

MyCHPW MEMBER PORTAL USER GUIDE

October 2026

COMMUNITY HEALTH PLAN of Washington™
The power of community

Apple Health (Medicaid)
Medicare Advantage
Individual & Family Plans

REVISION HISTORY

Version	Date	Prepared By	Summary of Changes
V1.0	July 2026	Pranitha Kashyap	DRAFT
V1.1	October 2026	Afzal Shaikh	Added below new changes as per CHPW Member Portal Consolidation Project: - View Contact Card - View Care Reminders - View Plan Documents - View Id Card - Manage Communication - Feedback/Survey - Change PCP - Health Assessment
V1.2	October 2026	Afzal Shaikh	Updated screenshot on the below section: - Authorization and Referrals: Page 26 - 29 - Your Benefits: Page 31 - 32 - Your Claims: Page 25, 26, 38, 41, 42, 51 - Find/Rate A Doctor: Page 55, 56, 57, 62

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1 Accessing the Portal

You'll need to start by creating an account. This includes creating your user login ID, password, and setting up your security questions and answers. Setting up a member portal account lets you come back to the member portal at any time to review your coverage information.

How to Create a myCHPW Member Portal Account

The CHPW member portal may look a little different depending on whether you are an Apple Health (Medicaid), Medicare Advantage, or Individual and Family Cascade Select member (for example, different coloured portal pages depending on your plan). However, the member portal has most of the same features and is used the same way no matter which CHPW plan you have. Anything that is different for your specific plan is indicated in this User Guide.

You will need to fill out and submit the online Member Registration form to CHPW. Follow these steps to create your member portal account.

Before You Begin

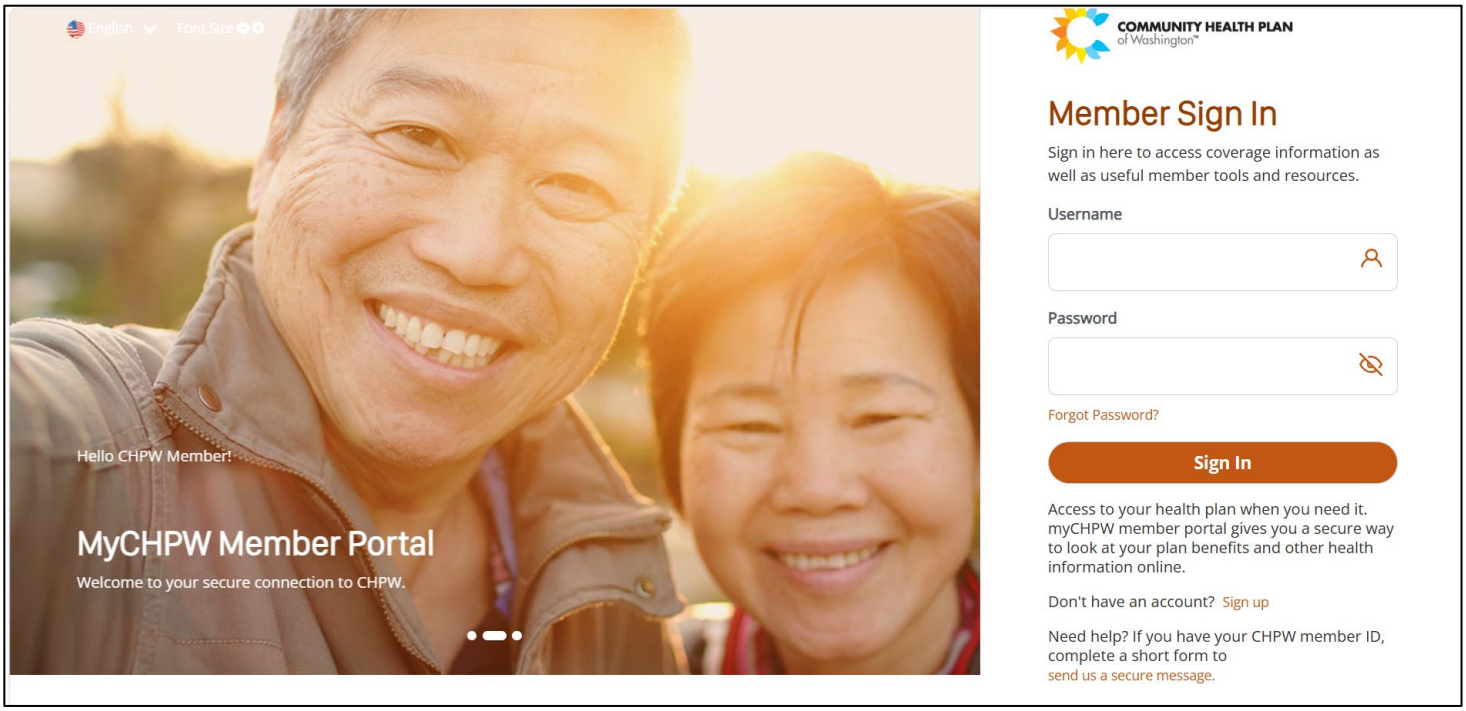
You must have active coverage through CHPW to be able to create a myCHPW member portal account. To create a portal account, you will need the following:

- Your Member ID number. You can find this on your CHPW Member ID card.
- Your first and last name as it appears on your enrolment application.
- Your date of birth.
- Your residential address.

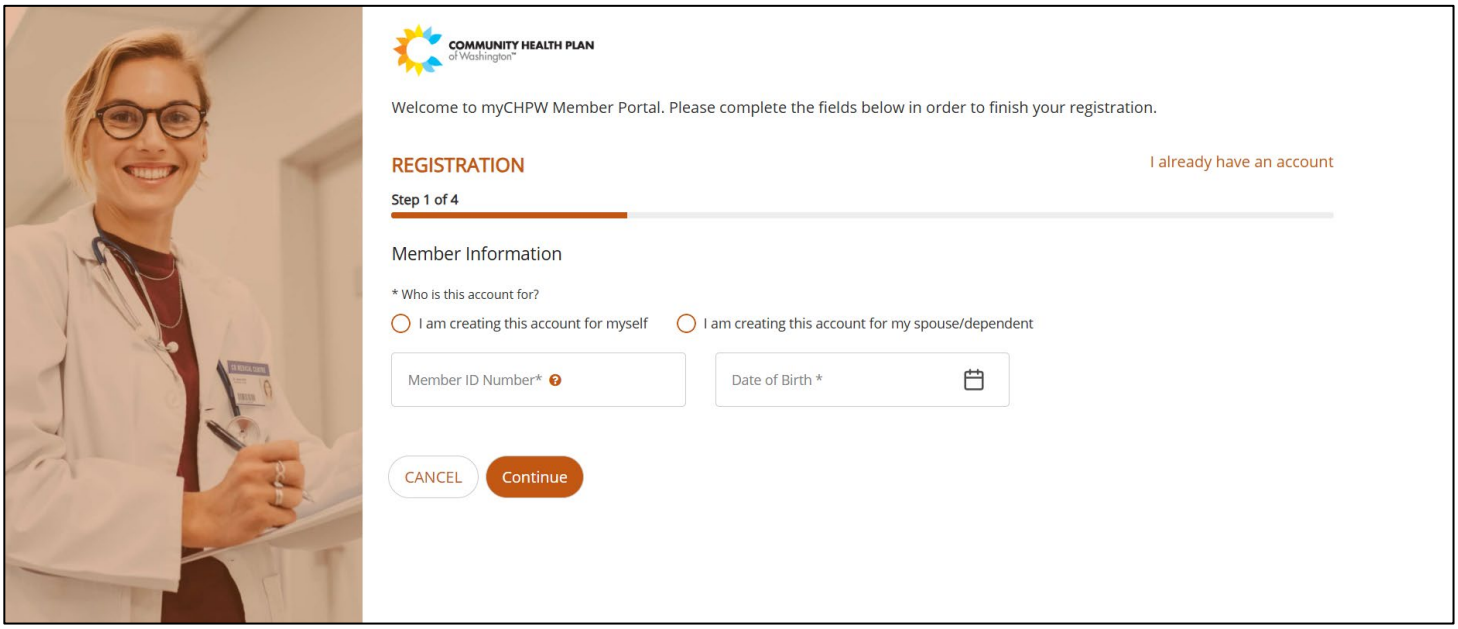
Screens

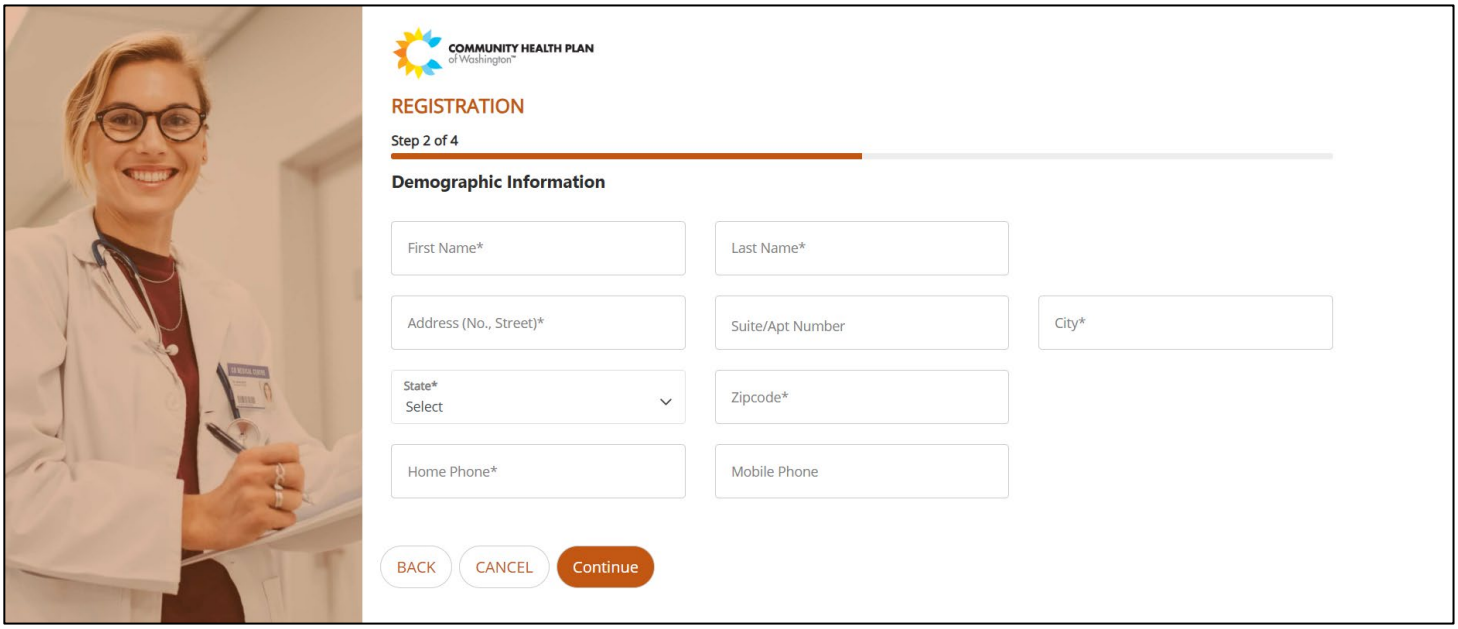
CHPW Member Welcome Page

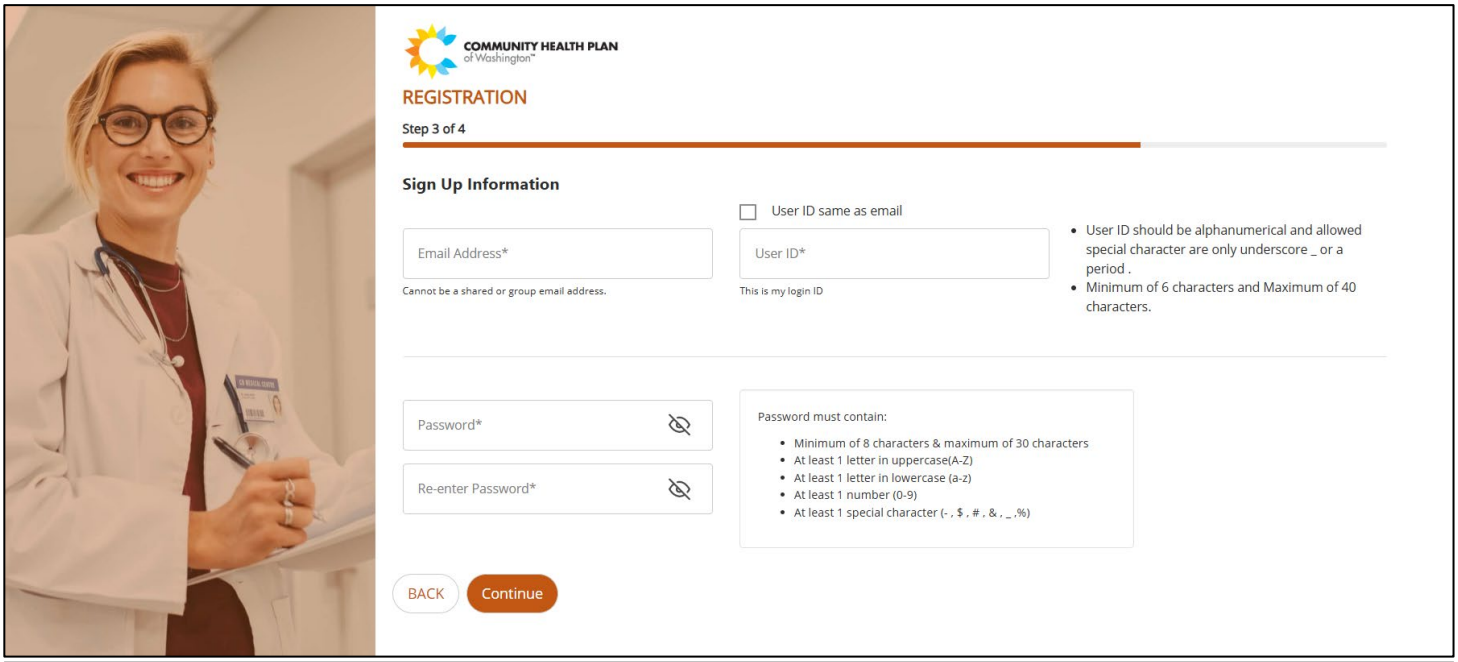
As previously noted, you may have different coloured portal pages depending on your plan.

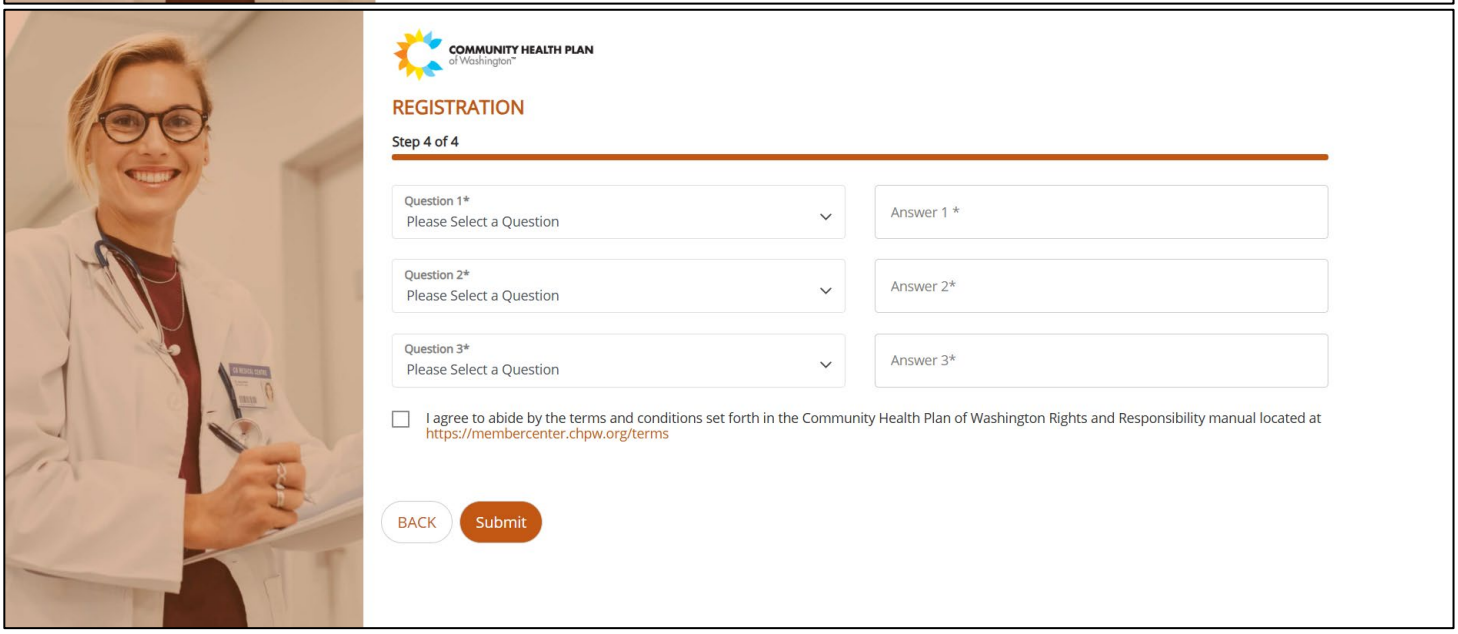


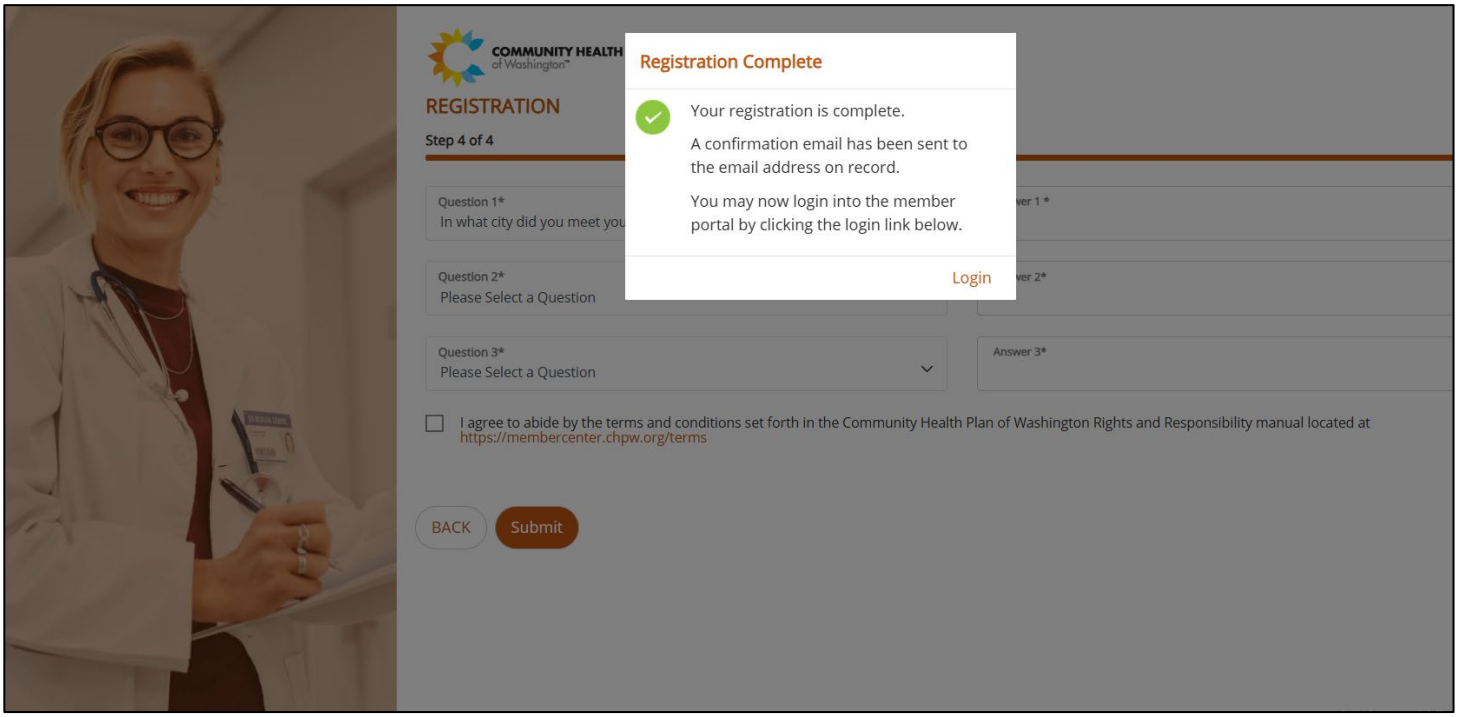
Registration page






COMMUNITY HEALTH PLAN of Washington™
REGISTRATION
Step 3 of 4
Sign Up Information
User ID same as email
Email Address*
Cannot be a shared or group email address.
User ID*
This is my login ID
User ID should be alphanumerical and allowed special character are only underscore _ or a period .
Minimum of 6 characters and Maximum of 40 characters.
Password*
Re-enter Password*
Password must contain:
Minimum of 8 characters & maximum of 30 characters
At least 1 letter in uppercase(A-Z)
At least 1 letter in lowercase (a-z)
At least 1 number (0-9)
At least 1 special character (- , $, # , & , _ ,%)
BACK
Continue


COMMUNITY HEALTH PLAN of Washington™
REGISTRATION
Step 4 of 4
Question 1*
Please Select a Question
Answer 1 *
Question 2*
Please Select a Question
Answer 2*
Question 3*
Please Select a Question
Answer 3*
I agree to abide by the terms and conditions set forth in the Community Health Plan of Washington Rights and Responsibility manual located at https://membercenter.chpw.org/terms
BACK
Submit



Step-by-Step Instructions

Start from the myCHPW Member Portal Page

1. **Open your web browser.**

Enter the myCHPW web address in your web browser address field: https://mychpw.chpw.org/en/member. Press ***Enter***. You will see the Community Health Plan of Washington myCHPW login page. See the CHPW Member Welcome Page screen on page 5 of this guide.

2. **Start from the myCHPW Member Portal page. Click the *Sign up* link.**

This will take you to the Member Registration form.

Member Registration Page

3. **You must select for whom the account is being created.**

   IMPORTANT! If you make an account for a dependent/spouse:
   CHPW will apply the HIPAA Privacy rule, the Health Insurance Portability and Accountability Act of 1996, which restricts access to specific medical information.

4. **Enter your *Member ID Number* and *Date of Birth*.**

The Member ID number you enter must match the number from your Member ID Card. This is the number located on the front of your Member ID card. If the Member ID number does not exist, a message will display.

The birth date you enter must match the birth date from your enrolment application.

5. Enter the rest of your information.

Make sure you fill out the required fields.

The First Name and Last Name you enter on the Registration form must match the name on your Member ID card.

6. Create your User ID.

The User ID you create must be at least eight characters. You can use your email address as your User ID if you want. Your User ID can contain any combination of numbers and letters. The only special characters allowed are the @ symbol, a period, and an underscore.

If the User ID or the email address already exists, a message will display.

7. Create your Password and Security Questions.

Follow the instructions to create your password.

You will be able to change your password, security questions, and security answers at any time.

8. Agree to the Privacy Policy.

There's a link to CHPW's Privacy Policy at the bottom of the page.

