com)

< Cancel

H P P

Health Partners Plans

Username

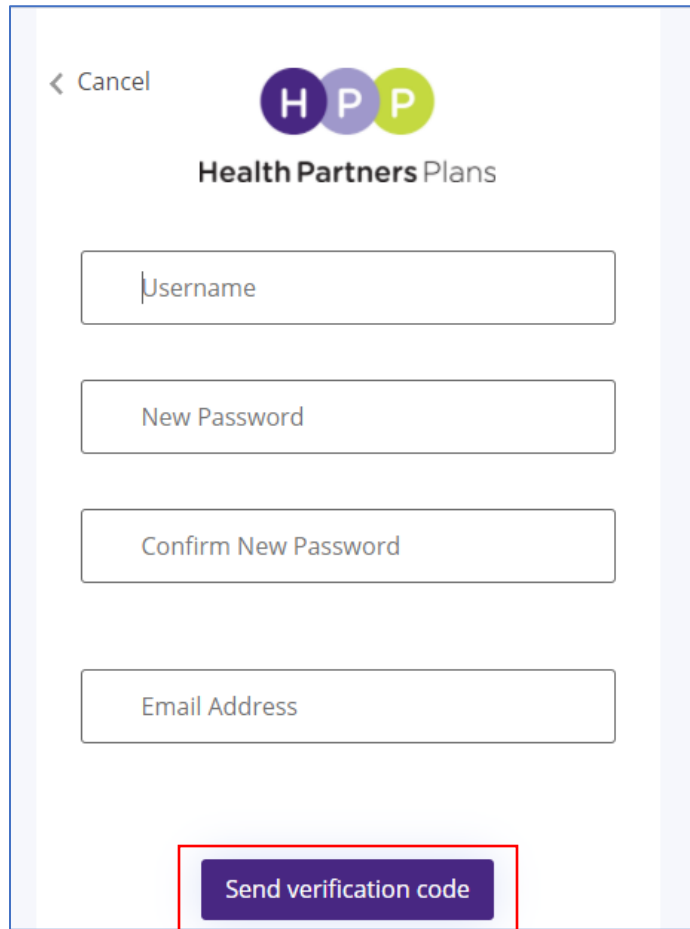
New Password

Confirm New Password

Email Address

Send verification code


4. Click on “Send verification code” to receive a temporary code in order to verify your email address. This code is used to confirm that the email address you selected is working and that you can receive notifications successfully.




The screenshot shows a mobile application interface for Health Partners Plans. At the top left, there is a back arrow and the text "Cancel". In the center, the logo consists of three overlapping circles (purple, light purple, and green) containing the letters "H", "P", and "P" respectively, with the text "Health Partners Plans" below it. Below the logo are four input fields: "Username", "New Password", "Confirm New Password", and "Email Address". At the bottom, a dark purple button with the text "Send verification code" is highlighted with a red rectangular border.

5. This temporary code will be sent to the email address that you enter as part of your registration. The below is an example of what the email message may look like. Depending on your email account, the screen may look different, but the content of the message is the same.

Health Plan Partners account email verification code

 Microsoft on behalf of Health Plan Partners <msonline> Reply Reply All Forward ...

Retention Policy Purge Inbox older than 1 year (1 year) Expires 9/28/2022 Tue 9/28/2021 11:11 AM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.


****External Sender: Confirm source before reply, opening attachments or clicking on links.****

Verify your email address

Thanks for verifying your jcohen@hpplans.com account!

Your code is: 855487

Sincerely,
Health Plan Partners

This message was sent from an unmonitored email address. Please do not reply to this message. 

6. Input the code you receive in the Verification email message into the "Verification Code" field on the registration screen and click on "Verify code".

Verification code has been sent to your inbox.
Please copy it to the input box below.

jcohen@hpplans.com

Verification Code

Verify code Send new code

7. If you did not receive the email with the code or if you need another code, you can click on "Send new code" to generate a new one. (If you do not see the email, please check your spam and junk folders in case the emails have been filtered out from your inbox.)

