

Jefferson Health Plans

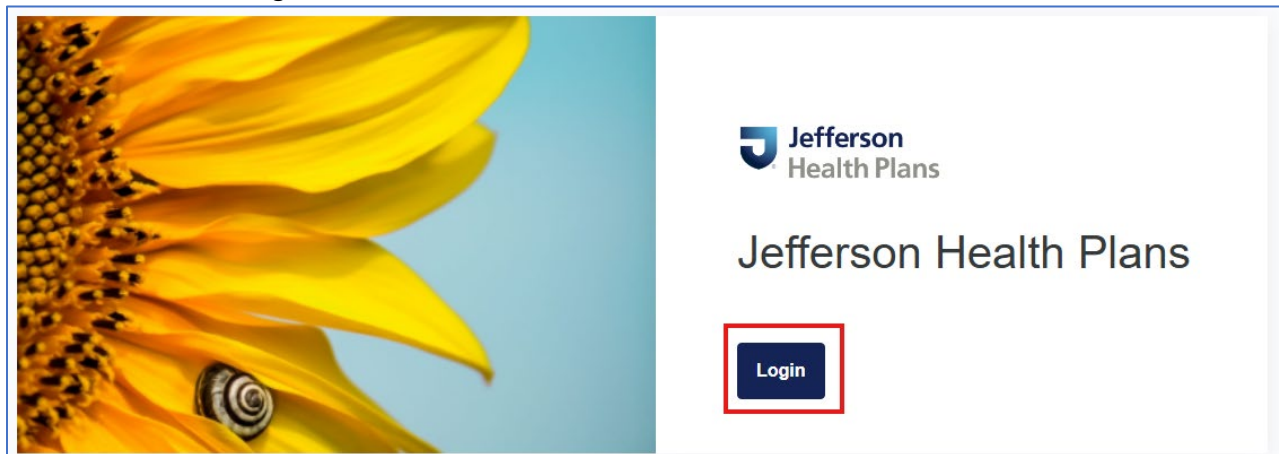
Interoperability User Guide

Access the Interoperability Member Access Portal

1. To access and register an account to the Jefferson Health Plans Interop Member Portal, please enter the below link in a web browser. Recommended browsers include Google Chrome, Microsoft Edge, or Safari.
2. <https://jhp.healthtrioconnect.com/app/index.page?>

Login to the Interoperability Member Access Portal

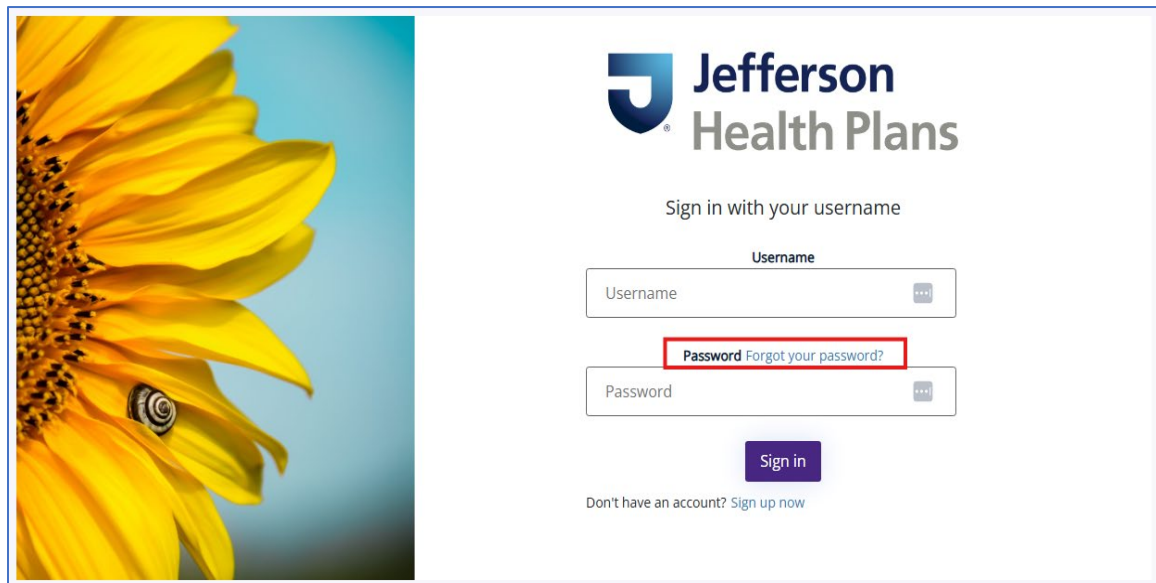
1. Click on the Login button to enter account credentials.