To complete the registration process, you must view and agree to the Privacy Policy. Select the link to view the Privacy Policy and check the box next to: "I understand and agree with the CHPW Privacy Policy."

9. Click the *Register* button.

If your registration was successful, a "Success" message will display with a link to the myCHPW member portal.

If your registration did not pass the validation process, the portal will display a message.

> **IMPORTANT!** Before clicking the Register button, be sure to make a note of your User ID, Password, and Security Questions and Answers. You will need your User ID and Password to access the member portal. You will need your Security Questions and Answers if you want or need to change your password.

What's Next

10. If your registration was successful:

The portal will display a message that has a link to the myCHPW member portal.

You can now sign in to the myCHPW member portal and view your health coverage information.

A confirmation email will be sent to the email account you entered on the registration form.

11. If your registration was not successful:

An email will be sent to the email account you entered on the registration form.

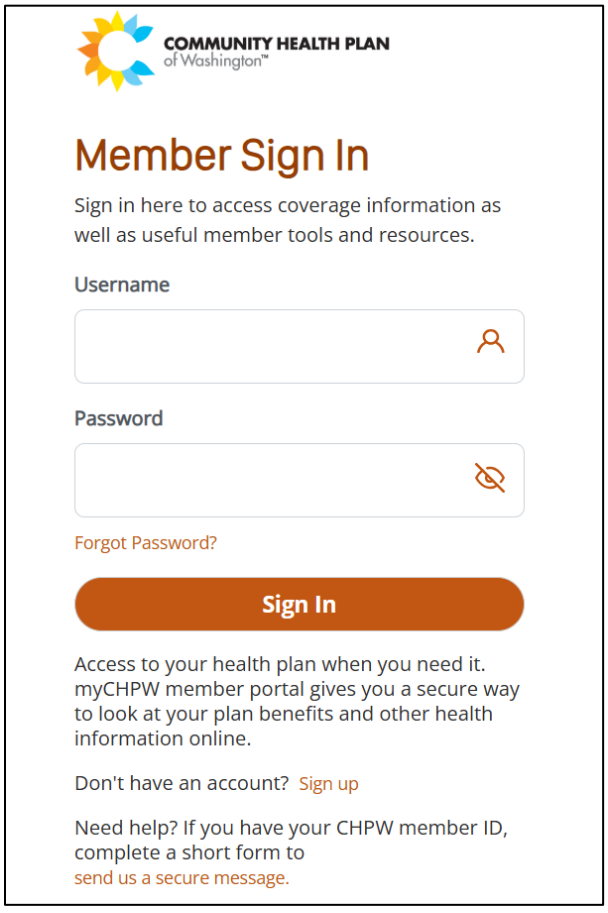
How to Log in to the Member Portal

Follow these step-by-step instructions to log in to the myCHPW member portal.

Before You Begin

You will need your User ID and Password.

Screens



Step-by-Step Instructions

Start from the myCHPW Member Portal

1. **Enter your *User ID* and *Password*.**

   IMPORTANT! The member portal keeps track of failed login attempts and will lock your account after three failed attempts. If your account is locked, follow the instructions on the onscreen message to unlock your account.

2. **Click the *Sign In* button.**

If your login is successful, you will be taken to the **Member Dashboard**.

How to Enable or Disable Two-Factor Authentication

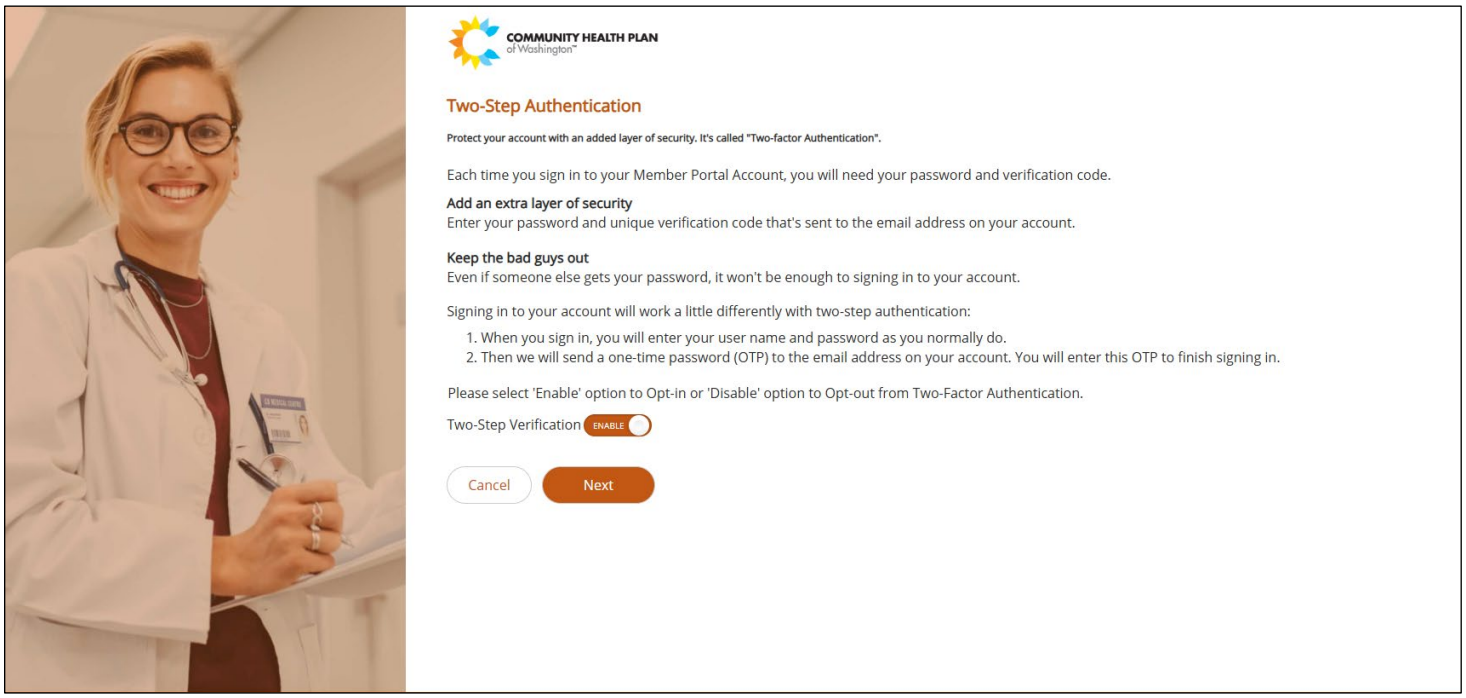
You have the option to protect your account with an added layer of security. It's called "two-factor authentication" or "2FA" (or "two-step authentication"). With 2FA, even if someone gets your myCHPW password, they won't be able to sign in to your account.

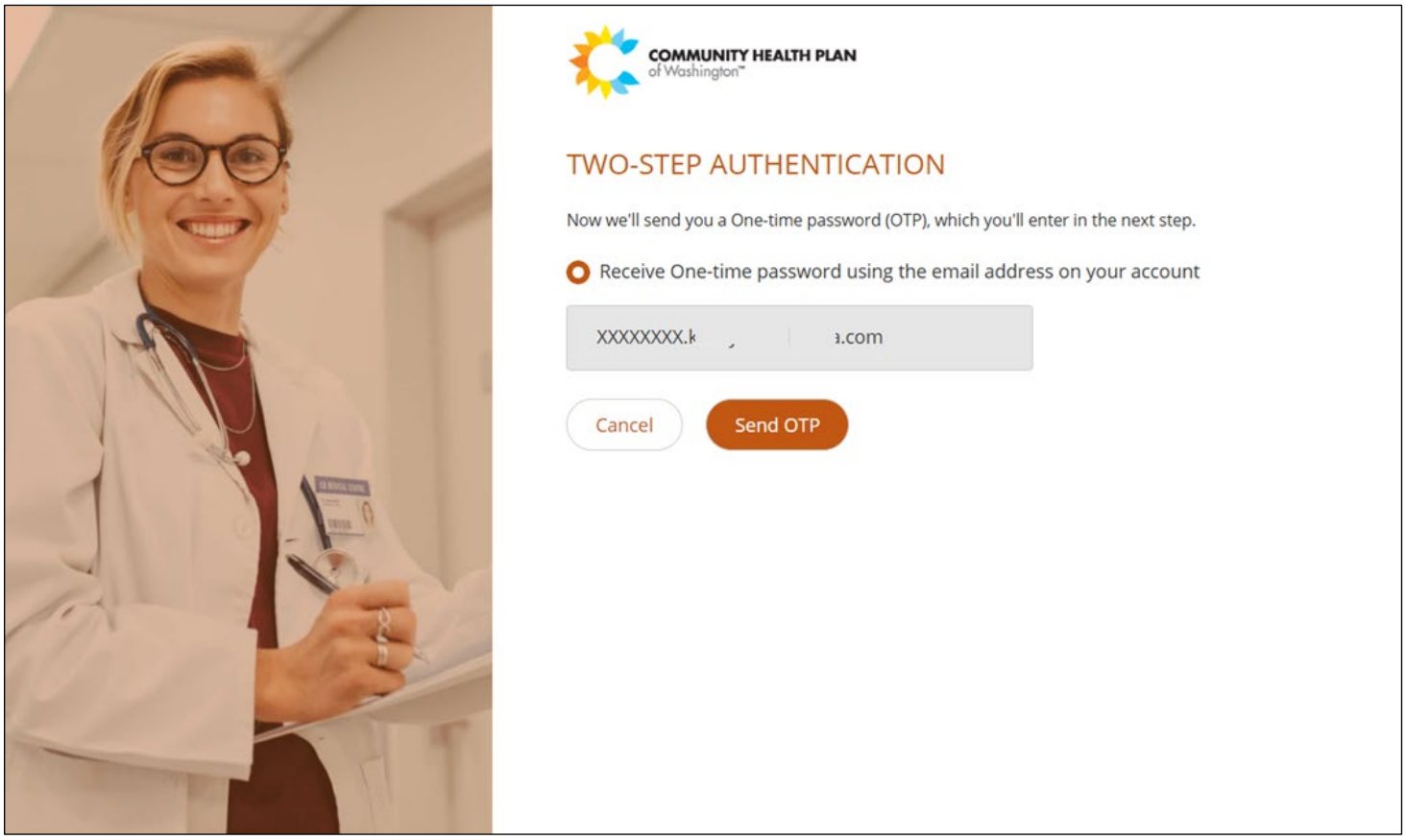
You'll be prompted to set up 2FA when logging into the member portal, however, 2FA is optional. You'll still be able to access and use the portal even if you don't set up 2FA.

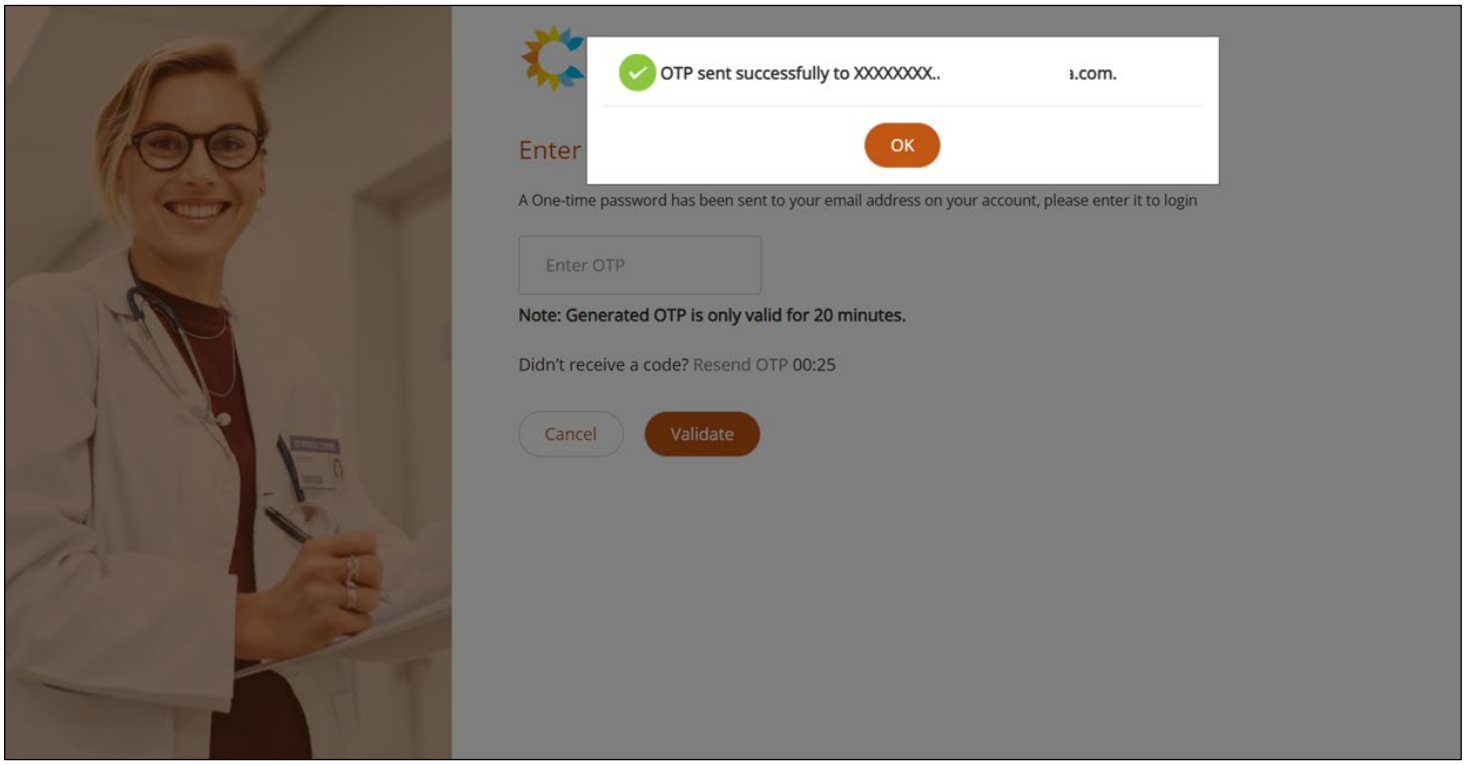
Next time you log into myCHPW, follow the on-screen instructions to either enable 2FA or to opt out of it. Whichever you choose, you can change your 2FA preference later.

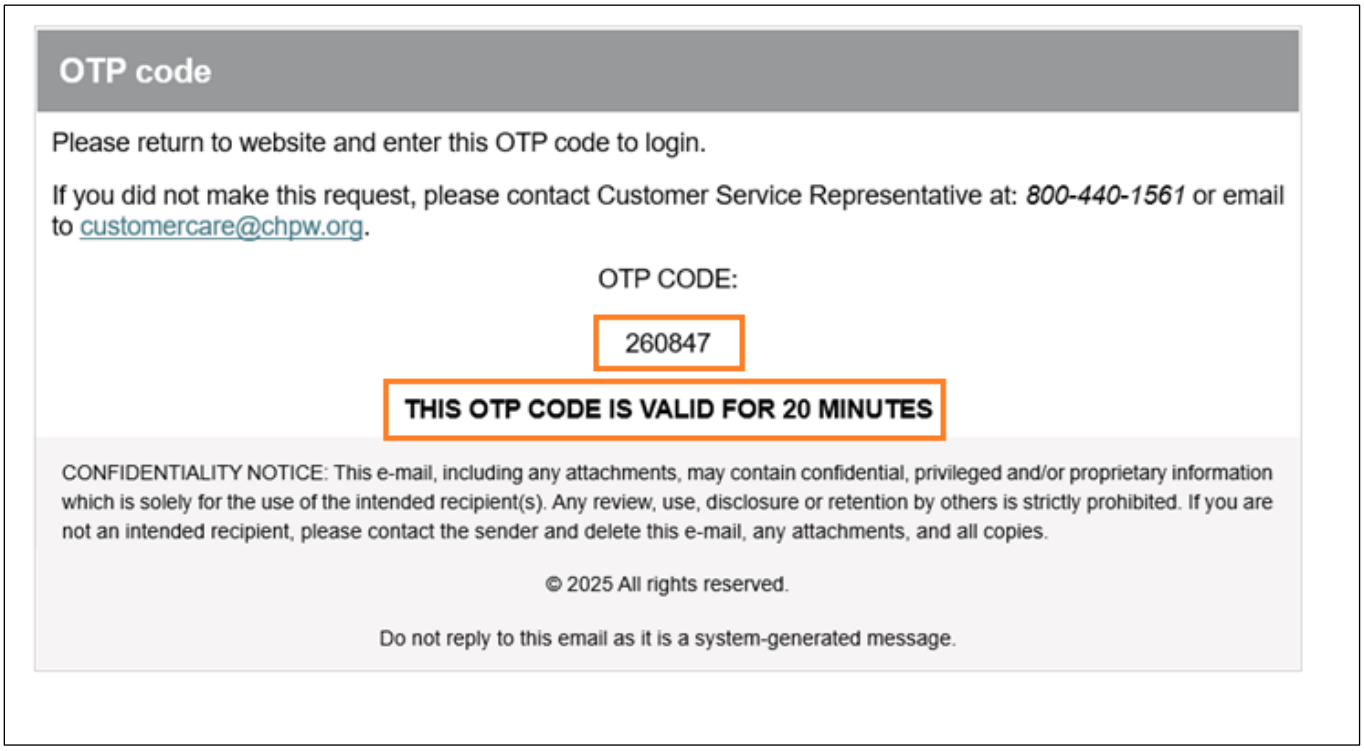
Screens

Enable 2FA


COMMUNITY HEALTH PLAN of Washington™
Two-Step Authentication
Protect your account with an added layer of security. It's called "Two-factor Authentication".
Each time you sign in to your Member Portal Account, you will need your password and verification code.
Add an extra layer of security
Enter your password and unique verification code that's sent to the email address on your account.
Keep the bad guys out
Even if someone else gets your password, it won't be enough to signing in to your account.
Signing in to your account will work a little differently with two-step authentication:
1. When you sign in, you will enter your user name and password as you normally do.
2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in.
Please select 'Enable' option to Opt-in or 'Disable' option to Opt-out from Two-Factor Authentication.
Two-Step Verification
ENABLE
Cancel
Next


COMMUNITY HEALTH PLAN
of Washington™
TWO-STEP AUTHENTICATION
Now we'll send you a One-time password (OTP), which you'll enter in the next step.
Receive One-time password using the email address on your account
XXXXXXXX.k
ı.com
Cancel
Send OTP





OTP code

Please return to website and enter this OTP code to login.

If you did not make this request, please contact Customer Service Representative at: *800-440-1561* or email to customercare@chpw.org.

OTP CODE:

260847

THIS OTP CODE IS VALID FOR 20 MINUTES

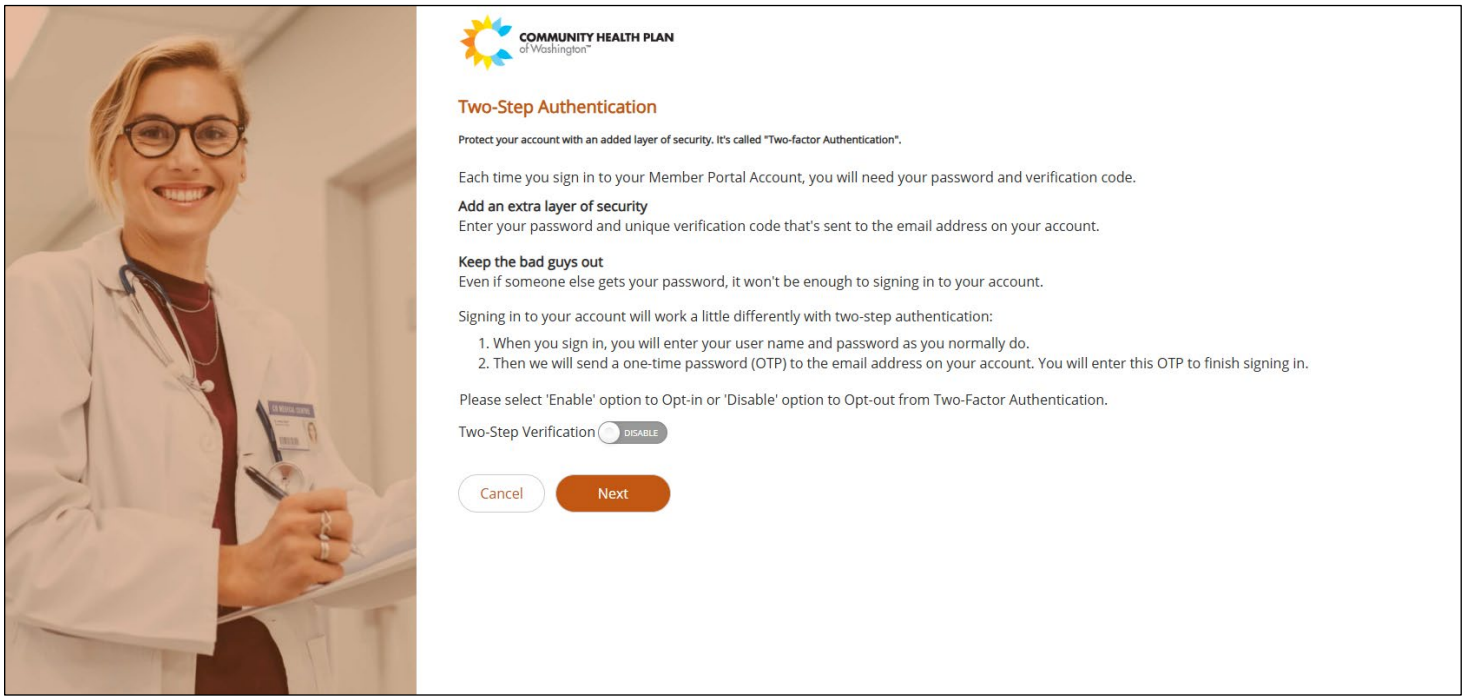
CONFIDENTIALITY NOTICE: This e-mail, including any attachments, may contain confidential, privileged and/or proprietary information which is solely for the use of the intended recipient(s). Any review, use, disclosure or retention by others is strictly prohibited. If you are not an intended recipient, please contact the sender and delete this e-mail, any attachments, and all copies.

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Do not reply to this email as it is a system-generated message.

Screens

Disable 2FA



Start from the member portal sign-in screen

1. **Open your web browser and go to the myCHPW portal.**

Go to https://mychpw.chpw.org/en/member.

2. **Click *Enable* if you want to use 2FA; or, click *Disable* if you don't want to use 2FA.**

Tips!

- If you choose ***Disable***, the portal takes you straight to your **Member Dashboard**.
- This is a one-time screen. Once you select a preference, you won't be prompted to enable or disable 2FA next time you log in, however, you can change your preference later. See the "How to Change Your 2FA Preference" section below.

Then click ***Next***.

3. If you're using 2FA:

a. Click ***Send OTP***.

A confirmation pop up box displays stating a message was sent to the email address that we have on file for you.

b. Check your email for the OTP.

IMPORTANT! Your OTP code is valid for **20 minutes**.

c. Go back to the myCHPW member portal and enter the OTP.

Enter the OTP that we sent to your email and then click ***Validate***.

d. The portal takes you to your **Member Dashboard**.