Verification code has been sent to your inbox.
Please copy it to the input box below.

jcohen@hpplans.com

Verification Code

Verify code **Send new code**

8. Once verified, you can continue with registration, or you can change your email address if it is not the one you want to use for login purposes.

E-mail address verified. You can now continue.

jcohen@hpplans.com

Change e-mail

9. HPP members **must have their Member ID number** to complete Registration.

First Name

Last Name

Date of Birth

I am a...

Member or dependent on the plan

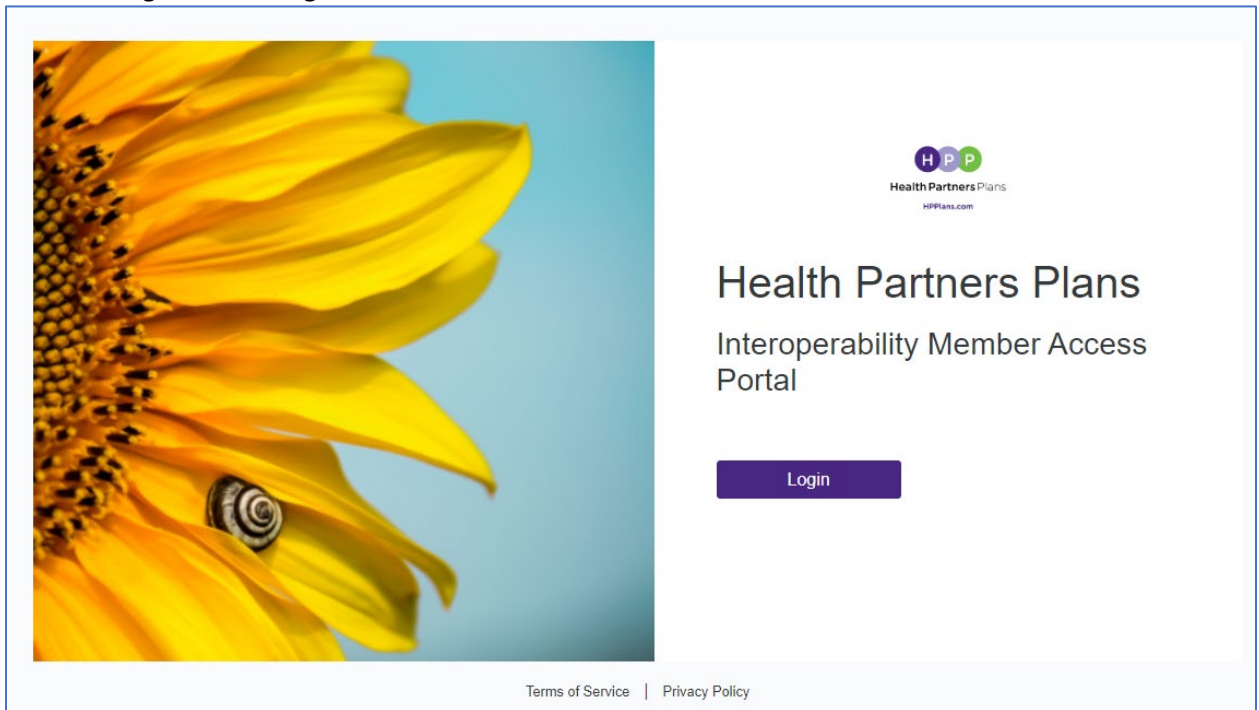
Non member, on behalf of a member

Member ID

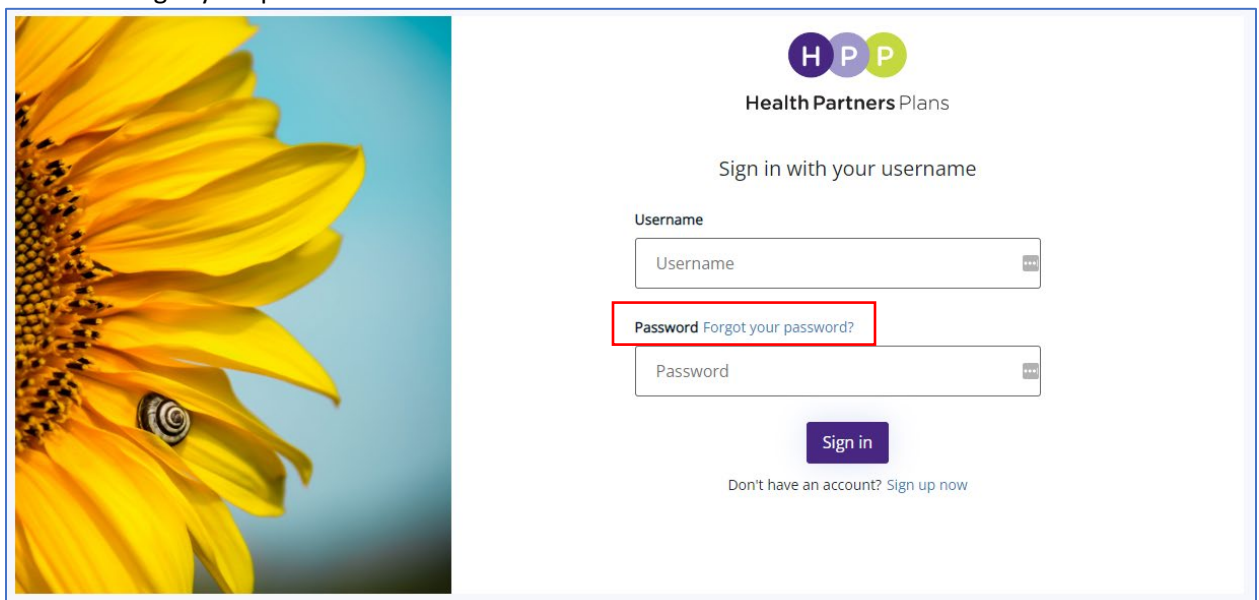
Create

How to Reset Your Password

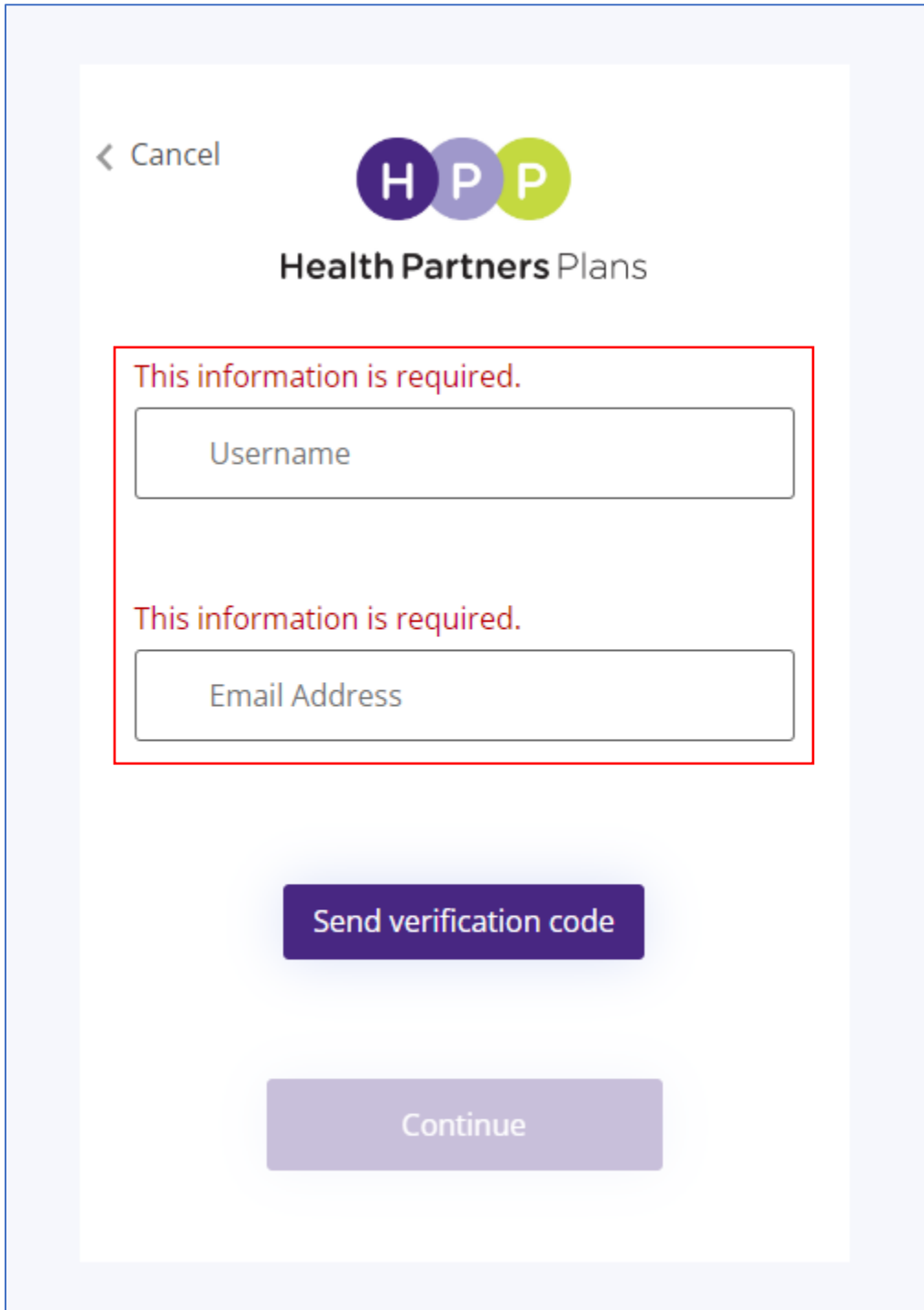
- Click on “Login” on the login screen:




- Click on “Forgot your password?” located above the Password field:



- Enter in your username and the associated email address – both are required in order to reset your password:



< Cancel



Health Partners Plans

This information is required.

This information is required.

Send verification code

Continue

- After you enter your Username and Email Address, click on “Send verification code”

< Cancel

H P P

Health Partners Plans

This information is required.

Username

This information is required.

Email Address

Send verification code

Continue

- If the request was successful, you will see the below screen after a couple of minutes:

< Cancel

H P P

Health Partners Plans

Adamtest

Verification code has been sent to your inbox.
Please copy it to the input box below.

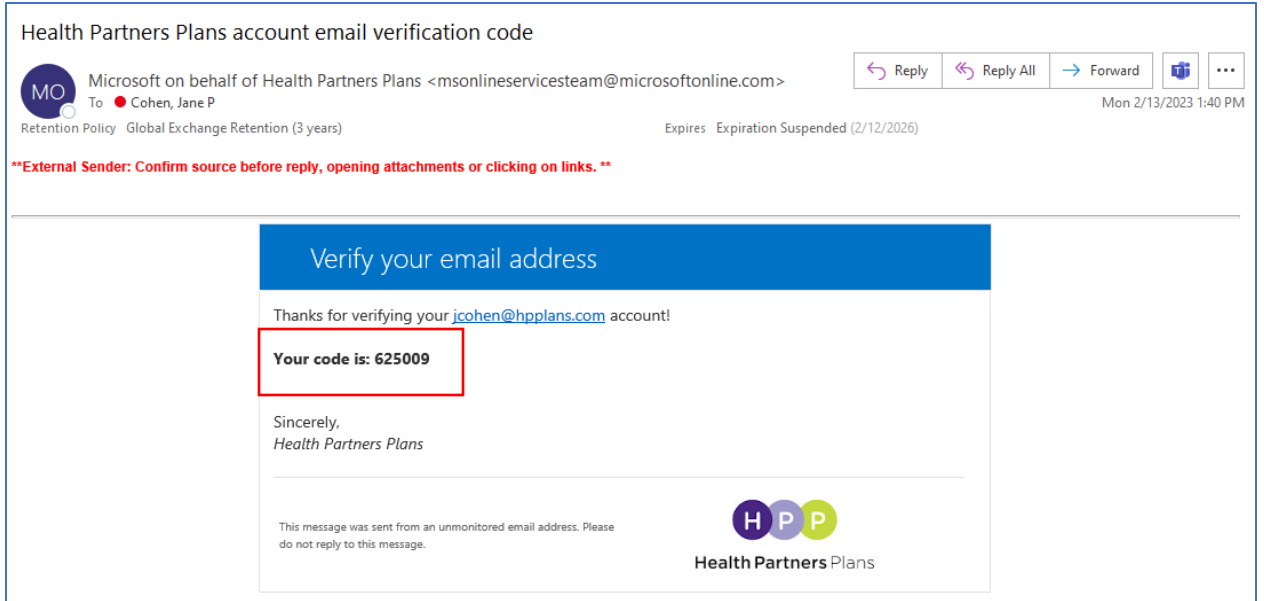
jcohen@hpplans.com

Verification Code

Verify code Send new code


Continue

- The email will look like this image below and will have the temporary verification code for you to enter in the Portal login screen. **Please Note:** this screenshot is just an example, your actual verification code will be unique to you:



- Enter in the code you were sent via email and click on “verify code”

[← Cancel](#)



Health Partners Plans

Adamtest

Verification code has been sent to your inbox.
Please copy it to the input box below.