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

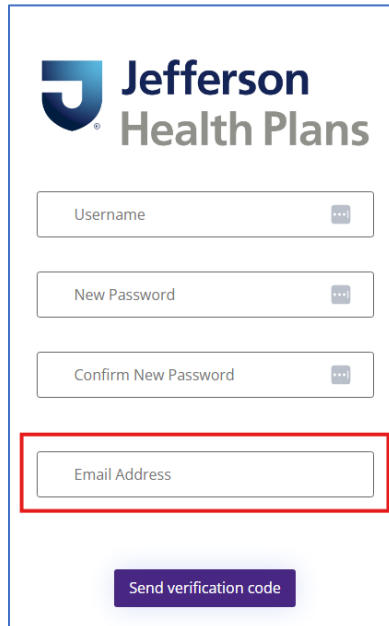
1. Type in your preferred username.
 - a. Please note: Usernames **cannot** be changed. If you need to change your username, you will have to re-register a new account using a different username.

The screenshot shows the Jefferson Health Plans registration form. At the top is the logo with a blue 'J' icon and the text 'Jefferson Health Plans'. Below the logo are four input fields: 'Username', 'New Password', 'Confirm New Password', and 'Email Address'. Each of the first three fields has a small icon of three dots on the right side. A red rectangular box highlights the 'Username' field. At the bottom of the form is a 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

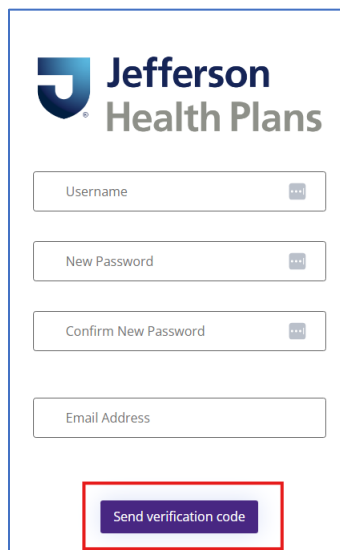
This screenshot is identical to the one above, showing the Jefferson Health Plans registration form. However, a red rectangular box highlights the 'New Password' and 'Confirm New Password' fields instead of the 'Username' field. The 'Send verification code' button remains at the bottom.

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



The screenshot shows the Jefferson Health Plans registration form. At the top is the logo with a blue 'J' icon and the text 'Jefferson Health Plans'. Below the logo are four input fields: 'Username', 'New Password', 'Confirm New Password', and 'Email Address'. Each of the first three fields has a small eye icon on the right side. The 'Email Address' field is highlighted with a red rectangular border. Below the input fields is a purple button labeled 'Send verification code'.

4. Click on “Send verification code” to receive a temporary code 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.



This screenshot is identical to the one above, showing the Jefferson Health Plans registration form. In this version, the purple button labeled 'Send verification code' at the bottom of the form 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.
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”.
 - a. Note: 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).

Jefferson Health Plans

awolfe

.....

.....