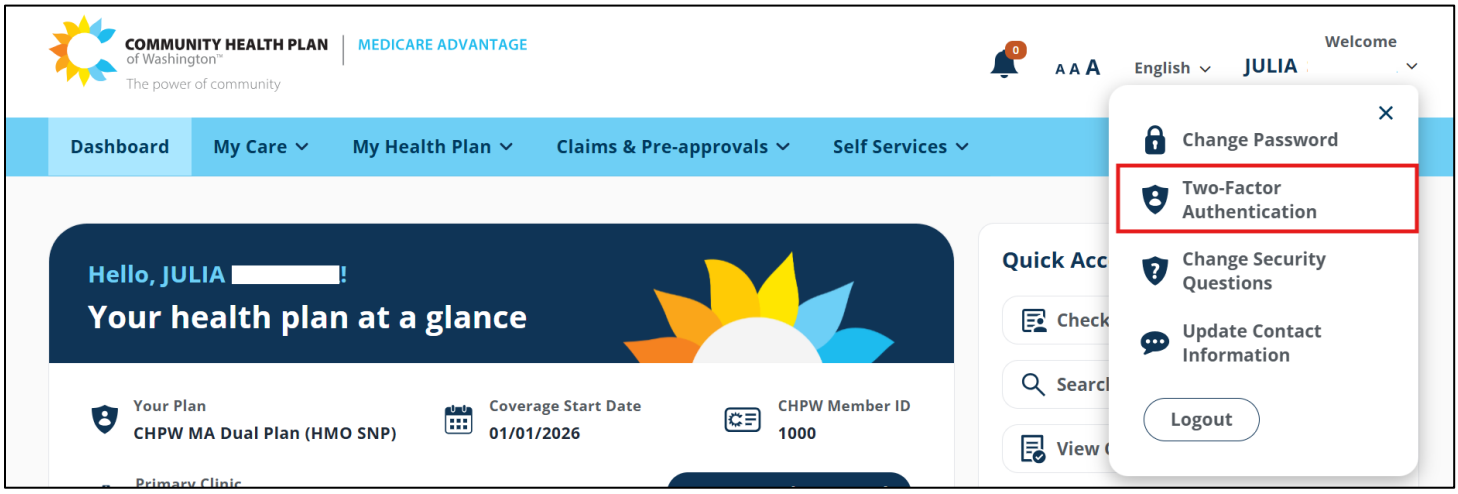
4. If your OTP expired, or if you receive a message that you entered the wrong code, or if your account is locked, contact Customer Service.

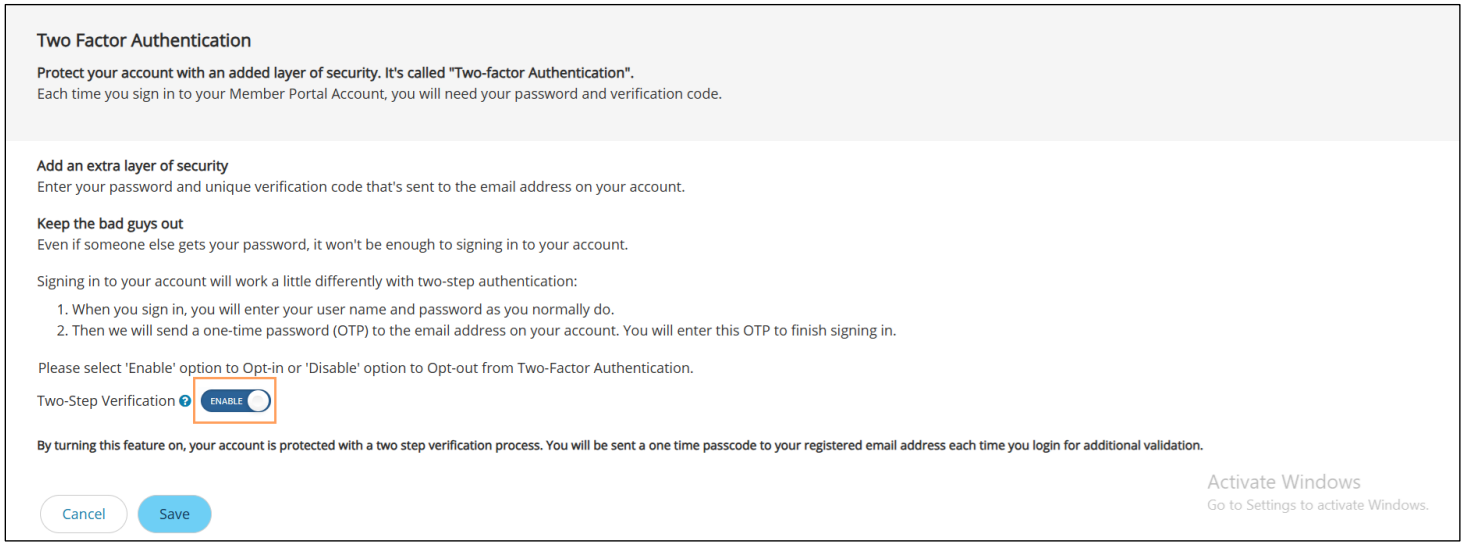
Call (800) 440-1561 or email customercare@chpw.org.

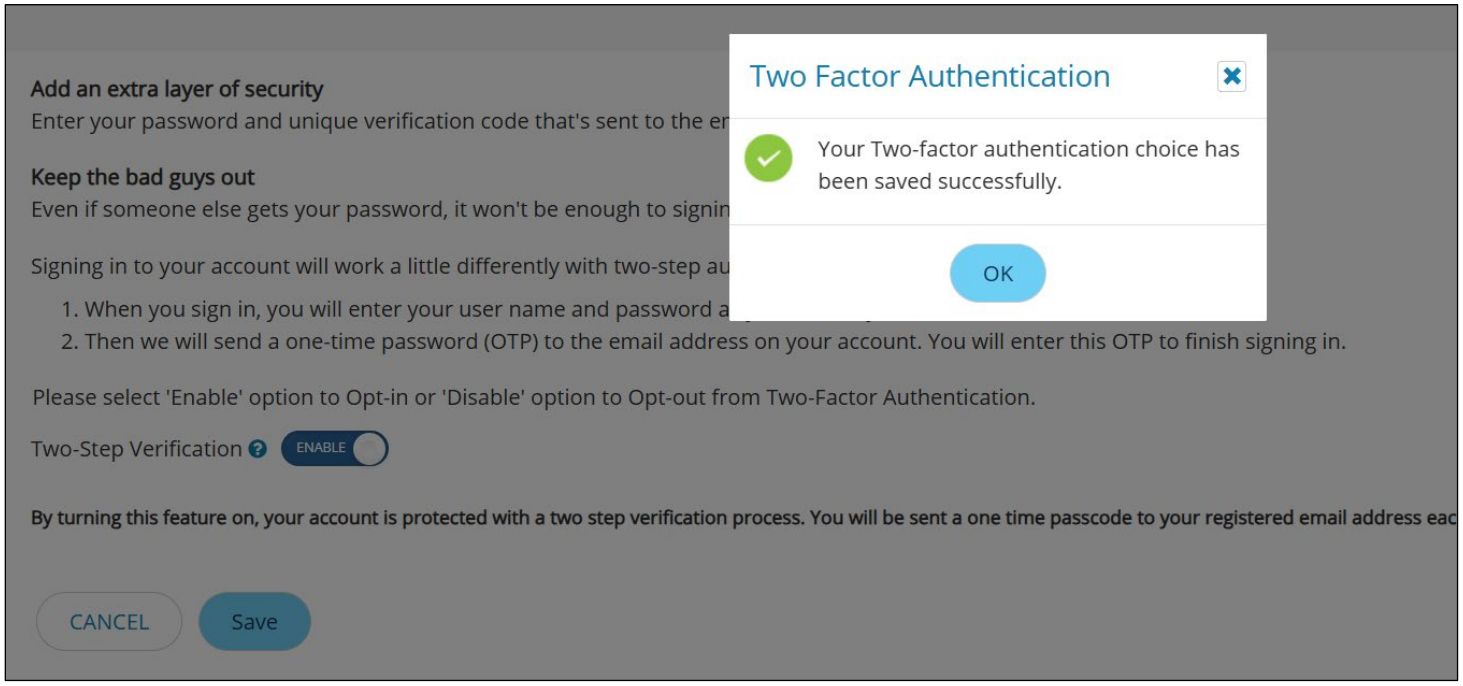
How to Change Your 2FA Preference

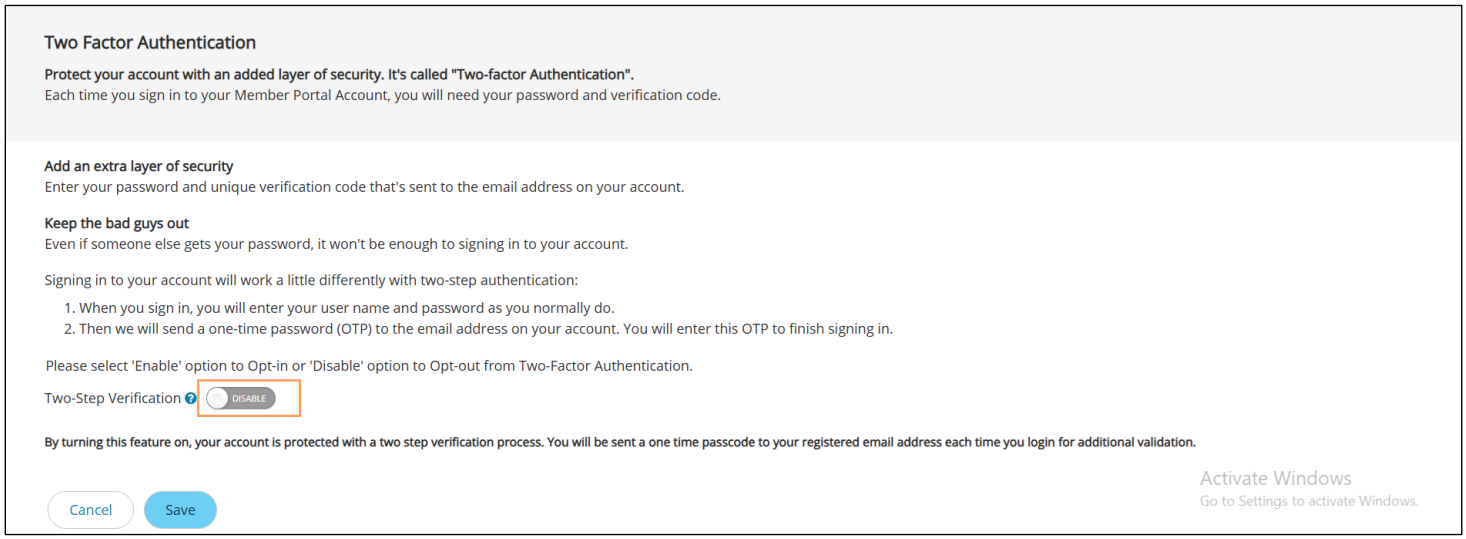
You can change your 2FA preference at any time.

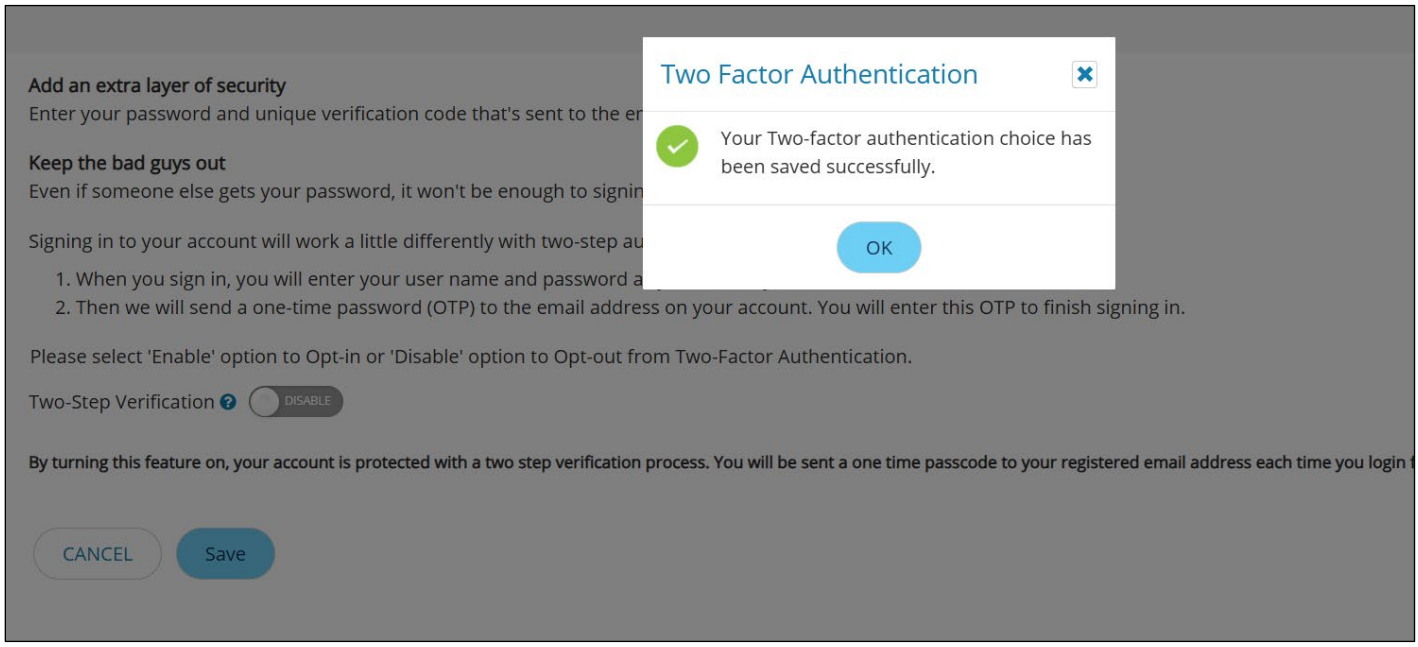
Screens




Two Factor Authentication
Protect your account with an added layer of security. It's called "Two-factor Authentication".
Each time you sign in to your Member Portal Account, you will need your password and verification code.
Add an extra layer of security
Enter your password and unique verification code that's sent to the email address on your account.
Keep the bad guys out
Even if someone else gets your password, it won't be enough to signing in to your account.
Signing in to your account will work a little differently with two-step authentication:
1. When you sign in, you will enter your user name and password as you normally do.
2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in.
Please select 'Enable' option to Opt-in or 'Disable' option to Opt-out from Two-Factor Authentication.
Two-Step Verification
ENABLE
By turning this feature on, your account is protected with a two step verification process. You will be sent a one time passcode to your registered email address each time you login for additional validation.
Cancel
Save
Activate Windows
Go to Settings to activate Windows.


Add an extra layer of security
Enter your password and unique verification code that's sent to the er
Keep the bad guys out
Even if someone else gets your password, it won't be enough to signin
Signing in to your account will work a little differently with two-step au
1. When you sign in, you will enter your user name and password a
2. Then we will send a one-time password (OTP) to the email address on your account. You will enter this OTP to finish signing in.
Please select 'Enable' option to Opt-in or 'Disable' option to Opt-out from Two-Factor Authentication.
Two-Step Verification
ENABLE
By turning this feature on, your account is protected with a two step verification process. You will be sent a one time passcode to your registered email address eac
CANCEL
Save
Two Factor Authentication
Your Two-factor authentication choice has been saved successfully.
OK





Start from the member portal sign-in screen

1. **Sign in to the portal as usual.**

   Enter your ***User ID*** and ***Password*** as you normally do.

2. **Click *Welcome [Your name]*.**

   Then click ***Two Factor Authentication***.

3. **Choose either *Enable* or *Disable* to change your preference.**

Then click ***Save***.

You can log out and log back in right away to confirm your 2FA preference is updated, or you can wait until next time you log in again.

4. If you need assistance, or if your account is locked, contact Customer Service.

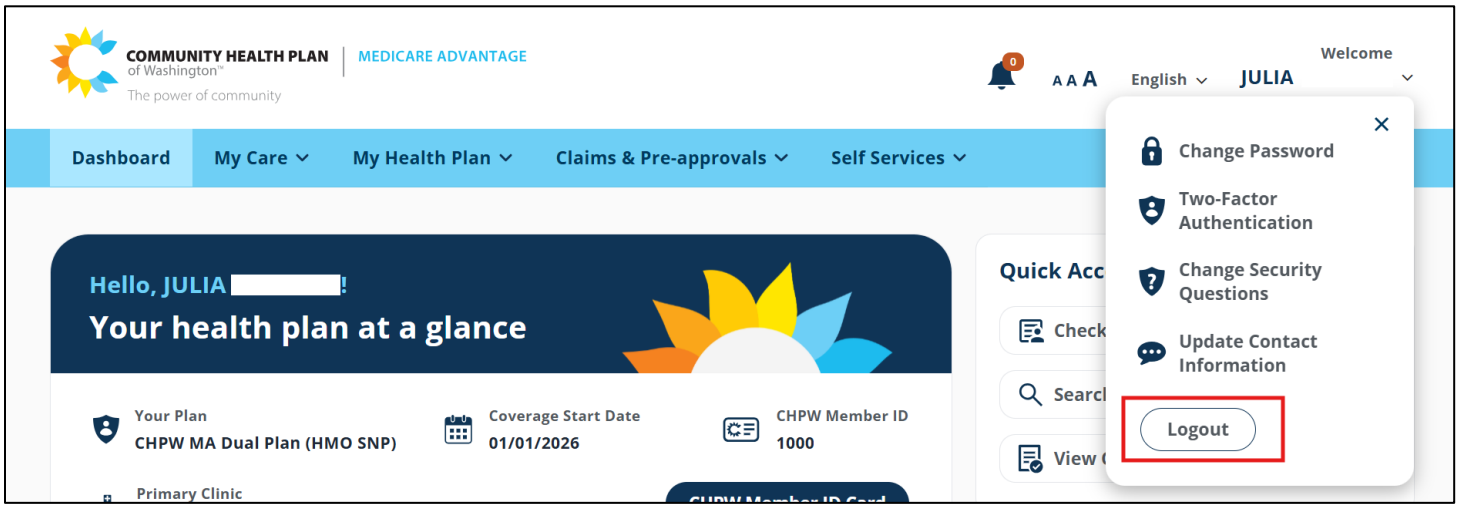
Call (800) 440-1561 or email customercare@chpw.org.

How to Log Out

We recommend that you log out of the member portal instead of just closing your browser. Follow these step-by-step instructions to securely end your member portal session.

Screens

Member Dashboard



Start on your Member Dashboard

1. Click the *Welcome Member Name* option.

This option is on the top right of the page.

2. Click the *Logout* option.

You will be returned to the **Member Login** page.

2 Your Member Dashboard

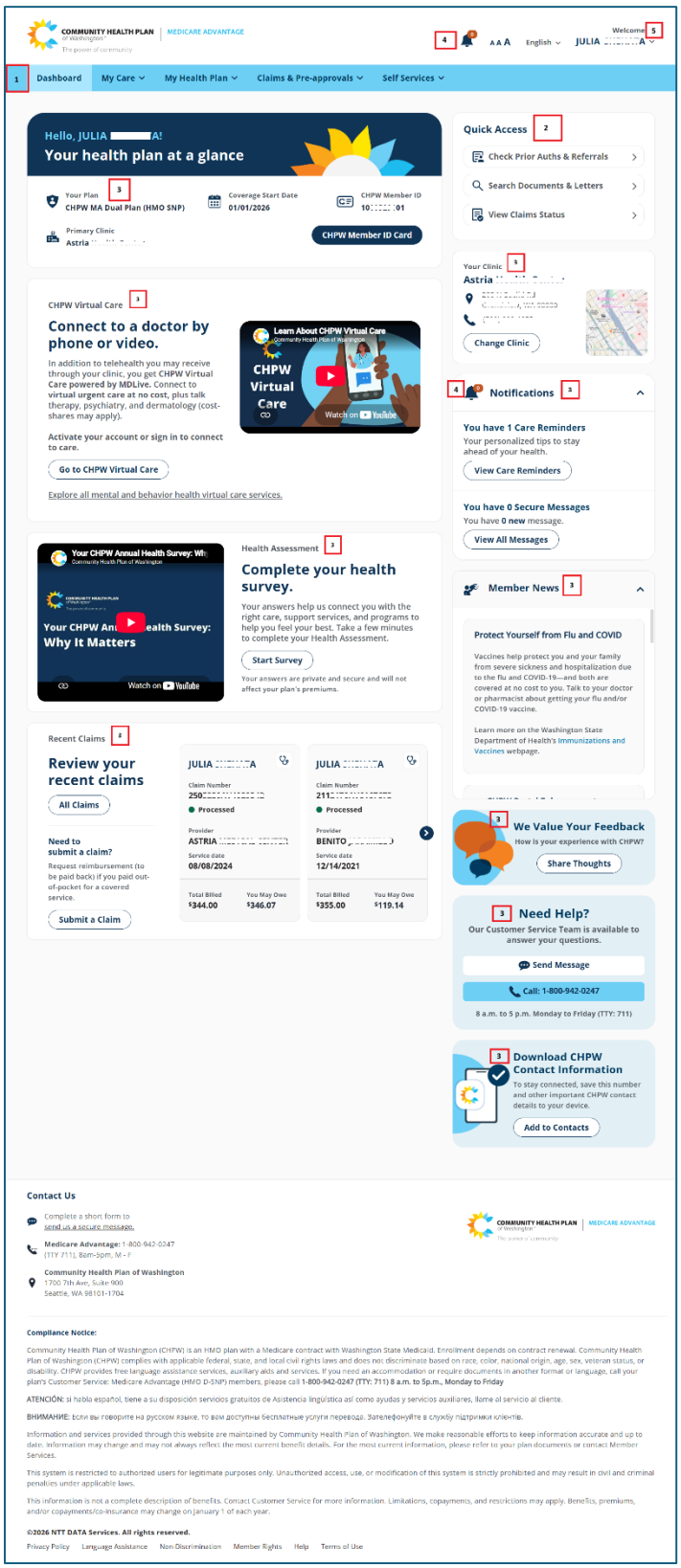
How to Customize Your Dashboard

Before You Begin

You must have an active member portal account.

The dashboard provides a high-level overview of your benefit coverage information.

