

HOME HEALTH PROVIDER PORTAL USER GUIDE

HOME HEALTH PROVIDER PORTAL

OVERVIEW

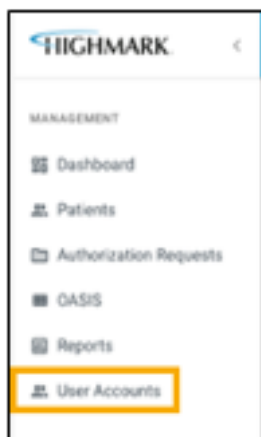
The Highmark Home Health Utilization Management (HHUM) portal allows providers to view the status of pre-authorization requests (currently home health providers only), reporting for certain programs your agency/facility participates in, and many other functions. Portal administrators have the ability to create and manage these options for users within their agency/facility. New user accounts need to be set up by the designated administrator of the agency/facility per the eDelivery Agreement and User Form.

IMPORTANT: Administrators are ONLY allowed to make new user accounts for agencies/facilities (i.e. NPIs) you have access to.

CREATE A NEW USER

To create a new user, follow the directions below.

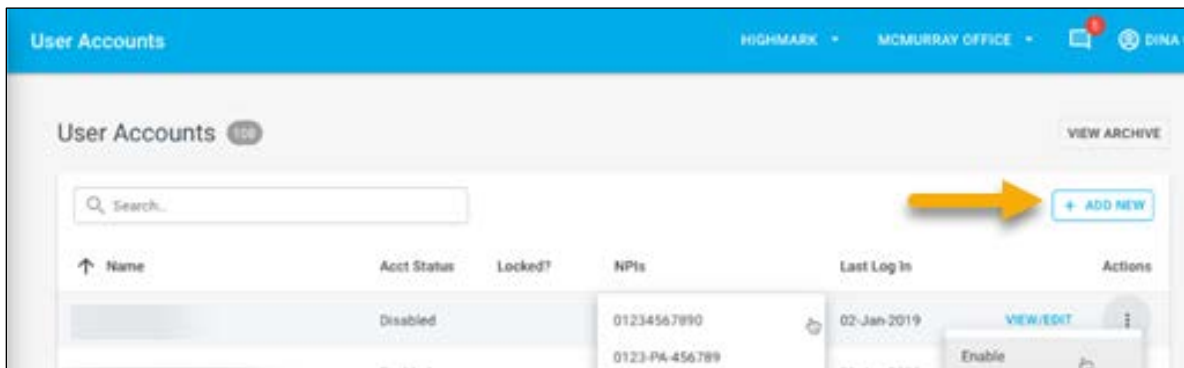
- 1) Access the Provider Portal: <https://hhpa-provider.homehealthum.com/>
- 2) From the dashboard's left navigation menu select **User Accounts**



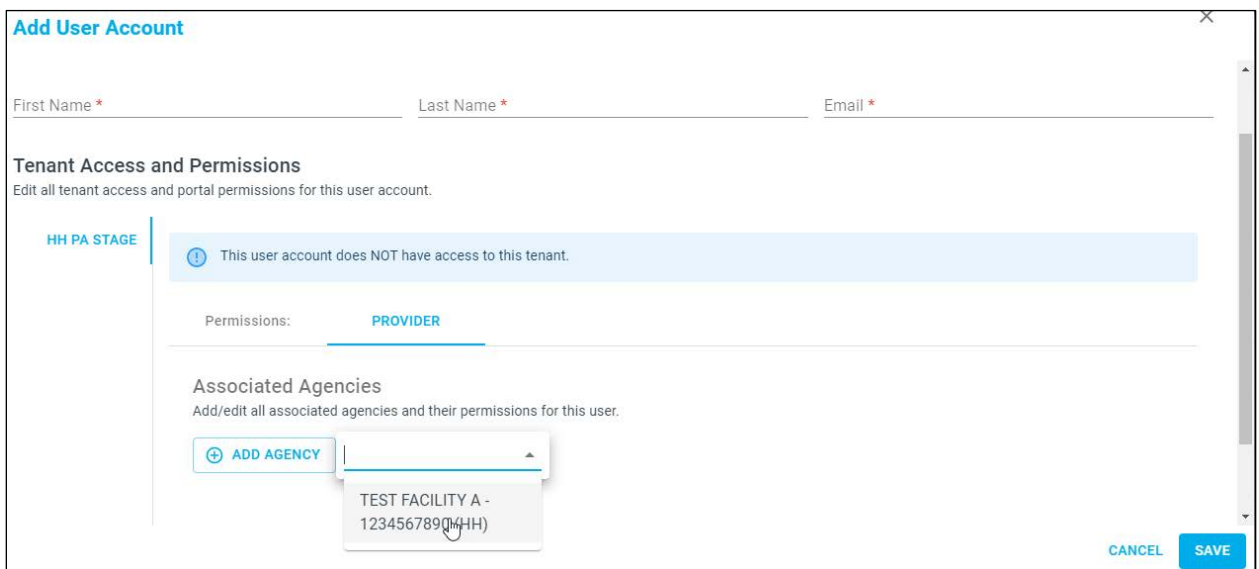
- 3) Select **Add New** at the top right corner



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- 4) Enter the First Name, Last Name, and Email
- 5) Click **ADD AGENCY** and select all appropriate facilities from the drop-down



- 6) Use the sliding toggles under **Provider Permissions** to select permission levels for each facility
HINT: If the toggle is showing up **Green** then the permission is on
- 7) **SAVE** when complete.

USER ACCOUNT STATUS

Once the user is set up, you will be able to:



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- Enable user accounts
- Review and edit user roles such as:
- NPIs assigned to the user
- Locked user accounts
- Disable user account (if the facility/agency is no longer employed by you)
- Archive the account (if the facility/agency is no longer employed by you but you want to retain the account)
 - Review and edit user roles such as:
 - NPIs assigned to the user
 - Locked user accounts

TECHNICAL SUPPORT AND TIPS

NAVINET HELP

Users who begin a new authorization request in NaviNet® must login via a supported browser (see below). The transition to the HHUM portal and back to NaviNet® should be seamless in the supported browser.

For guidance on how to use NaviNet, review the following PDFs:

- [NaviNet Provider Portal](#)
- [NaviNet Basics](#)
- [NaviNet Tips](#)

SUPPORTED WEB BROWSERS

The HHUM Portal is built to operate on supported web browsers that comply with security and privacy standards. These Browsers include:

- [Google Chrome](#) (preferred web browser for security and privacy)
- [Microsoft Edge](#)
- [Apple Safari](#)
- [Mozilla Firefox](#)

IMPORTANT: Internet Explorer is not supported for this portal. You will not be able to gain access to this portal if you use Internet Explorer. Google Chrome or Firefox browsers are recommended.



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Your IT/Desktop Support Team can tell you which browsers you are able to download. They should assist with exporting bookmarks and cookies from browser into supported browsers.

OTHER TECHNICAL SUPPORT OPTIONS

If you have exhausted the options below or have a question that is not answered in this document you can contact HCSTechnology@highmark.com for portal help. If you need help with NaviNet, please call 1-888-8057.



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