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

awolfe@jeffersonhealthplans.com

Verification Code

Verify code Send new code

7. 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

8. Jefferson Health Plans Members must have their Member ID number to complete Registration.

The image shows a registration form for a person representative account. It contains the following fields and options:

- First Name
- Last Name
- Date of Birth
- am a... (radio button options):
 - Member or dependent on the plan
 - Non member, on behalf of a member
- Member ID
- Create (button)

9. To register a person representative account:
 - a. Ensure the Member and Personal Representative have acquired a Personal Representative ID
 - b. Click on Login
 - c. Click on “sign up now”
 - d. 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

Send verification code

First name

Last name

Date of Birth (MM-DD-YYYY)

I am a...

Member or dependent on the plan

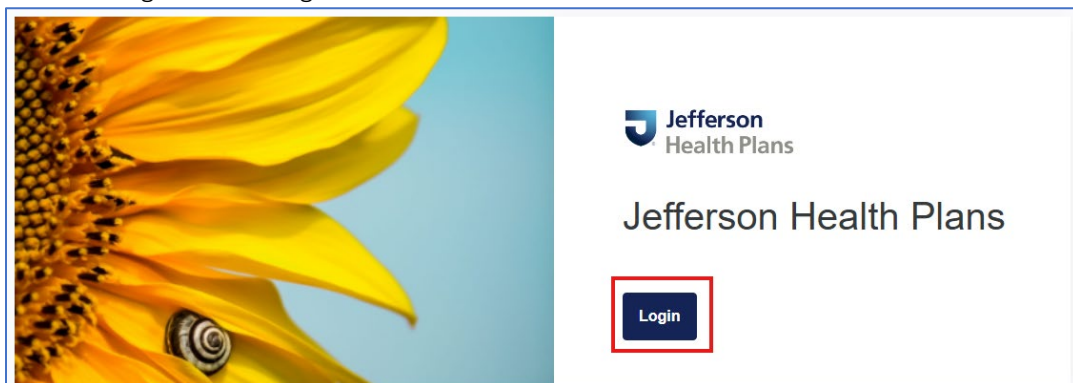
Non-member, on behalf of a member

Personal Representative ID

Create

How to Reset Your Password

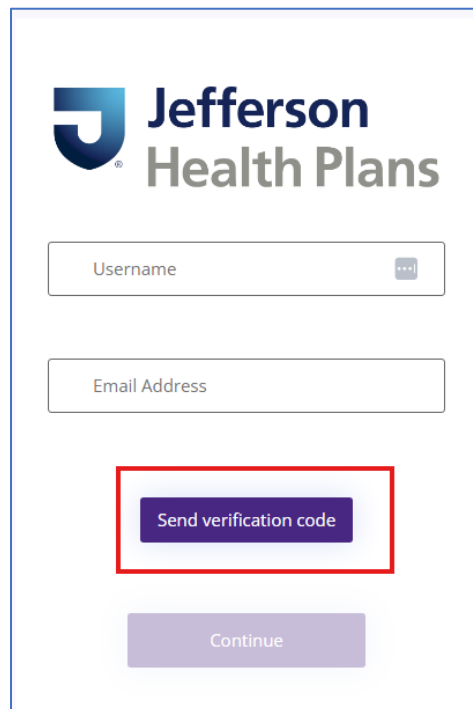
- Click on "Login" on the login screen:



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



- If the request was successful, you will see the below screen after a couple of minute. Enter the verification code from the email, and select “Verify Code”

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awolfe

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

awolfe@jeffersonhealthplans.com

Verification Code

Verify code Send new code

Continue

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

Jefferson Health Plans

[Redacted Name]

E-mail address verified. You can now continue.

awolfe@jeffersonhealthplans.com

Change e-mail

Continue

Personal Representative

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

- Medicaid Members: 1-800-553-0784 (TTY 711)
- Medicare Members 1-866-901-8000 (TTY 711)

Data or Technical Issues

For any data inconsistencies or technical issues, please report them to HPP by calling:

- Medicaid Members: 1-800-553-0784 (TTY 711)
- Medicare Members 1-866-901-8000 (TTY 711)