Screens


COMMUNITY HEALTH PLAN of Washington
MEDICARE ADVANTAGE
The power of community
English
Welcome
JULIA
1 Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Hello, JULIA A!
Your health plan at a glance
Your Plan
CHPW MA Dual Plan (HMO SNP)
Coverage Start Date
01/01/2026
CHPW Member ID
Primary Clinic
Astria
CHPW Member ID Card
Quick Access
Check Prior Auths & Referrals
Search Documents & Letters
View Claims Status
Your Clinic
Astria
Change Clinic
CHPW Virtual Care
Connect to a doctor by phone or video.
In addition to telehealth you may receive through your clinic, you get CHPW Virtual Care powered by MDLive. Connect to virtual urgent care at no cost, plus talk therapy, psychiatry, and dermatology (cost-shares may apply).
Activate your account or sign in to connect to care.
Go to CHPW Virtual Care
Explore all mental and behavior health virtual care services.
Learn About CHPW Virtual Care
CHPW Virtual Care
Watch on YouTube
Notifications
You have 1 Care Reminders
Your personalized tips to stay ahead of your health.
View Care Reminders
You have 0 Secure Messages
You have 0 new message.
View All Messages
Your CHPW Annual Health Survey: Why It Matters
Watch on YouTube
Health Assessment
Complete your health survey.
Your answers help us connect you with the right care, support services, and programs to help you feel your best. Take a few minutes to complete your Health Assessment.
Start Survey
Your answers are private and secure and will not affect your plan's premiums.
Member News
Protect Yourself from Flu and COVID
Vaccines help protect you and your family from severe sickness and hospitalization due to the flu and COVID-19—and both are covered at no cost to you. Talk to your doctor or pharmacist about getting your flu and/or COVID-19 vaccine.
Learn more on the Washington State Department of Health's Immunizations and Vaccines webpage.
Recent Claims
Review your recent claims
All Claims
Need to submit a claim?
Request reimbursement (to be paid back) if you paid out-of-pocket for a covered service.
Submit a Claim
JULIA A
Claim Number
Processed
Provider
ASTRIA
Service date
08/08/2024
Total Billed
$344.00
You May Owe
$346.07
JULIA A
Claim Number
Processed
Provider
BENITO
Service date
12/14/2021
Total Billed
$355.00
You May Owe
$119.14
We Value Your Feedback
How is your experience with CHPW?
Share Thoughts
Need Help?
Our Customer Service Team is available to answer your questions.
Send Message
Call: 1-800-942-0247
8 a.m. to 5 p.m. Monday to Friday (TTY: 711)
Download CHPW Contact Information
To stay connected, save this number and other important CHPW contact details to your device.
Add to Contacts
Contact Us
Complete a short form to send us a secure message.
Medicare Advantage: 1-800-942-0247 (TTY 711), 8am-5pm, M - F
Community Health Plan of Washington
1700 7th Ave, Suite 900
Seattle, WA 98101-1704
COMMUNITY HEALTH PLAN of Washington | MEDICARE ADVANTAGE
Compliance Notice:
Community Health Plan of Washington (CHPW) is an HMO plan with a Medicare contract with Washington State Medicaid. Enrollment depends on contract renewal. Community Health Plan of Washington (CHPW) complies with applicable federal, state, and local civil rights laws and does not discriminate based on race, color, national origin, age, sex, veteran status, or disability. CHPW provides free language assistance services, auxiliary aids and services. If you need an accommodation or require documents in another format or language, call your plan's Customer Service: Medicare Advantage (HMO D-SNP) members, please call 1-800-942-0247 (TTY: 711) 8 a.m. to 5p.m., Monday to Friday
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de Asistencia lingüística así como ayudas y servicios auxiliares, llame al servicio al cliente.
ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Зателефонуйте в службу підтримки клієнтів.
Information and services provided through this website are maintained by Community Health Plan of Washington. We make reasonable efforts to keep information accurate and up to date. Information may change and may not always reflect the most current benefit details. For the most current information, please refer to your plan documents or contact Member Services.
This system is restricted to authorized users for legitimate purposes only. Unauthorized access, use, or modification of this system is strictly prohibited and may result in civil and criminal penalties under applicable laws.
This information is not a complete description of benefits. Contact Customer Service for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums, and/or copayments/co-insurance may change on January 1 of each year.
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Language Assistance
Non-Discrimination
Member Rights
Help
Terms of Use

Member Dashboard Functions

1. Dashboard Display

Displays the overall view of the Member Portal through different widgets.

2. I NEED TO - Quick Links

The links present under I Need To, helps in directly navigating to the specific page listed

3. Widgets

The Member Dashboard contains several small boxes called widgets. Widgets provide a snapshot view of the features and related information available in the portal.

My Coverage widget provides the plan details and the coverage date information

Recent Claims widget provides a summary of the most recent claims

The Member News widget is general information that all CHPW members can view.

Member Notifications are specific notifications that **only you** can view.

4. Notification Bell Icon

Two notification bell icons are available within the portal: one in the dashboard header and another in the Notifications widget. The number displayed on each bell icon indicates the total count of new secure messages and care reminders that require your attention.

5. Welcome drop-down

The Welcome drop-down is next to your name. It will let you change your password, change your security questions, change your two-factor authentication, Update Contact Information and log out.

3 Your Authorizations & Referrals

How to View Your Authorizations & Referrals

Follow these instructions to view the status of your authorizations and referrals.

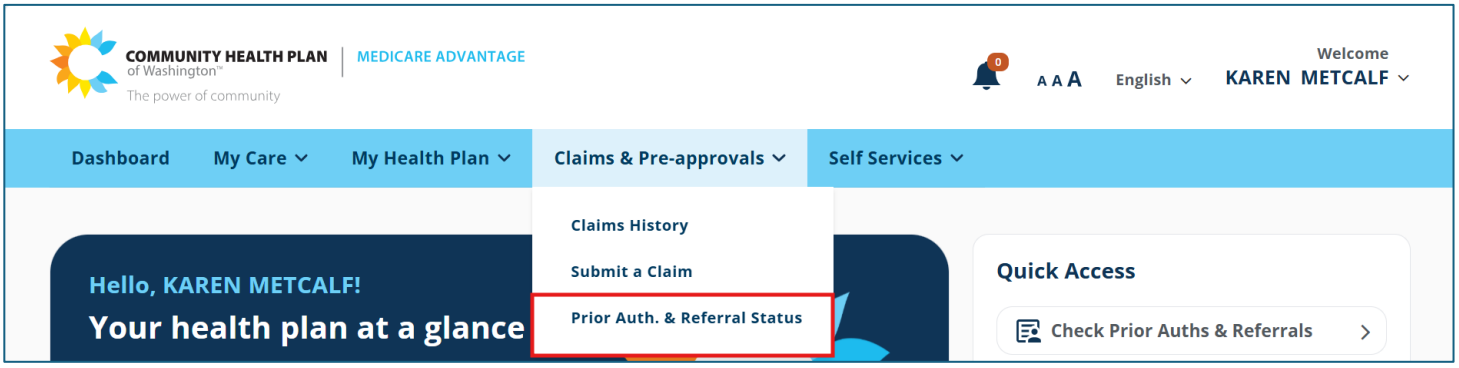
Before You Begin

Log in to the member portal and start from the **Member Dashboard**.

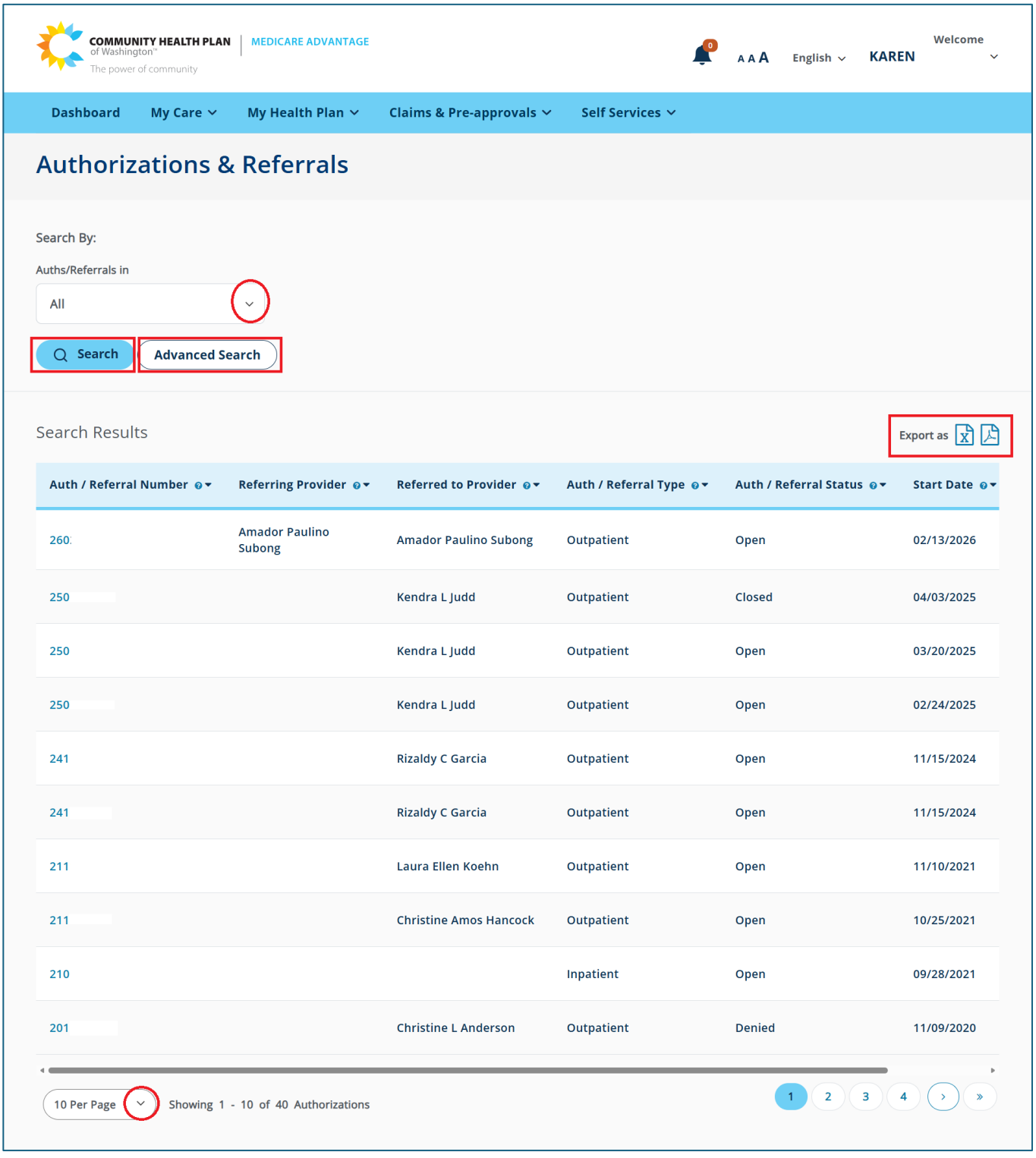
Screens

Member Dashboard – Claims & Pre-approvals – Prior Auth. & Referral Status

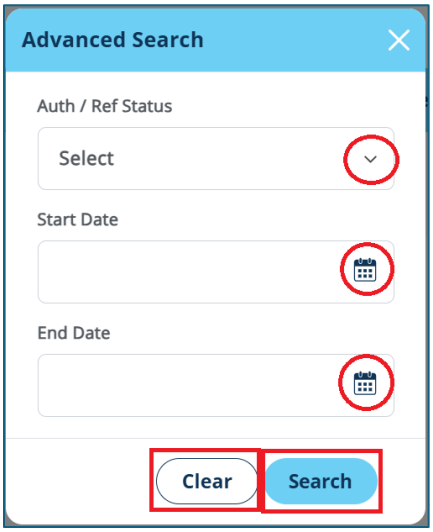
As previously noted, you may have different coloured portal pages depending on your plan.



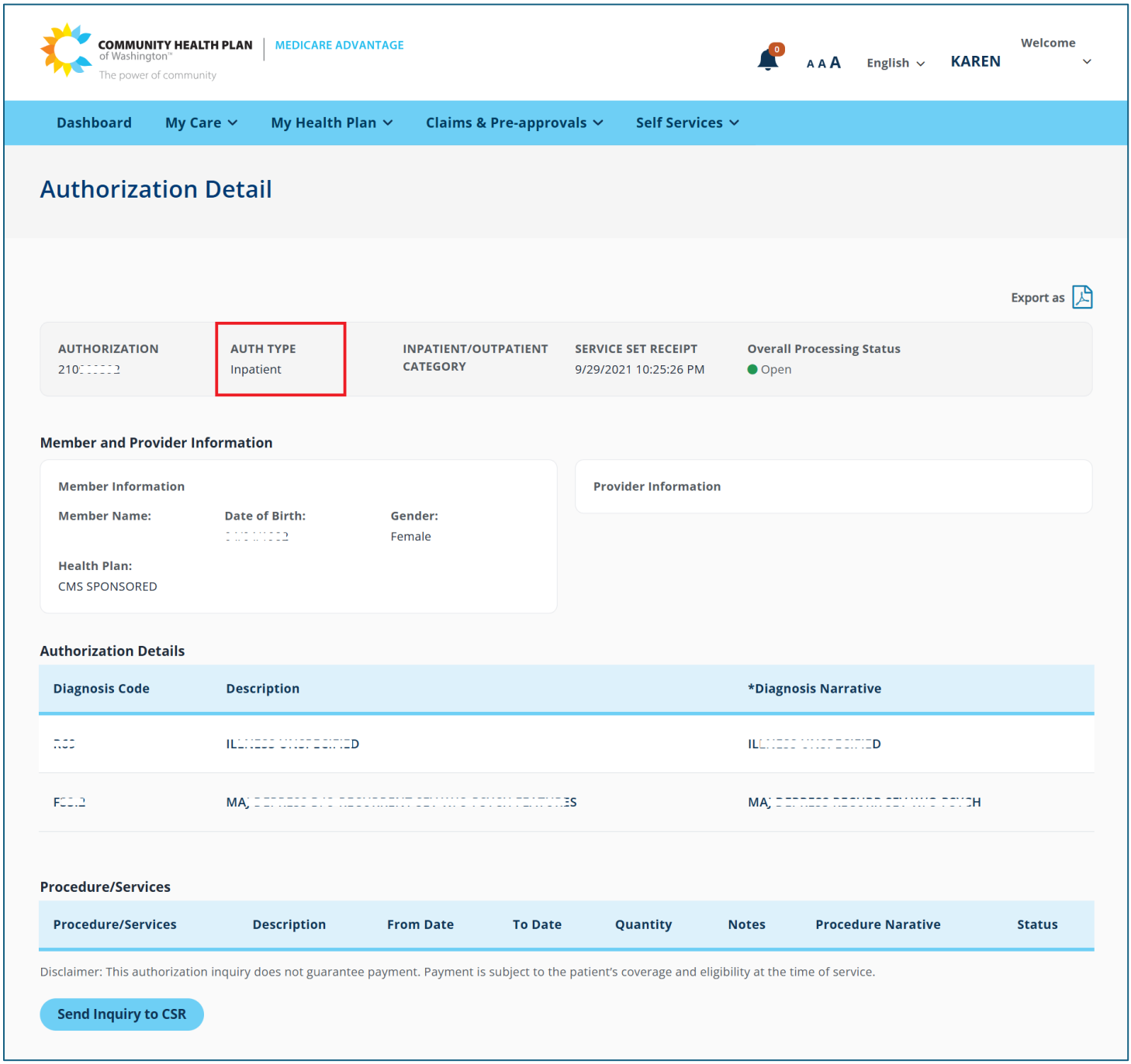
Authorizations & Referrals Search Page



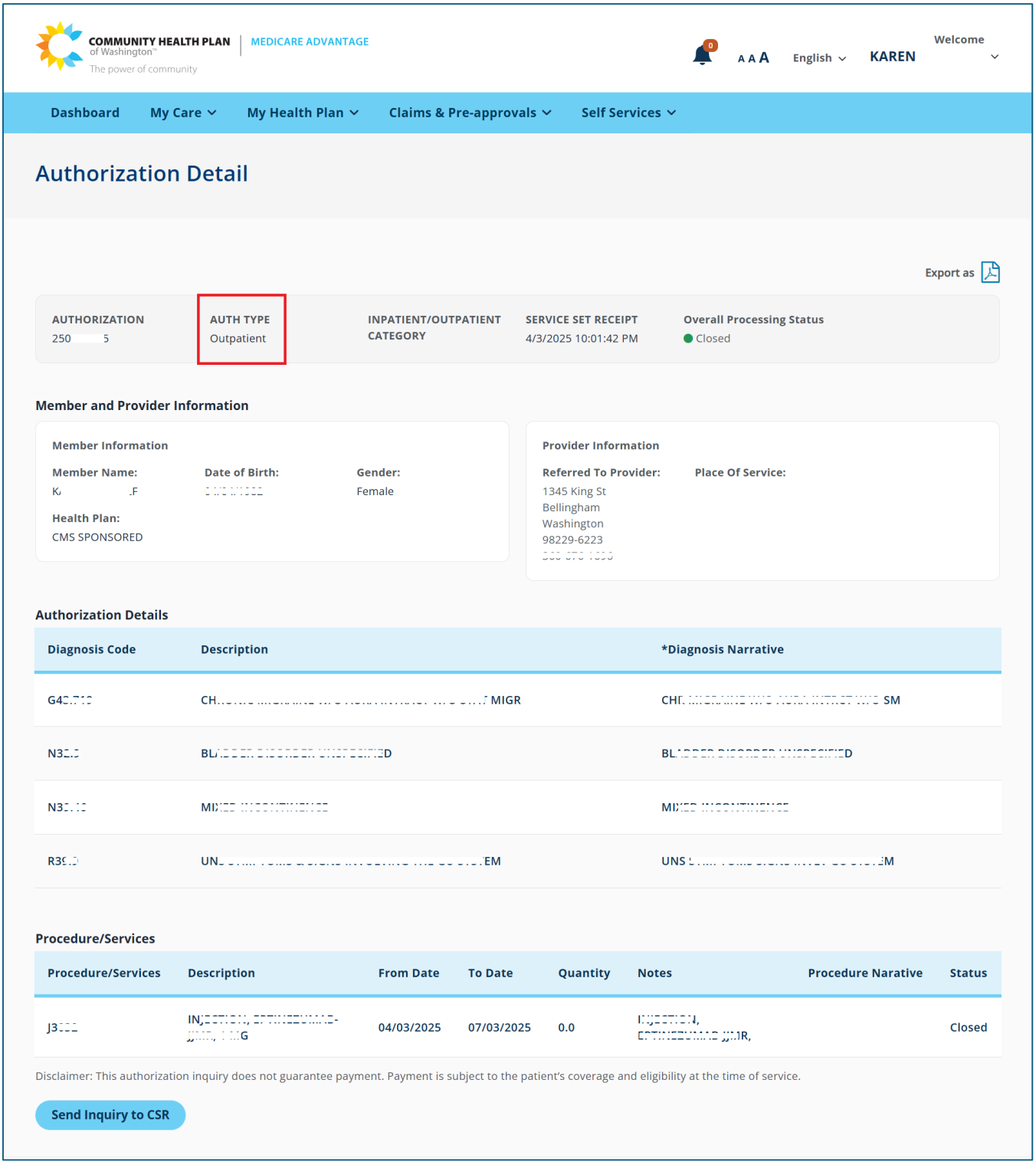
Member Authorizations / Referrals Advanced Search Page



Member Authorization Details Page – Inpatient Authorization



Member Authorization Details Page – Outpatient Referral



Send Inquiry to CSR

Select **Send Inquiry to CSR** to open a form where you can submit questions or requests directly to the Customer Service team. Once completed, your inquiry will be securely sent for review and response.

Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the Check Prior Auths & Referrals quick link.**

   This will take you to the **Authorizations & Referrals Search**.

Authorizations & Referrals Page

2. **Enter what you are searching for.**

   Tip! Click the ***Advanced Search*** button to open the Advanced Search box. This will give you more ways to narrow down your search.

3. **Click the *Search* button.**

The search results are displayed on the bottom of the **Authorizations & Referrals** page.

4. **Optional: Download your results.**

You can download the information as a PDF. Click the icon on the top right of the page to download.

5. **The *High Alert* button will show you the HIPAA Privacy Policy Rule.**

   IMPORTANT! The High Alert button will only display if you're looking at an account you made for someone else.

6. **Learn more about the different fields.**

If there is a question mark near a field or column, hover over it with your cursor to read more about it.

7. **Click the *Authorization or Referral Number* link to view the Authorization or Referral details.**

The **Authorization Detail** page is displayed, or the **Referral Detail** page is displayed.

Authorization or Referral Detail Page

8. **You can see authorization details or referral details.**

What's next

9. **Download the list as a PDF file.**
   Click the icon at the top right of the **Authorizations & Referrals Search** page to download a copy of the patient eligibility information in PDF format.

Send Inquiry to a Customer Service Representative (CSR)

10. Send Inquiry to CSR.

Select **Send Inquiry to CSR** to open a form where you can submit questions or requests directly to the Customer Service team. Once completed, your inquiry will be securely sent for review and response.

4 Your Benefits

How to View Your Medical Benefits

Follow these instructions to view your health plan benefits and to view a copy of your health plan's benefits and coverage.

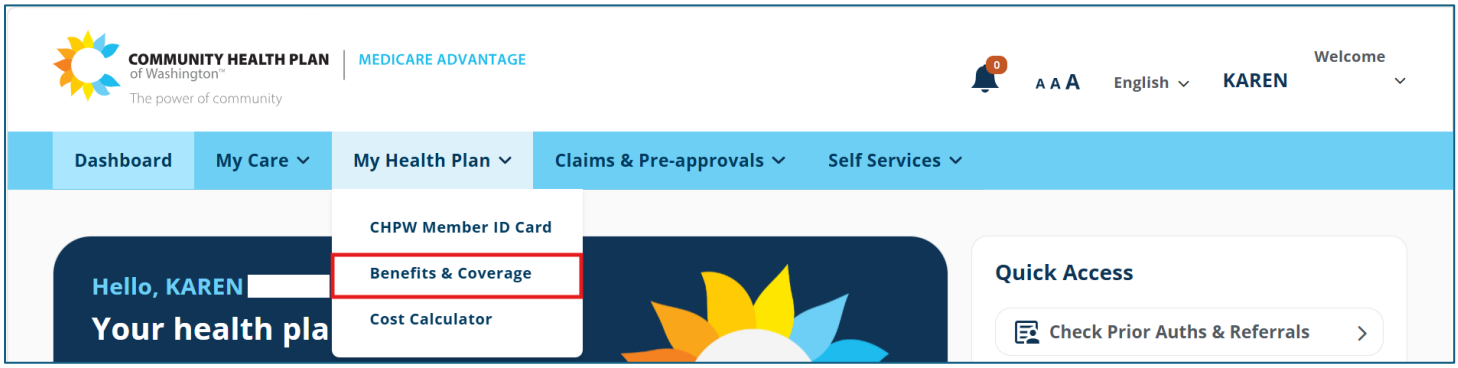
Before You Begin

Log in to the Member Portal and start from the **Member Dashboard**.