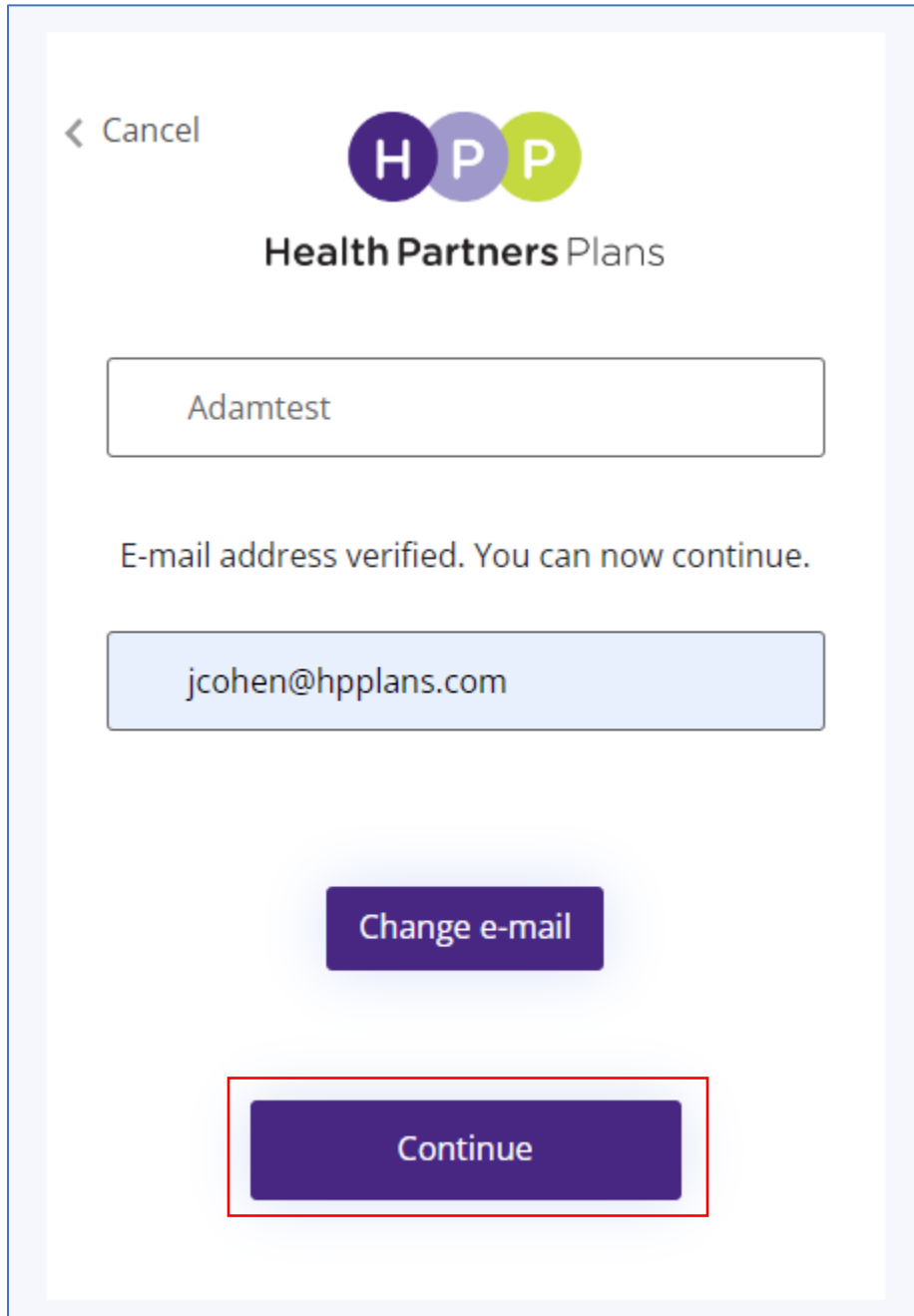
jcohen@hpplans.com

625009|

Verify code **Send new code**

Continue

- If your email has been verified, you will see the below message. Click “Continue”



- If the code is successful, the system will confirm your account. If the username and/or email address do not match, you will see the below screen:

< Cancel

H P P

Health Partners Plans