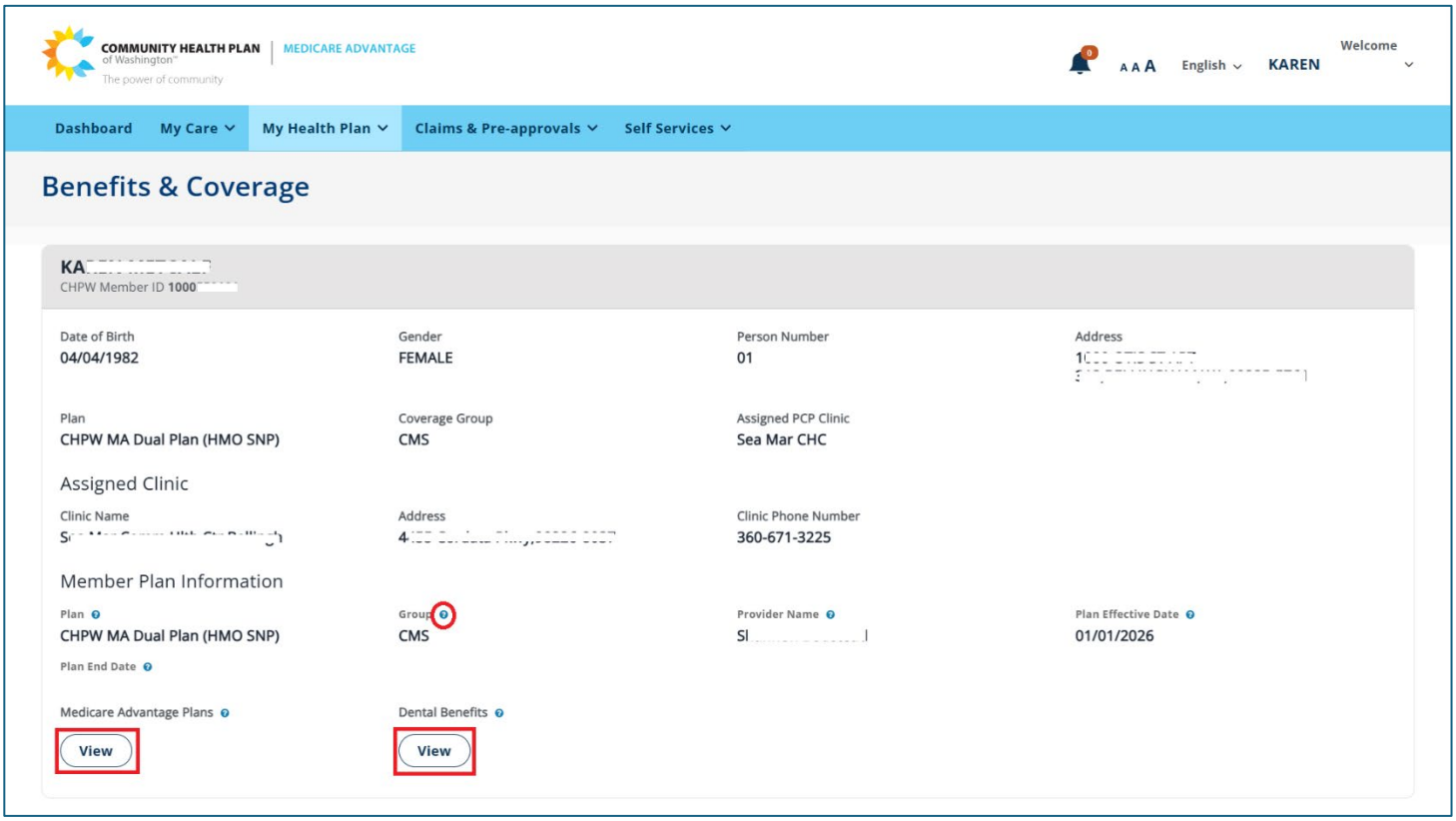
Screens

Member Dashboard – My Health Plan – Benefits & Coverage

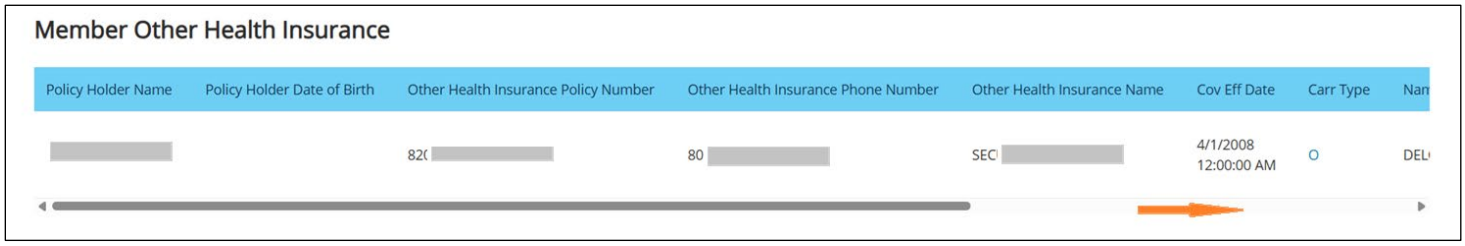
As previously noted, you may have different coloured portal pages depending on your plan.

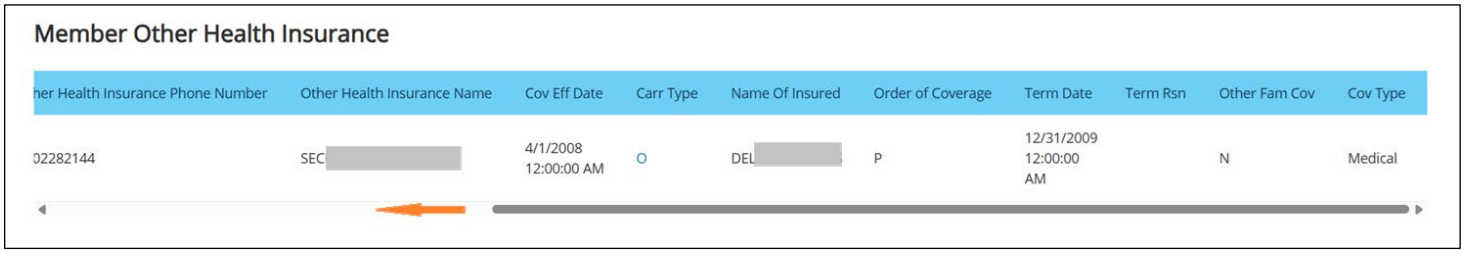


Medical Coverage Page

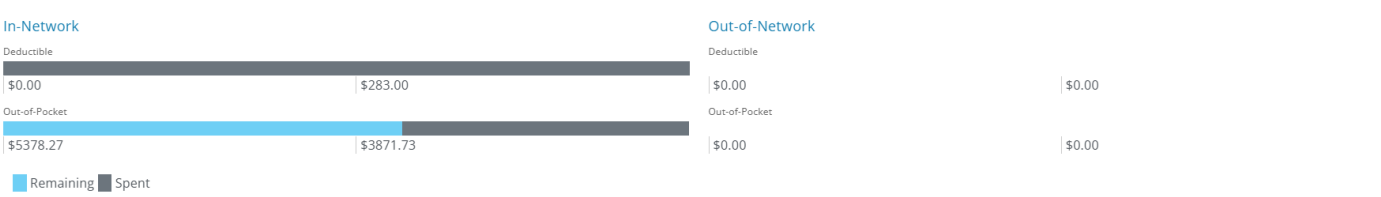


Medical Coverage Page Continued





Deductible/ Max Out-Of-Pocket



Office Visits

Services	In-Network Provider		Out-Of-Network Provider	Limitations and Exceptions
	Co-Pay	Co-Insurance		
Primary care visit to treat an injury or illness		20%	Not covered	None
Specialist visit		20%	Not covered	None
Preventive care/screening/immunization	No charge	No charge	Not covered	None

Benefits and Limits

Benefits	Limits	Services Processed	Services Remaining
Chiropractic	37 (Days)	0	37
Diagnostic Lab	1 (Days)	0	1
Routine Physical	2	0	2

For more details and coverage exclusions please refer Summary of Benefits and Coverage, Policy document or call Customer Service.

Member Eligibility History

Group	Plan	Plan Effective Date	Plan End Date	Panel ID	Panel Name	Assigned PCP Clinic
CMS SPONSORED	CHPW MA Dual Plan (HMO SNP)	01/01/2026		076	Sea Mar Comm Hlth Ctr Bellingh	Sea Mar CHC
CMS SPONSORED	CHPW MA Dual Plan (HMO SNP)	06/01/2025	12/31/2025	076	Sea Mar Comm Hlth Ctr Bellingh	Sea Mar CHC
CMS SPONSORED	CHPW MA Dual Plan (HMO SNP)	01/01/2025	05/31/2025	076	Sea Mar Comm Hlth Ctr Bellingh	Sea Mar CHC
CMS SPONSORED	CHPW MA Dual Plan (HMO SNP)	06/01/2024	12/31/2024	076	Sea Mar Comm Hlth Ctr Bellingh	Sea Mar CHC

Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *My Health Plan >> Benefits & Coverage*.**
2. The Medical **Coverage** page is displayed.

Coverage page

3. The Coverage page displays the Member details, Provider details and Plan information**.**

What's next

4. The **Medicare Advantage Plans and Dental Benefits** link displays details of the plan and benefits in a different window
5. **Learn more about the different fields.**

   Hover your cursor over the question mark (?) to bring up more information.

6. **See information from your other insurance plans.**

   Select the horizontal scroll bar to see information from your other insurance plans.

   If you do not have other health insurance, this section will display "No Records Found."

7. **The Deductible/ Out-Of-Pocket, Office Visits, Benefits and Limits explains more about the Benefit Coverage**

5 Your Claims

You can submit and view claims in the myCHPW member portal if you are a current member of CHPW, and you have an active portal account.

How to View Provider-Submitted Claims and EOBs

You can view claims ***submitted by your provider***, and the EOBs (explanation of benefits) associated with the claims, in the myCHPW member portal. Follow these step-by-step instructions to see your medical claims and their associated EOBs. You can view ***claims that you submitted*** by following the instructions on the previous pages.

Before You Begin

Log in to the CHPW Member Portal and start from the **Member Dashboard**.

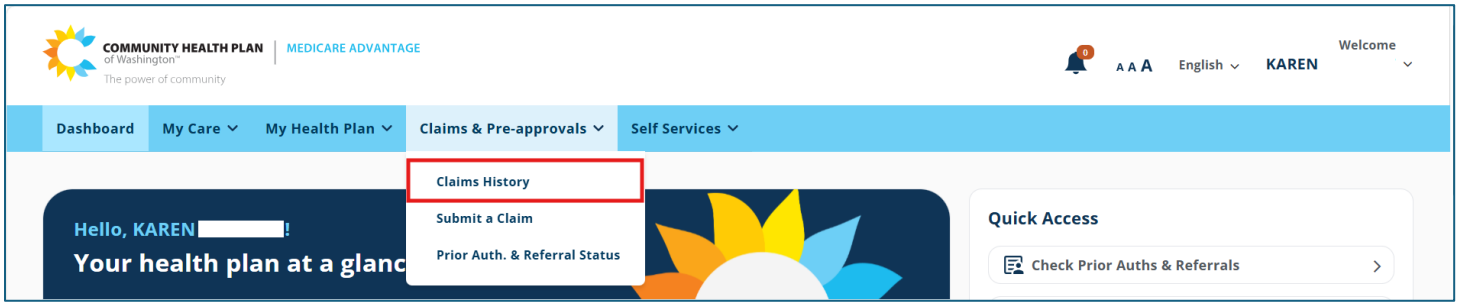
You will be able to:

- Search for your claims through My Claims Summary.
- Submit a Claim.
- View Claims.

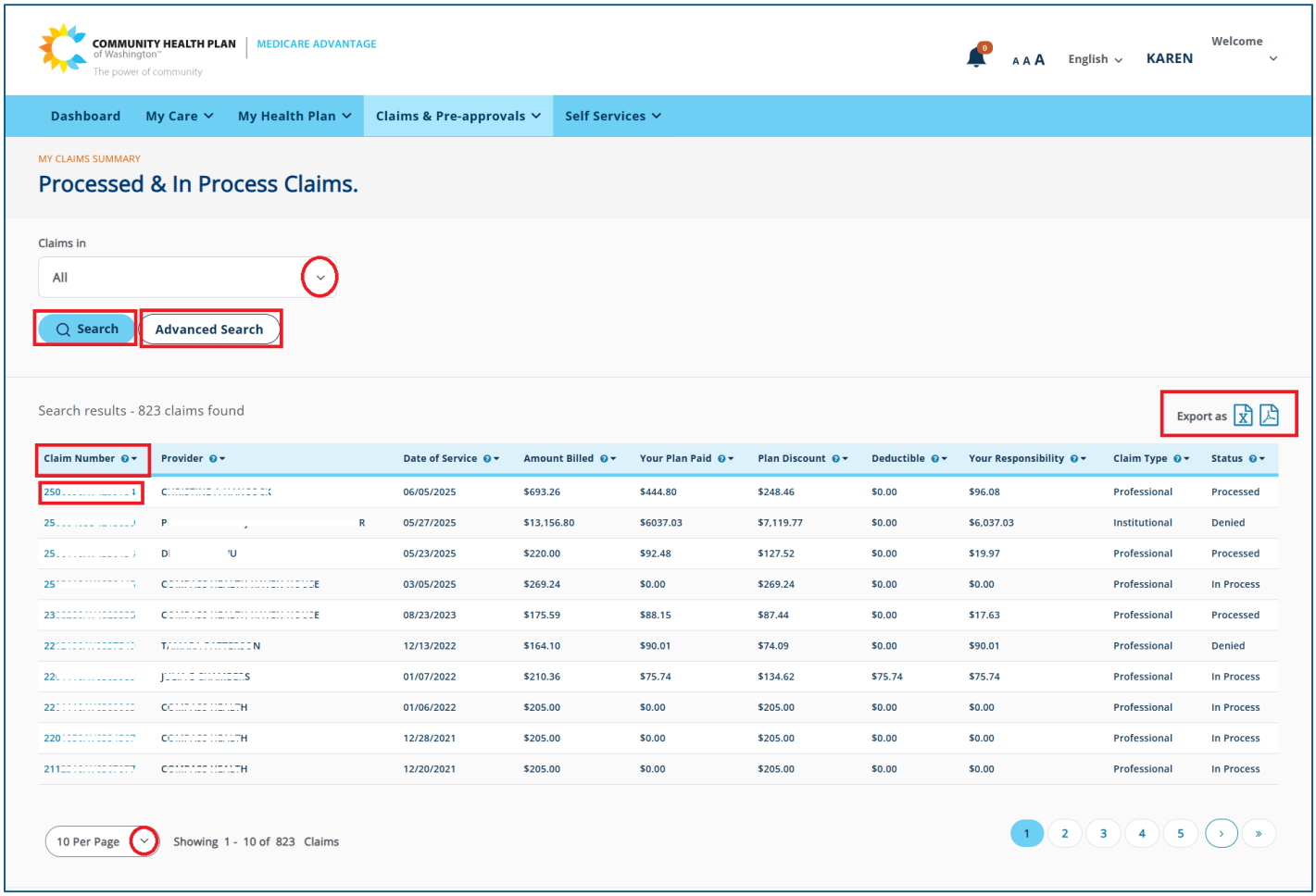
Screens

Member Dashboard – Claims & Pre-approvals – Claims History

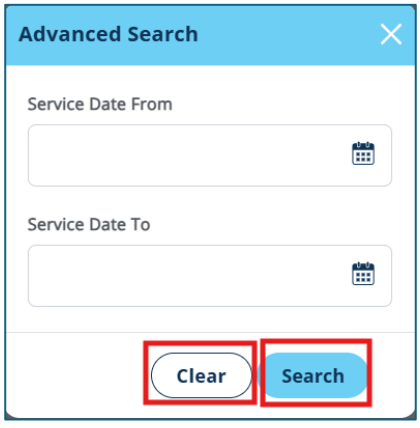
As previously noted, you may have different coloured portal pages depending on your plan



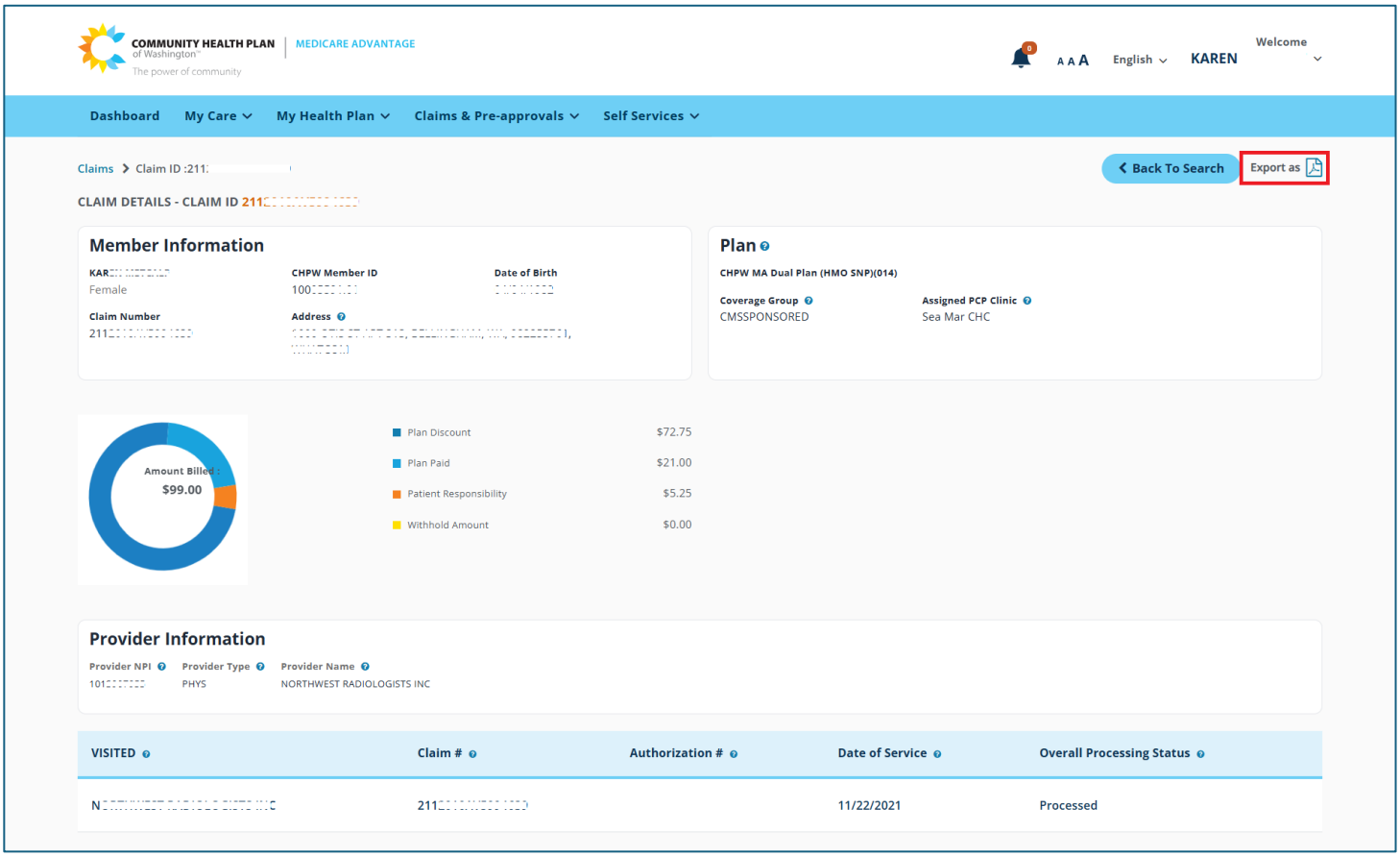
Claims Summary – Search/Search Results

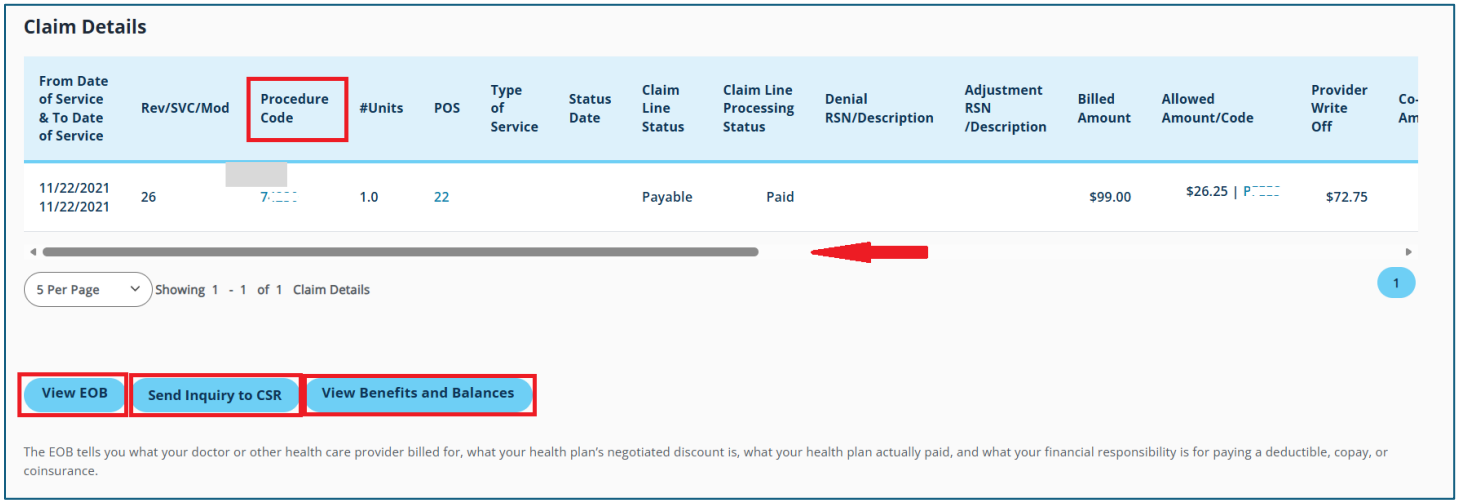


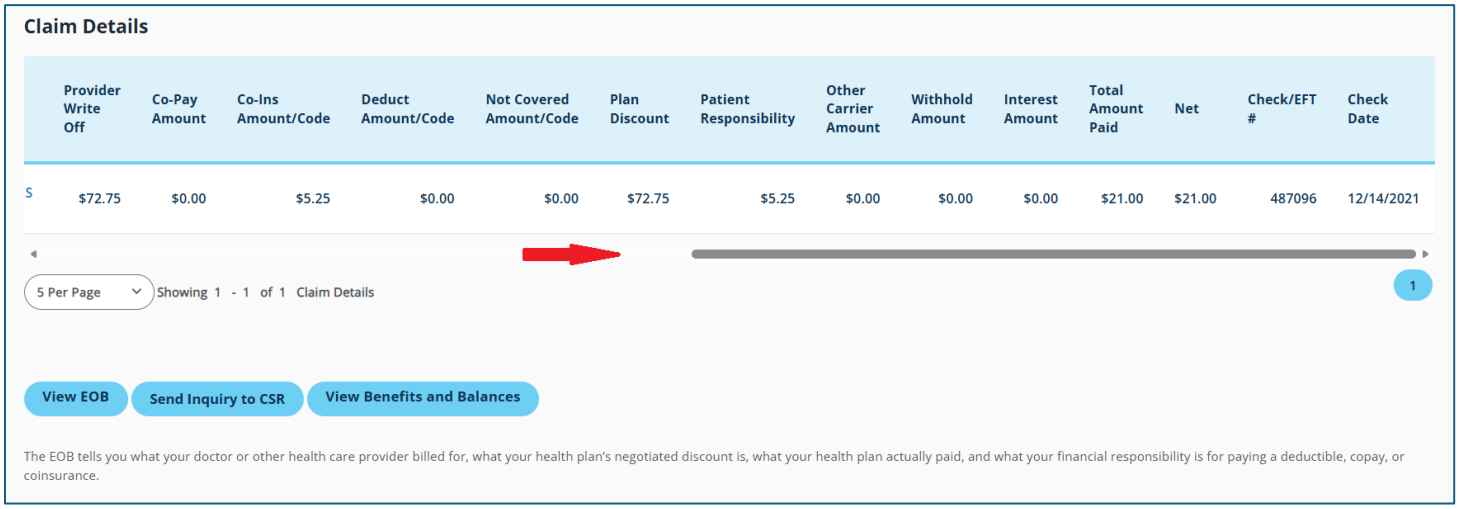
Advanced Search



Claim Details page







Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the Claims & Pre-approvals *tab on the Dashboard and select the Claims History* link from the dropdown list.**

The **Claims History** page is displayed.

My Claims Summary Page

2. **Enter the desired search criteria.**

Tip! Click the ***Advanced Search*** button for additional search options.

3. **Click the *Search* button.**

The search results are displayed on the bottom of the My Claims Summary page.

4. **Optional: Download the list as a PDF file.**

Click the icon at the top right of the Claims Summary page to download a copy of the information in PDF format.

5. **Click a *Claim Number* link to view the claim's details.**

The **Claim Detail** page is displayed.

Claim Detail Page

6. **View the Claim Detail information.**

What's next…

7. **If you are a member of any CHPW plan, you can:**

   - **Download the claim detail as a PDF file** – Click the icon at the top right of the Claim Detail page to download a copy of the file in PDF format.
   - **Select the horizontal scroll bar** to view information about your claim.
   - **Hover your cursor over the Procedure Code** to see detail about the procedure or service that was performed.
   - **Click the *Send Inquiry to CSR* button** to open a form where you can submit questions or requests about the claim to the Customer Service team directly.
   - **Click the *View Benefits and Balances* button** at the bottom of the page to open the **Medical Coverage** page.

8. **If you are a member of a CHPW Medicare Advantage or Cascade Select plan, you can:**

   Click the ***View EOB*** button at the bottom of the page to display the Explanation of Benefits associated with the claim. (Members on a CHPW Medicaid plan usually do not receive an EOB.)

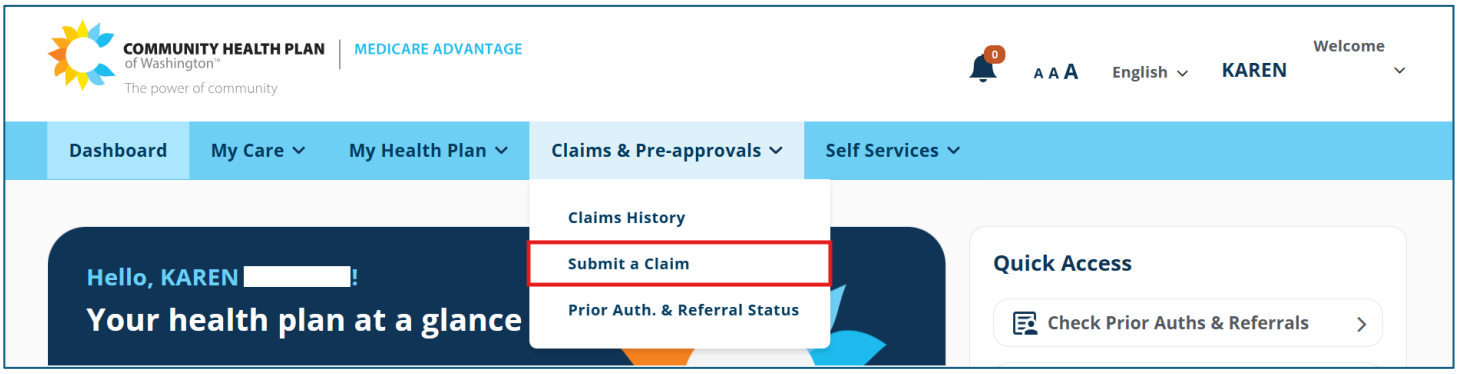
Member Claim Submission – How to Submit a Claim

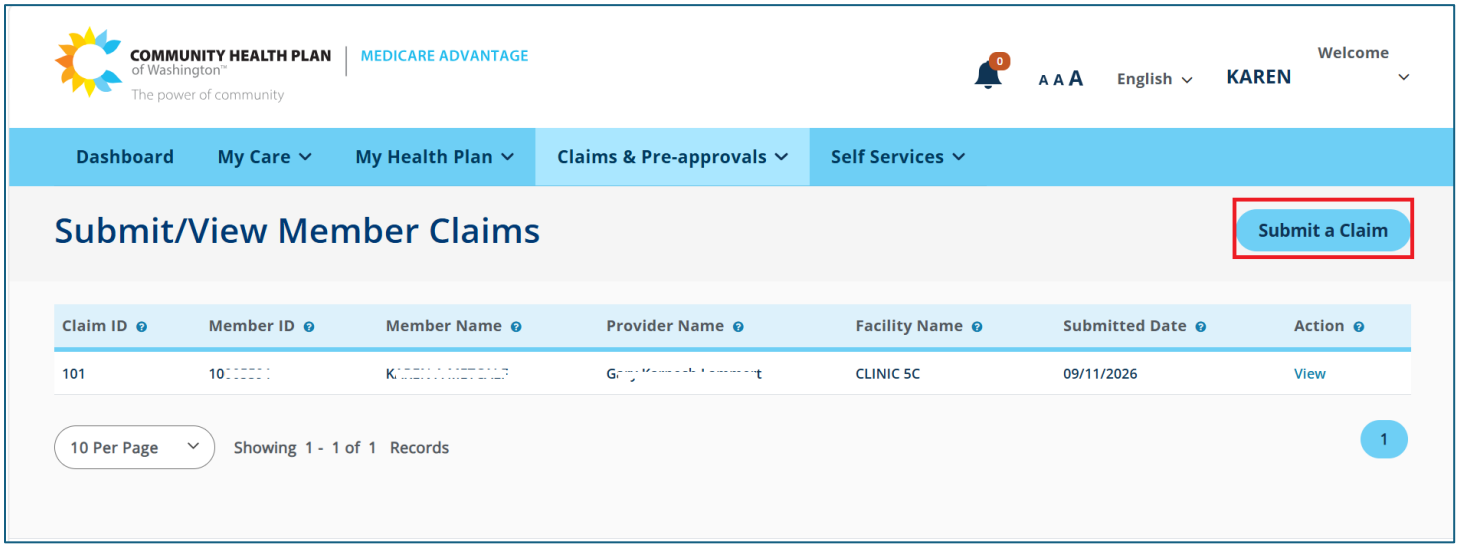
Follow the step-by-step instructions below to submit claims.

Screens

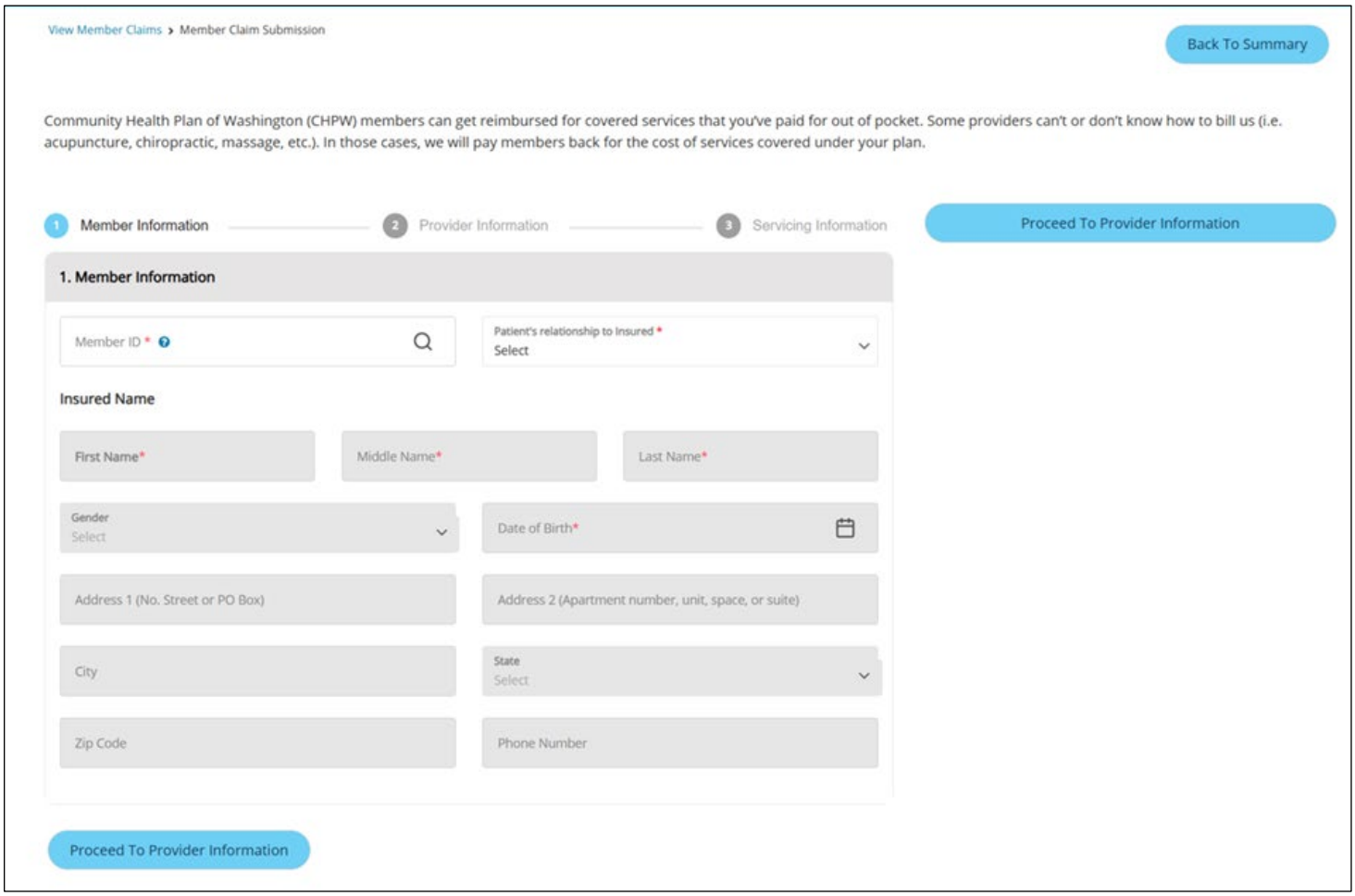
Member Dashboard – Claims & Pre-approvals – Submit a Claim

As previously noted, you may have different coloured portal pages depending on your plan

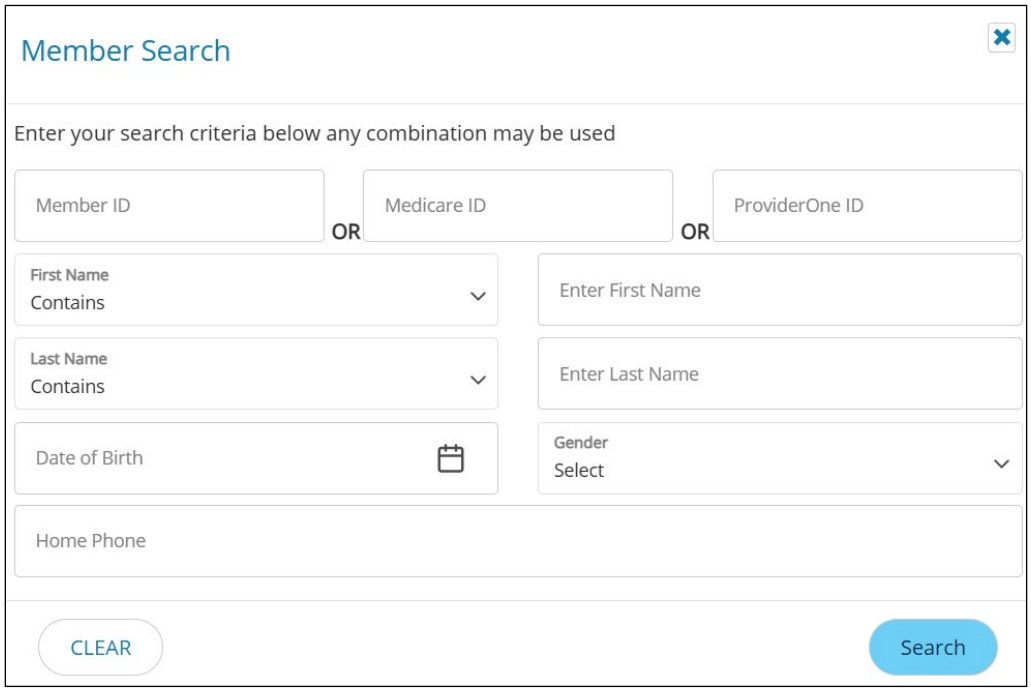



COMMUNITY HEALTH PLAN
of Washington™
The power of community
MEDICARE ADVANTAGE
0
A A A
English
KAREN
Welcome
Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Submit/View Member Claims
Submit a Claim
Claim ID
Member ID
Member Name
Provider Name
Facility Name
Submitted Date
Action
101
CLINIC 5C
09/11/2026
View
10 Per Page
Showing 1 - 1 of 1 Records
1