An account could not be found for the provided user ID.

Adamtest

E-mail address verified. You can now continue.

jcohen@hpplans.com

Change e-mail

Continue

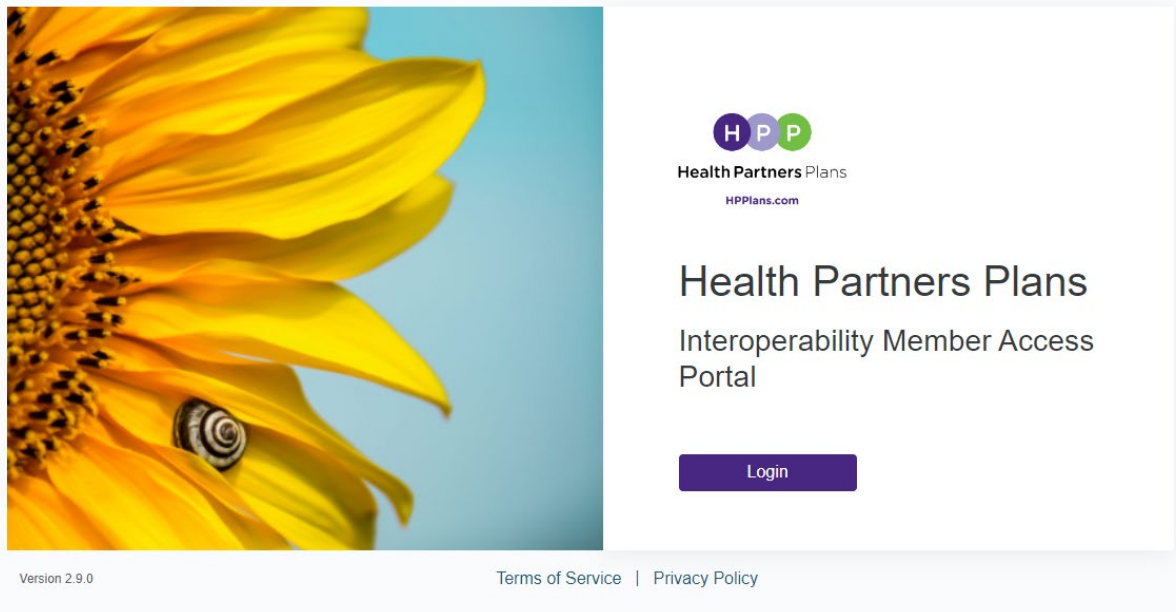
Personal Representative

For any members or head of household that request access to **another Member's account**, please contact HPP Member Relations to request access:

- Medicaid members: 1-800-553-0784
- Medicare members 1-866-901-8000
- CHIP members: 1-888-888-1211
- TTY users, dial 1-877-454-8477

Register a Personal Representative ID account:

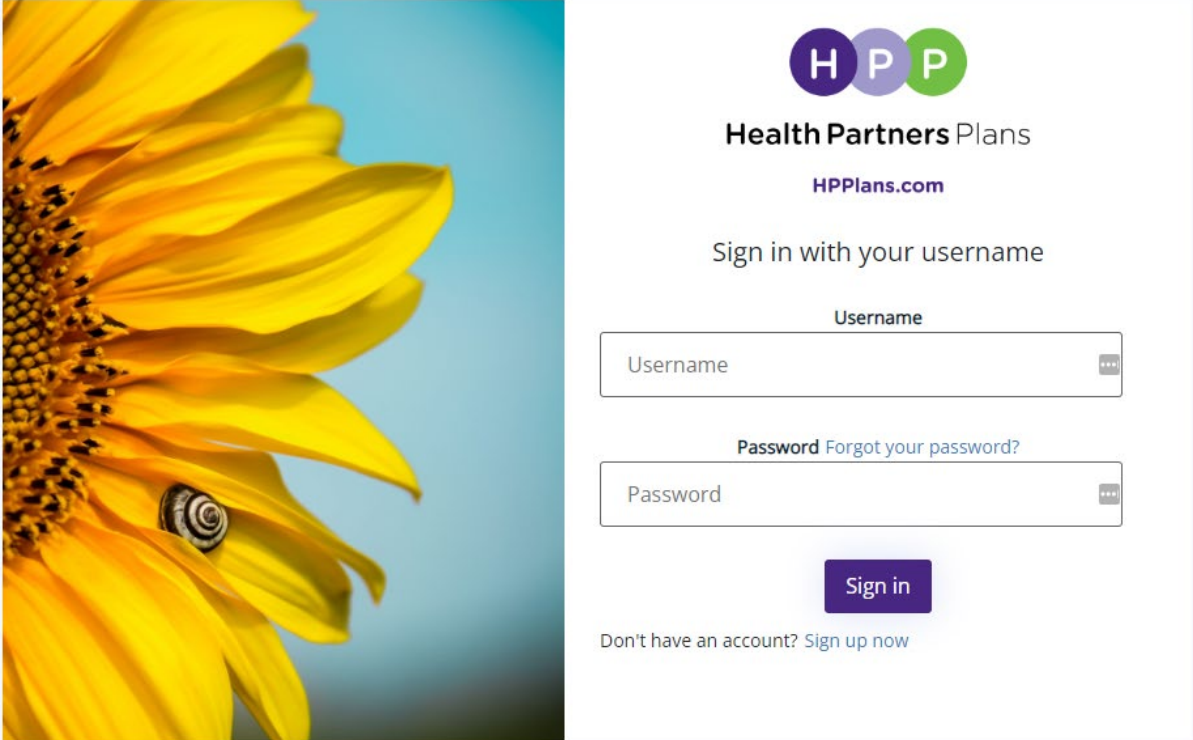
1. Ensure the Member and Personal Representative have acquired a Personal Representative ID
2. Click on Login



Version 2.9.0

Terms of Service | Privacy Policy

3. Click on “sign up now”



HP

Health Partners Plans

HPPlans.com

Sign in with your username

Username

Username

Password [Forgot your password?](#)

Password

Sign in


Don't have an account? [Sign up now](#)

4. Fill out all of the fields and ensure you click on “Non-member, on behalf of a member” and include the Personal Representative ID provided to you by the member who requested access on our behalf



Health Partners Plans

HPPlans.com

Send verification code

5.

Send verification code

First name

Last name

Date of Birth (MM-DD-YYYY)

I am a...

- Member or dependent on the plan
- Non-member, on behalf of a member

Personal Representative ID

Create

Data or Technical Issues

For any data inconsistencies or technical issues, please report them to HPP by calling the number on the back of your Member ID card.