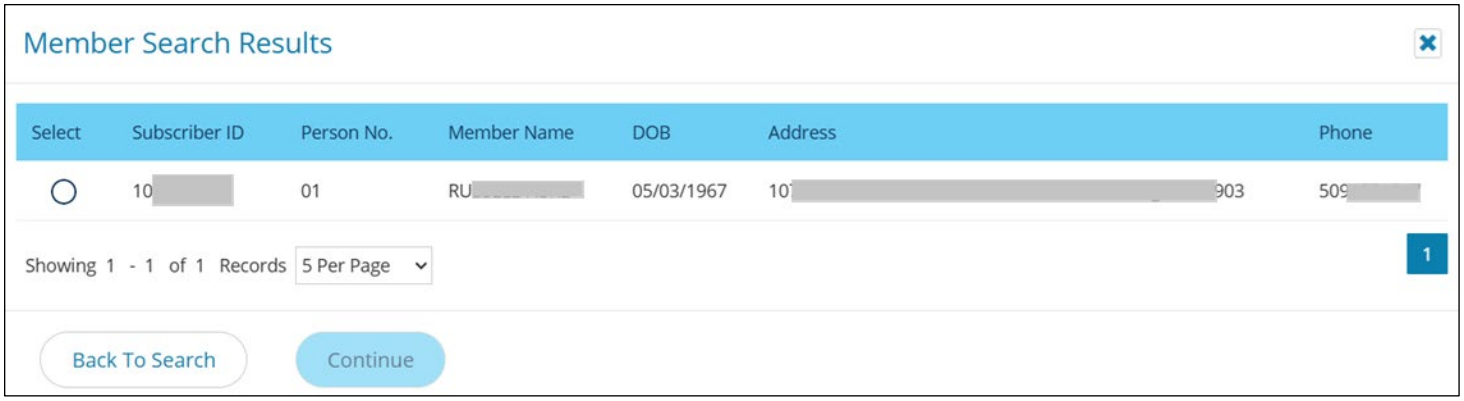
Member Claim Submission



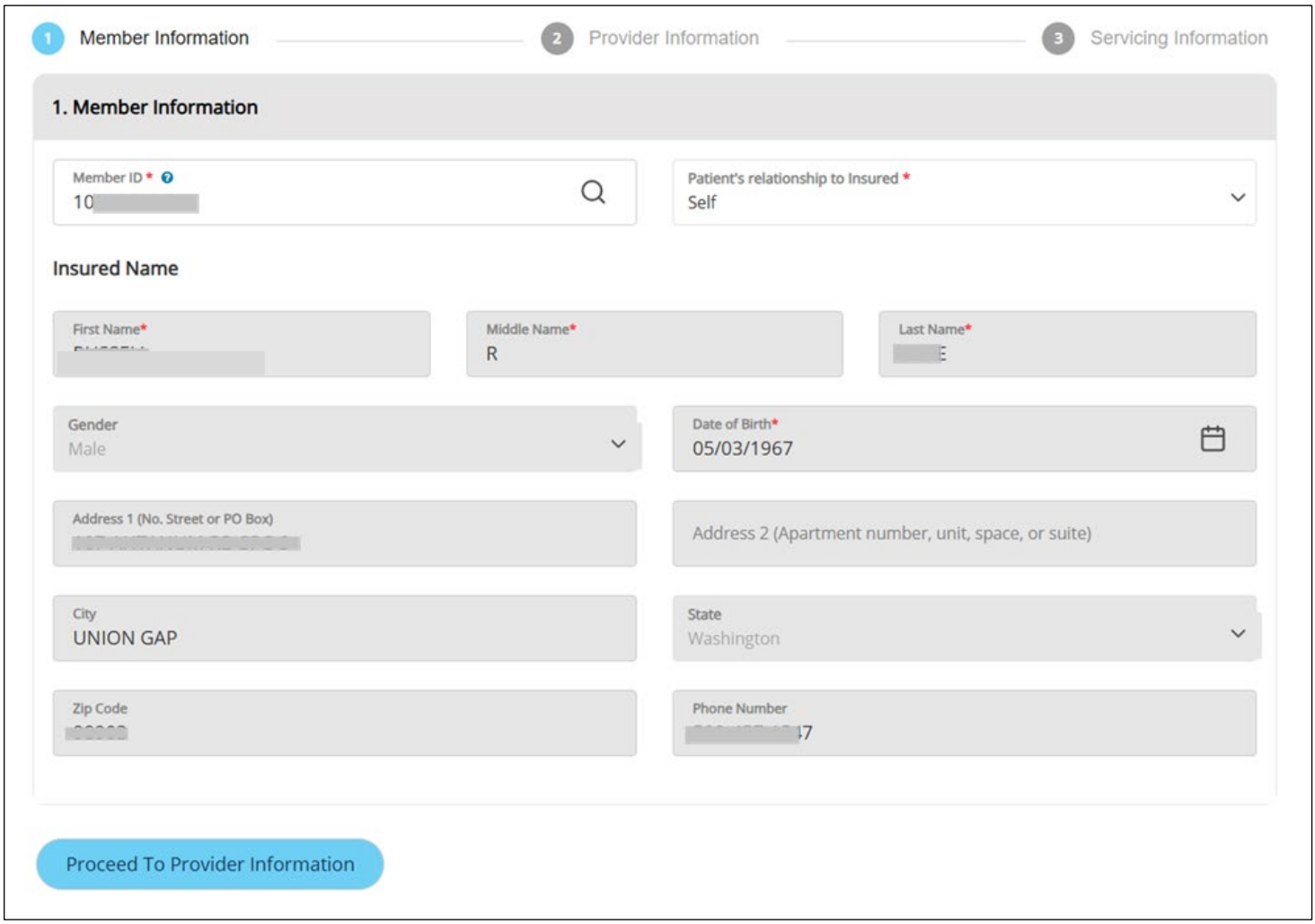
Member Search



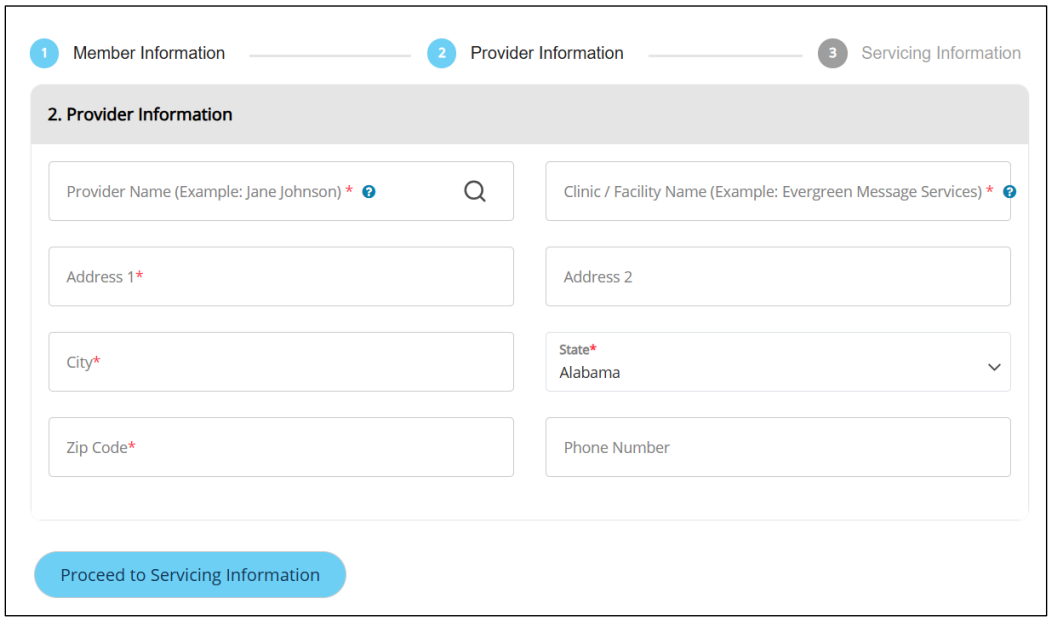
Member Search Results

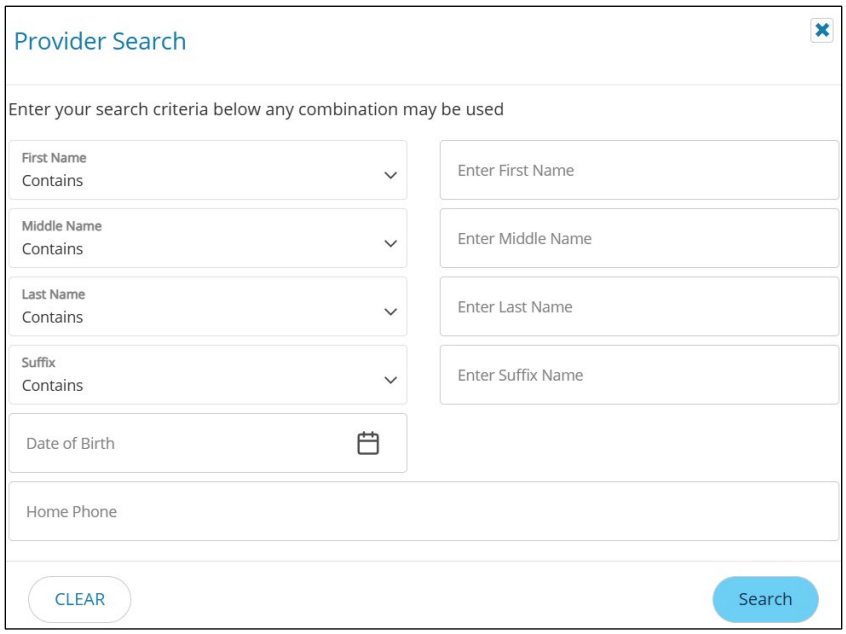


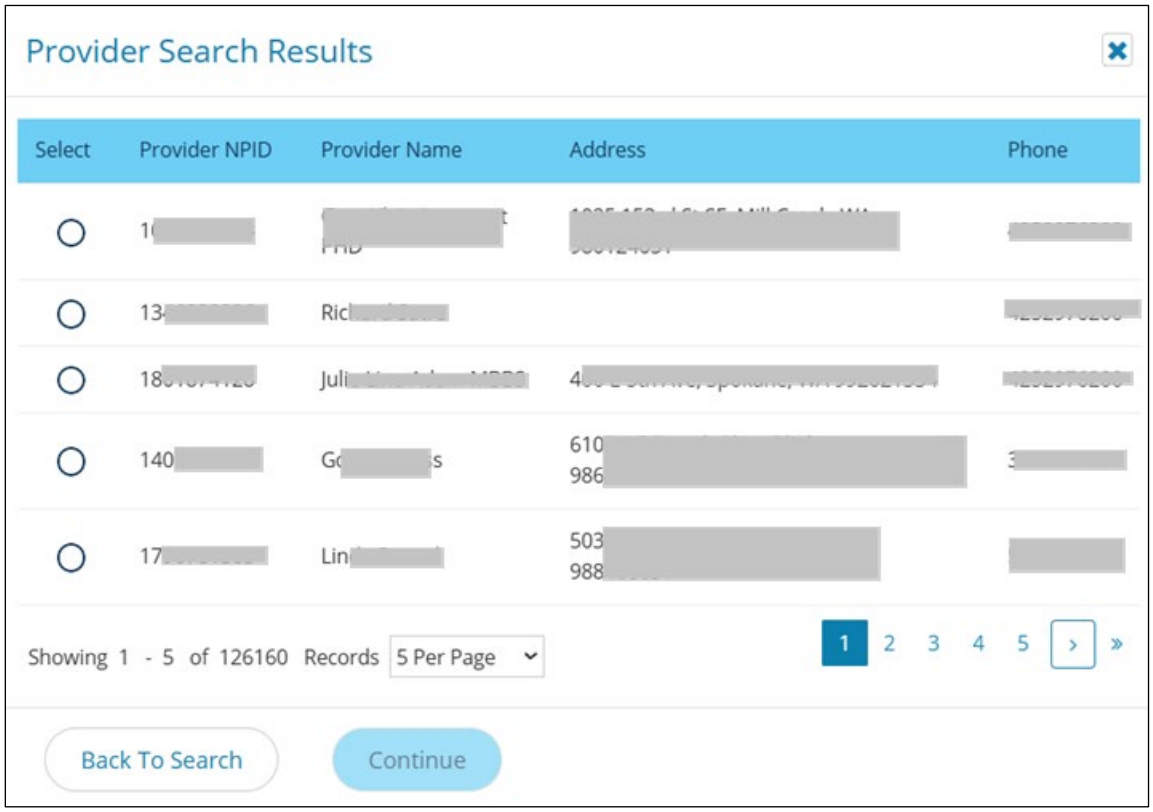
Member Information

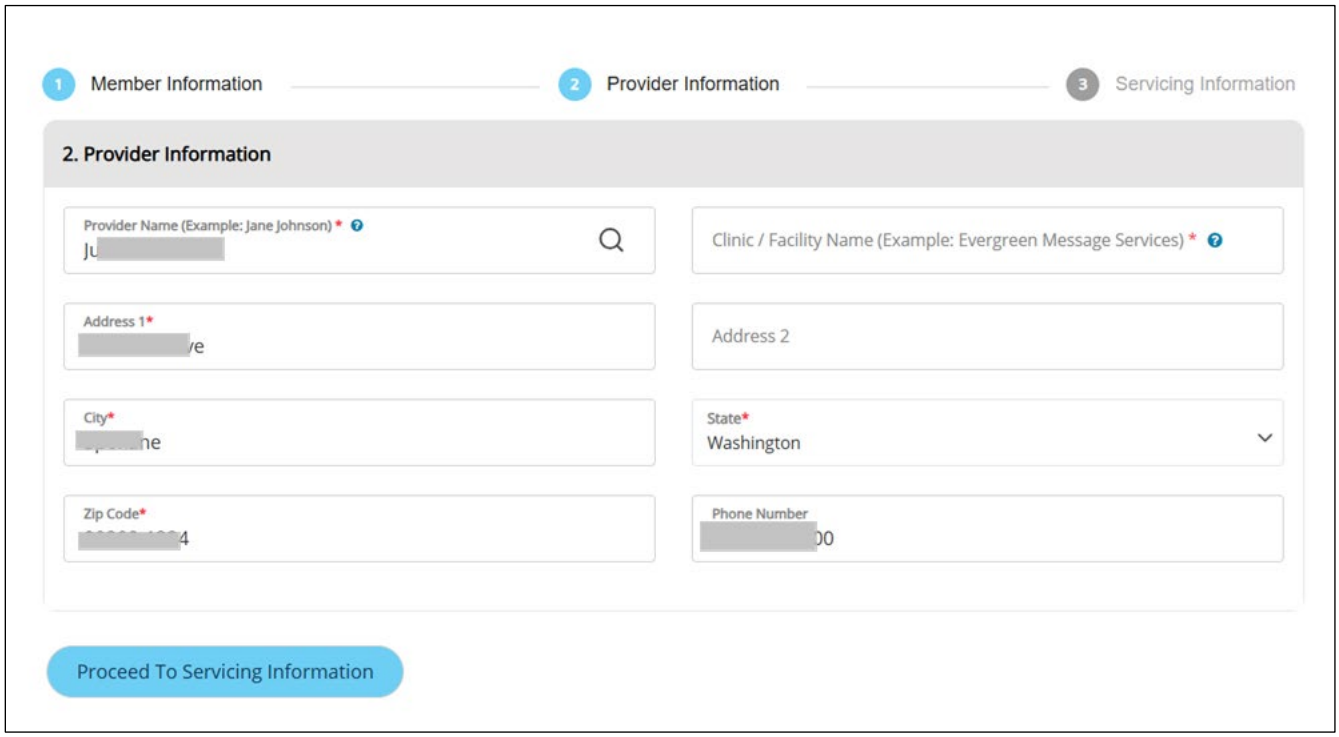


Provider Information

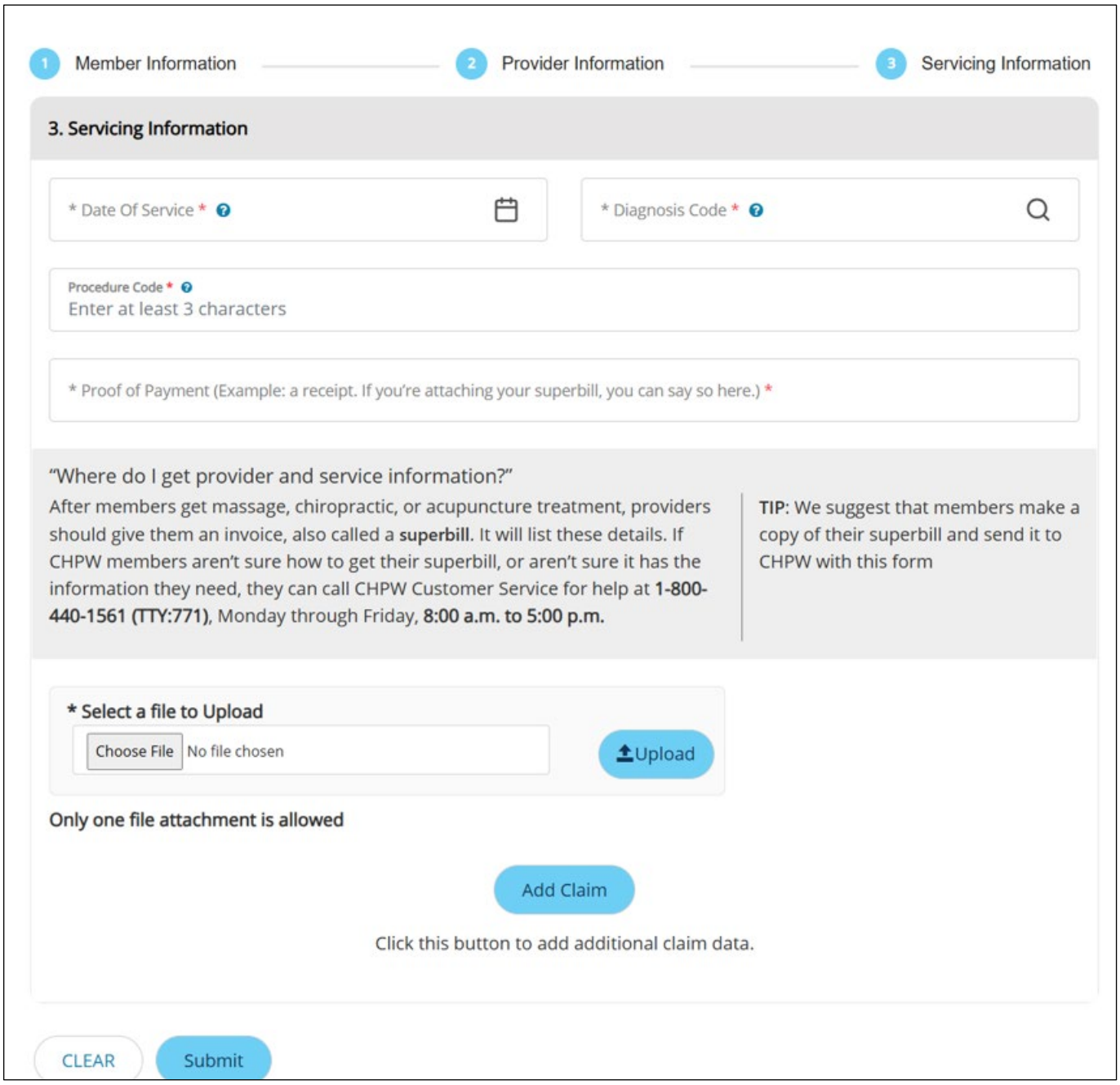





Provider Search Results
Select
Provider NPID
Provider Name
Address
Phone
Showing 1 - 5 of 126160 Records
5 Per Page
1
2
3
4
5
Back To Search
Continue


1 Member Information
2 Provider Information
3 Servicing Information
2. Provider Information
Provider Name (Example: Jane Johnson) *
Clinic / Facility Name (Example: Evergreen Message Services) *
Address 1*
Address 2
City*
State*
Washington
Zip Code*
Phone Number
Proceed To Servicing Information

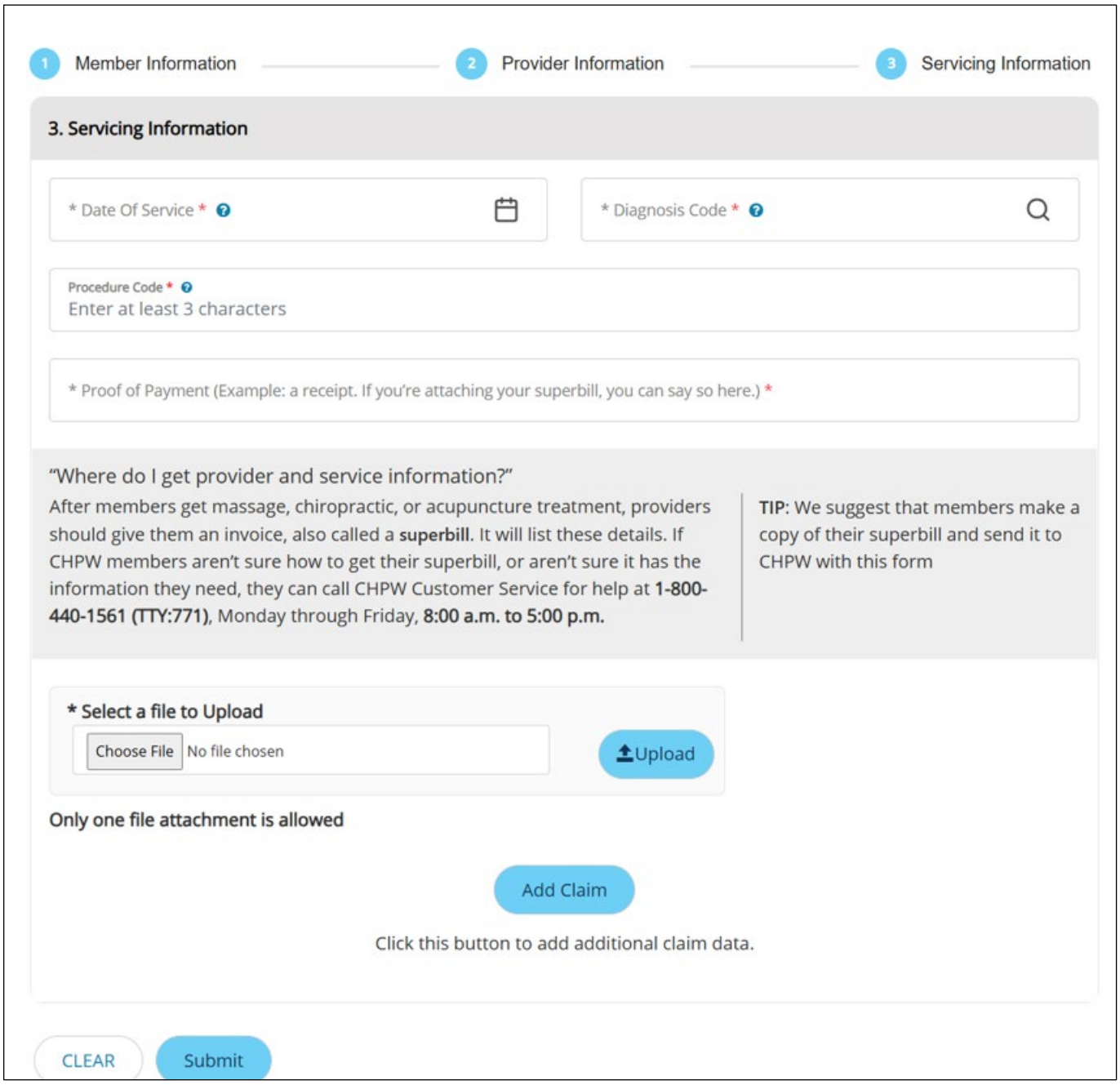
Servicing Information

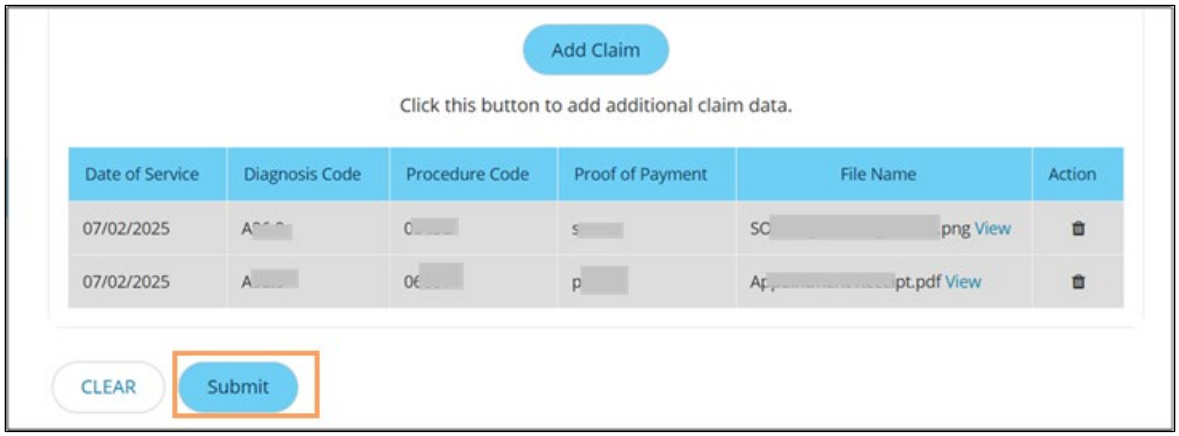


Date of Service	Diagnosis Code	Procedure Code	Proof of Payment	File Name	Action
07/07/2025			super bill	).png View	

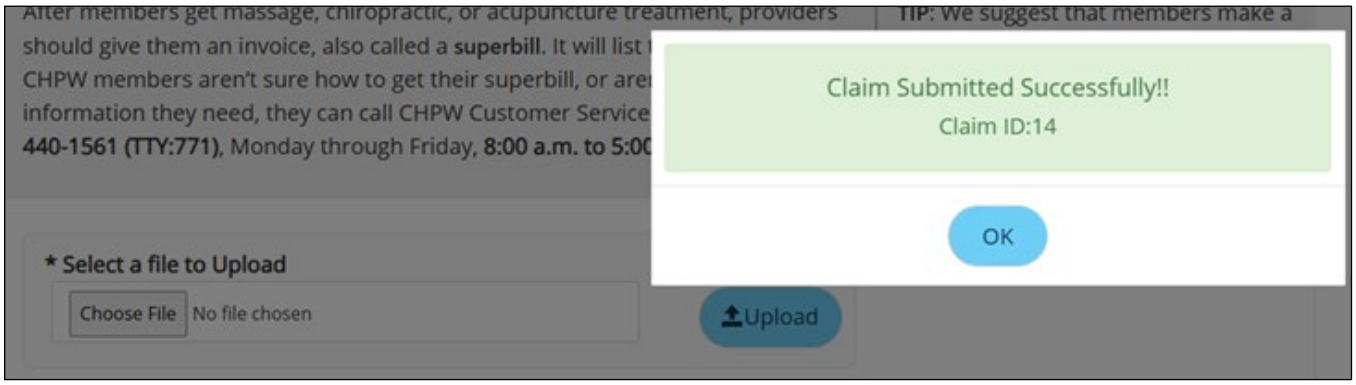
CLEAR Submit

Add Additional Claim

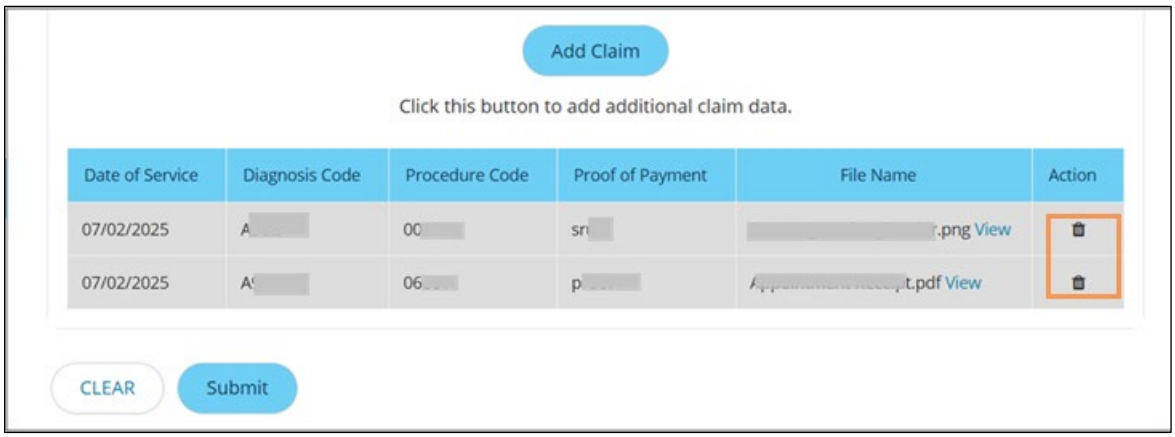




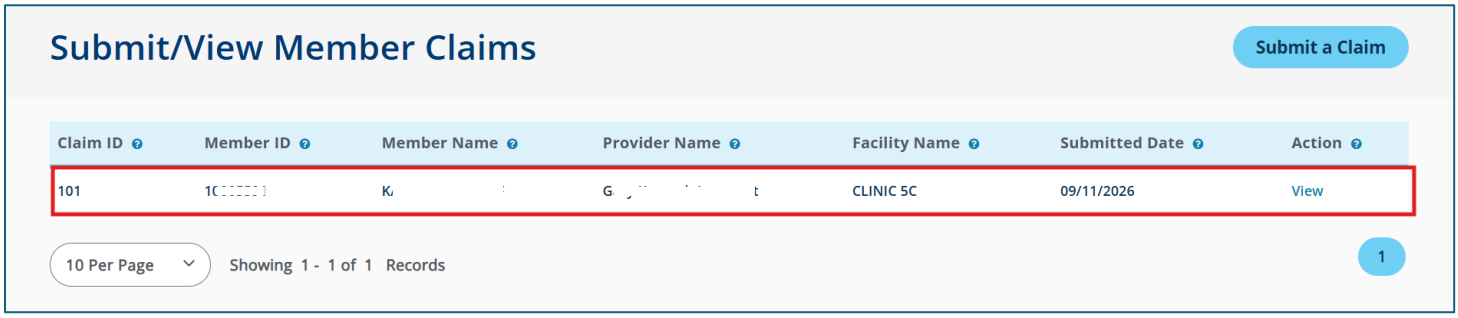
Confirmation Message

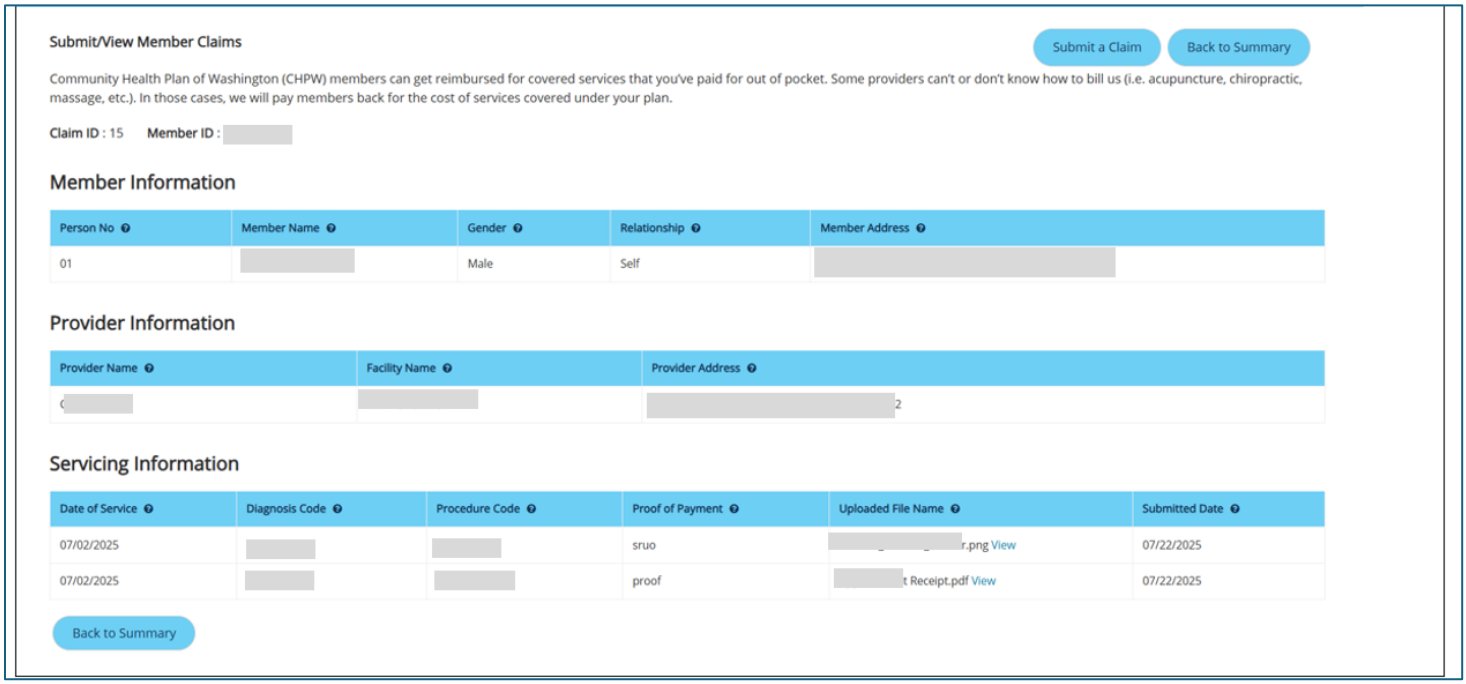


Delete Added Claims



View Claims





Screens—Return to View Claims Step-by-Step Instructions

Start on your Member Dashboard

1. Click the *Claims & Pre-approvals tab* *on the Dashboard and select the* ***Submit a Claim*** **link from the dropdown list.**

The **Member Claim Submission** page is displayed.

2. Search for your *Member Information* to auto-populate this section.

a. You can enter your CHPW Member ID and click the magnifying glass to search or you can click the magnifying glass first to search with your CHPW Member ID, your Medicare ID, or your ProviderOne ID. You can also search by your member's name, date of birth, and more.

b. Then click the ***Search*** button to retrieve your member information.

c. Once your Member ID is validated, the record(s) will display, showing your Subscriber ID, Member Name, DOB (date of birth), and more.

d. When you select the radio button (click the small circle in the ***Select*** column) and click the ***Continue*** button, you will be taken back to the Member Claim Submission screen and your member details will populate.

e. If you have any dependents, you will be able to select the member from the Member Search Results. You can select your dependent from the dropdown menu and then submit a claim for them.

3. You can choose to search for a Provider Name.

You can choose to search for a Provider Name with the magnifying glass displayed under the Provider Information section. If the provider is not in our system, then you will not receive any results.

a. Enter the provider details or click on the ***Search*** button to select a provider.

b. After you click the ***Search*** button, the Provider Search Results screen will be displayed.

c. Select a provider from the list and click the ***Continue*** button.

d. Enter a keyword in the ***Clinic/ Facility Name*** field, then select a clinic or facility name from the dropdown menu.

e. Enter the address information of the clinic/facility. Required fields are marked with a *.

4. Enter the *Servicing Information*.

You must enter the Servicing Information: Date Of Service, Diagnosis Code, etc. Hover your cursor over a question mark icon to see more information about what to enter. All fields in this section are required.

a. You can enter a date in the ***Date of Service*** field, or you can select a date by clicking on the calendar icon.

b. You can enter a ***Diagnosis Code*** in the text field, or you can search using the magnifying glass icon. Once you have selected the diagnosis code, the Diagnosis Code field is updated.

c. Next, search for the procedure code in the ***Procedure Code*** field. Enter keywords, or part of a keyword, then select from the dropdown list.

5. You must complete the *Proof of Payment* field.

For example, you can type “receipt” or “superbill.”

6. Upload your Proof of Payment file.

Upload your Proof of Payment. The following file formats should be supported:

- .pdf
- .tiff
- .tif
- .png
- .jpeg
- .jpg
- .bmp

7. *Add Claim*.

Click the ***Add Claim*** button and your claim details will be displayed.

a. Once you click the ***Add Claim*** button, you can either:

i. Click ***Submit*** to send your claim(s) for processing.

ii. Or, you can add another claim with the same member and provider information prepopulated.

iii. Or you can key over the pre-populated provider information to enter a claim for another provider.

b. If you are entering additional claims, the **Servicing Information** section will be cleared out by the system. You will be taken to the **Servicing Information** section to enter the additional claim details.

c. If you choose to delete your claim and start over: The ***Action*** column has a delete option (garbage can icon).

d. Once you have entered ***all*** of your claims, click ***Submit***.

e. A "success" message should display after you click the Submit button on the Member Claims Submission screen.

8. *View Claims.*

You can view claims ***that you have submitted*** on the ***Submit a Claim*** tab.

- Click the ***Back to Summary*** button to return to the Submit/View Member Claims screen.

- Click the ***View*** option in the ***Action*** column to display a snapshot of the submitted claim.
- Click the ***Submit a Claim*** button to return to the Member Claim Submission screen.
- It may take up to 5 business days until you can see your claim in the View Claims section of the portal.

6 Find/Rate A Doctor

How to Find a Doctor

Follow these step-by-step instructions to search for a doctor/medical professional, hospital, facility, behavioral health or DME (durable medical equipment) supplier using **Find A Doctor**.

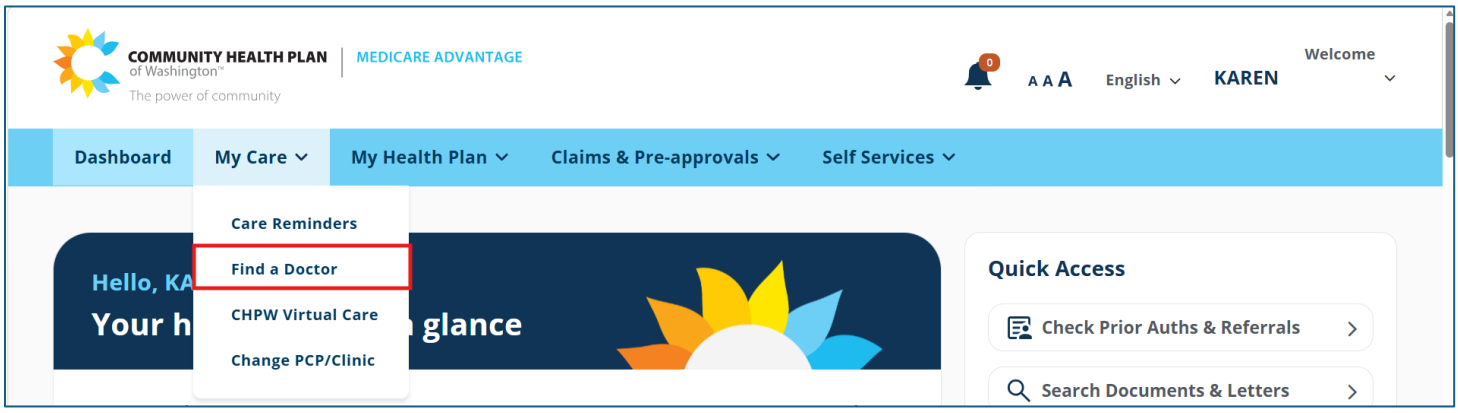
Before You Begin

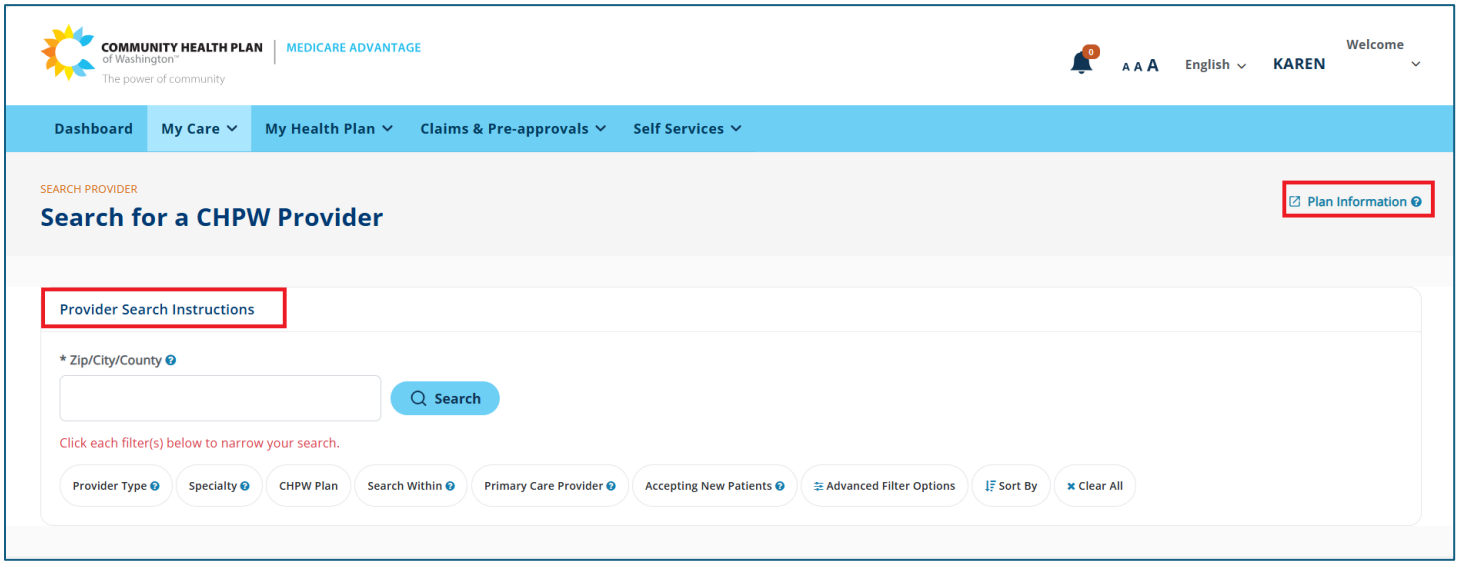
Log in to the member portal and start from the **Member Dashboard**.

Screens

Member Dashboard – My Care >> Find a Doctor

As previously noted, you may have different coloured portal pages depending on your plan.



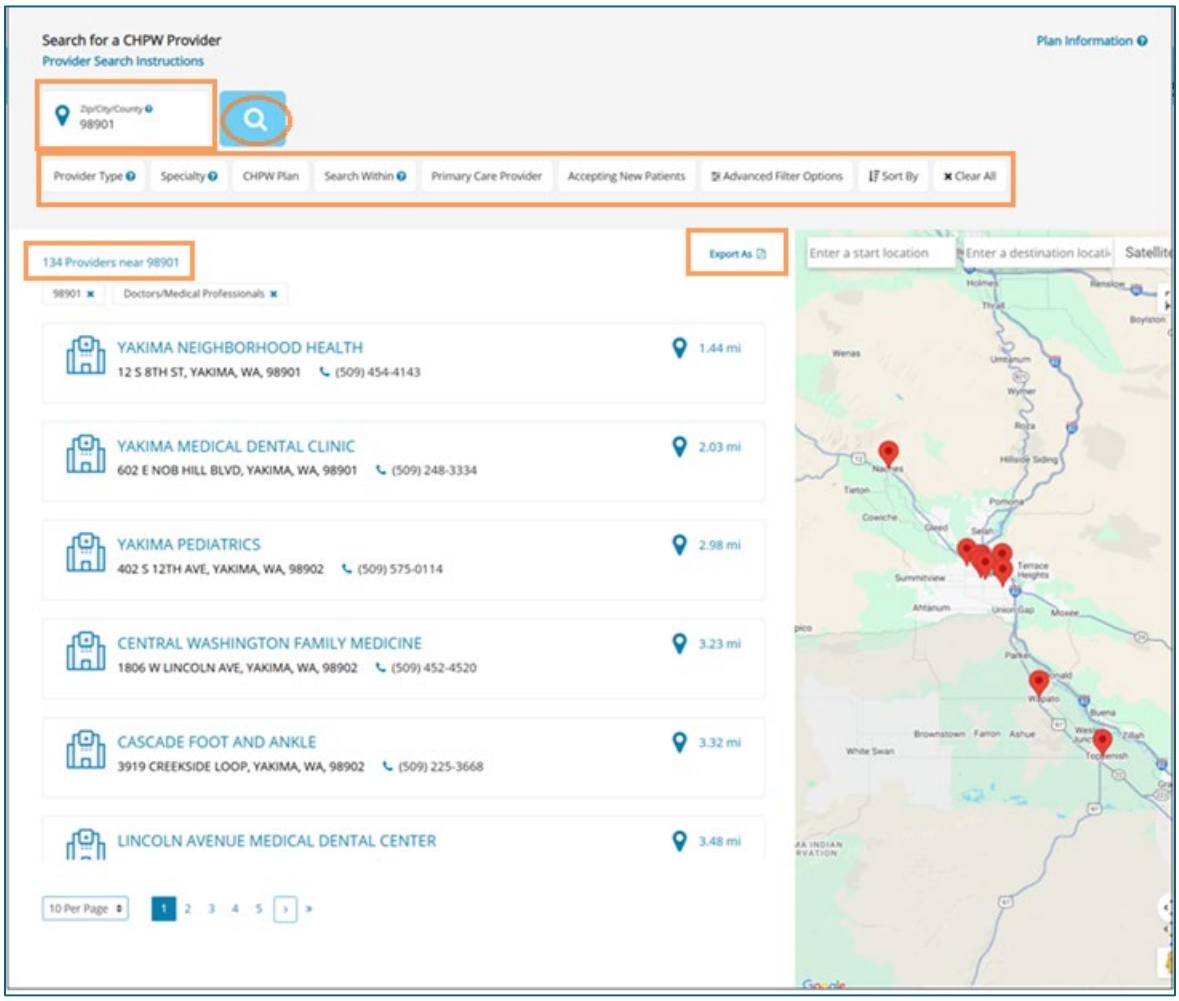


Once the **Find a Doctor** menu is clicked, the ***Search for a CHPW Provider*** page is displayed with the **Plan Information** link, which when clicked opens a pdf with the plan information based on the health plan and the **Provider Search Instructions** link displays the instructions of how to search for a provider as a pop-up screen. **Zip code/City/County** search text field is displayed where the zip code/city/county can be searched

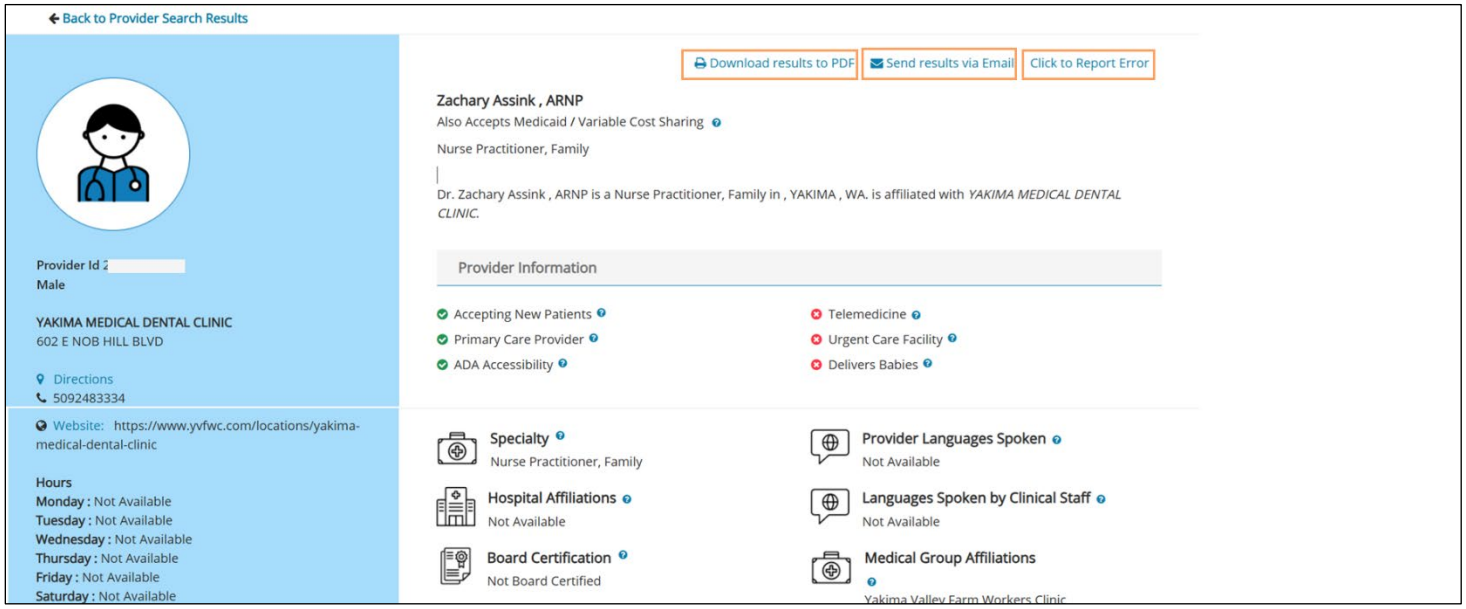
Search Results

The desired **Zip code/City/County** can be entered in the Search text field to locate Providers/Medical Professionals, your provider network, and within a 30-mile radius of your home address.

You will see a pin on the map for each location found. To view a specific location, select the View on Map link in the search results. Search results will display below the map.



Provider Details



On click of any Provider or Facility Name displayed on the Search Results page, the Provider's listed in that Facility will be displayed.

Here the Provider details such as Name, Gender, Phone Number, Visting Hours, Speciality, Certification, Languages Spoken, Areas of Expertise etc., details will be displayed.

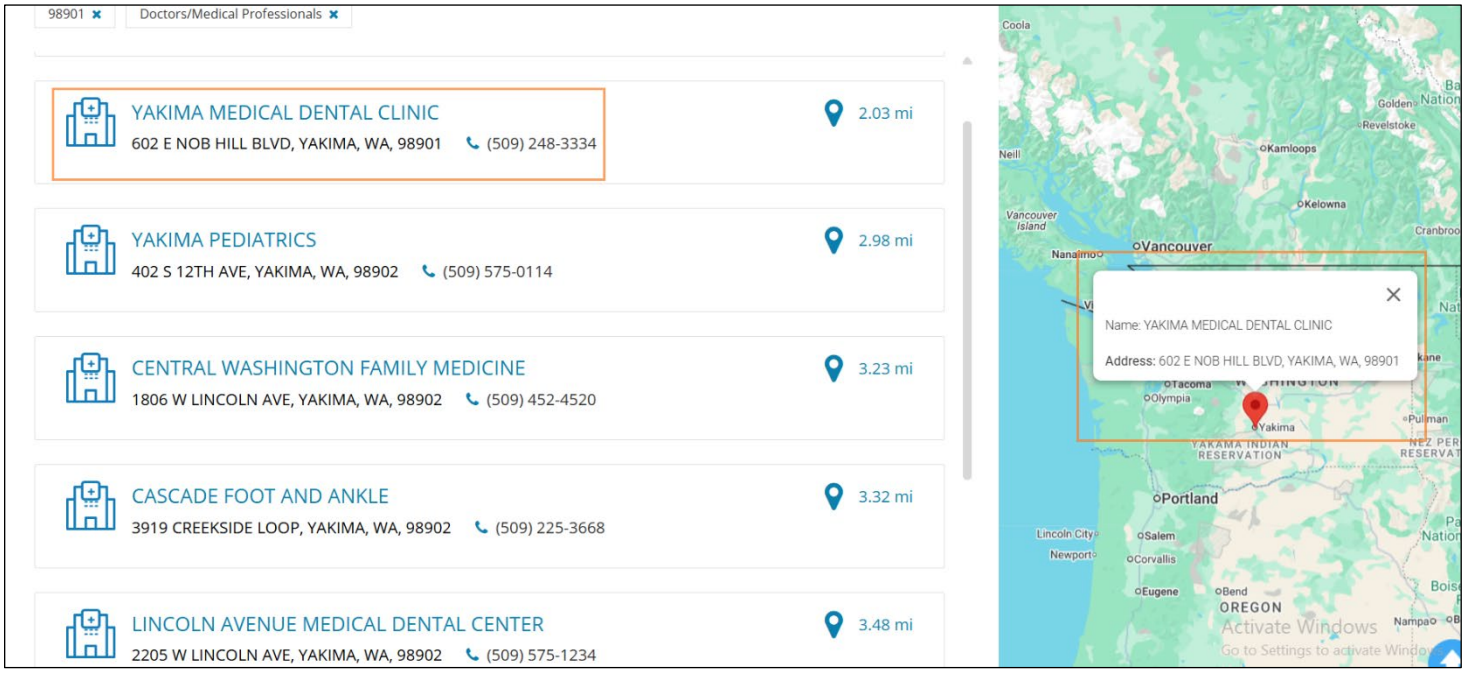
The Member can also Download the details of the Provider as a pdf using the **Download results to PDF** link

Results Email can be sent using the **Send results via Email** link.

The **Click To Report Error** link can be used to report an error.

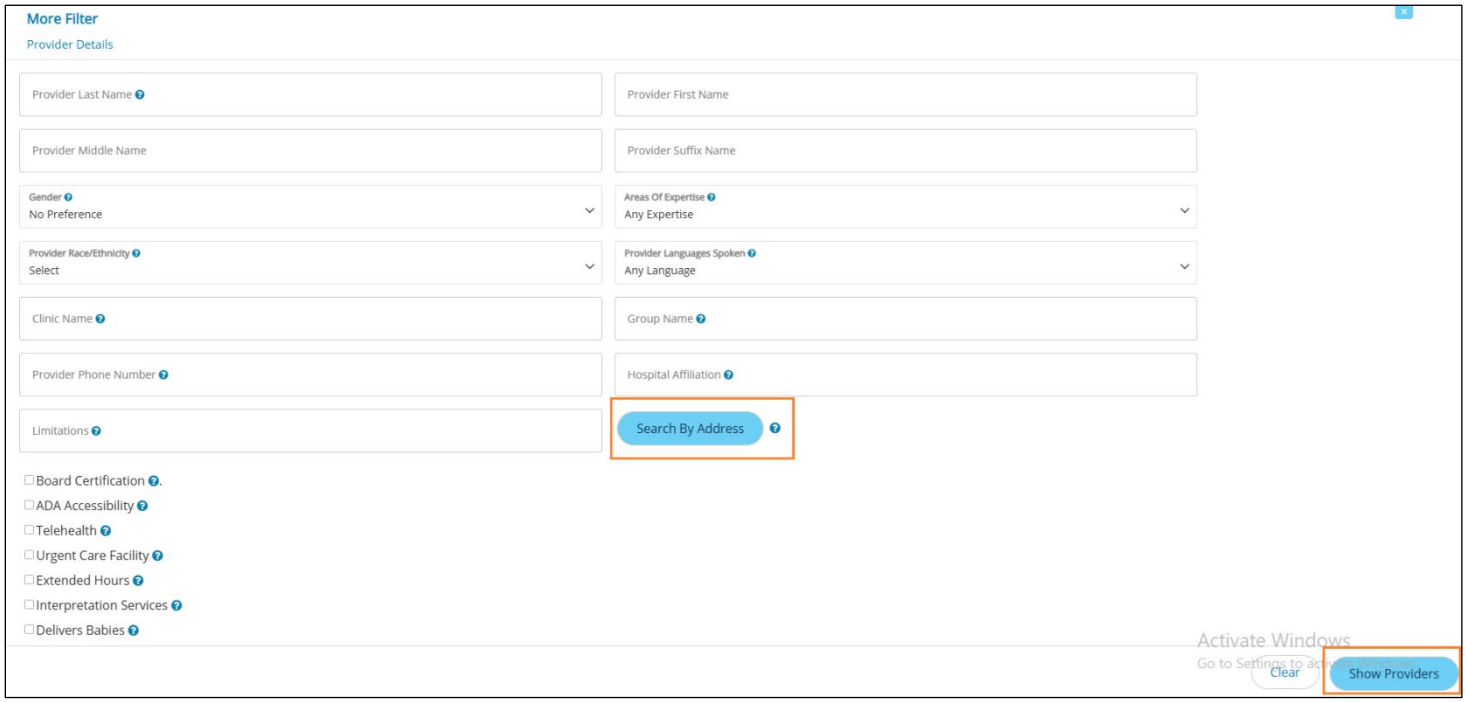
Map View

A map displays next to the quick search fields at the top of the search results. It shows you directions and the route. The map view defaults to an expanded view.



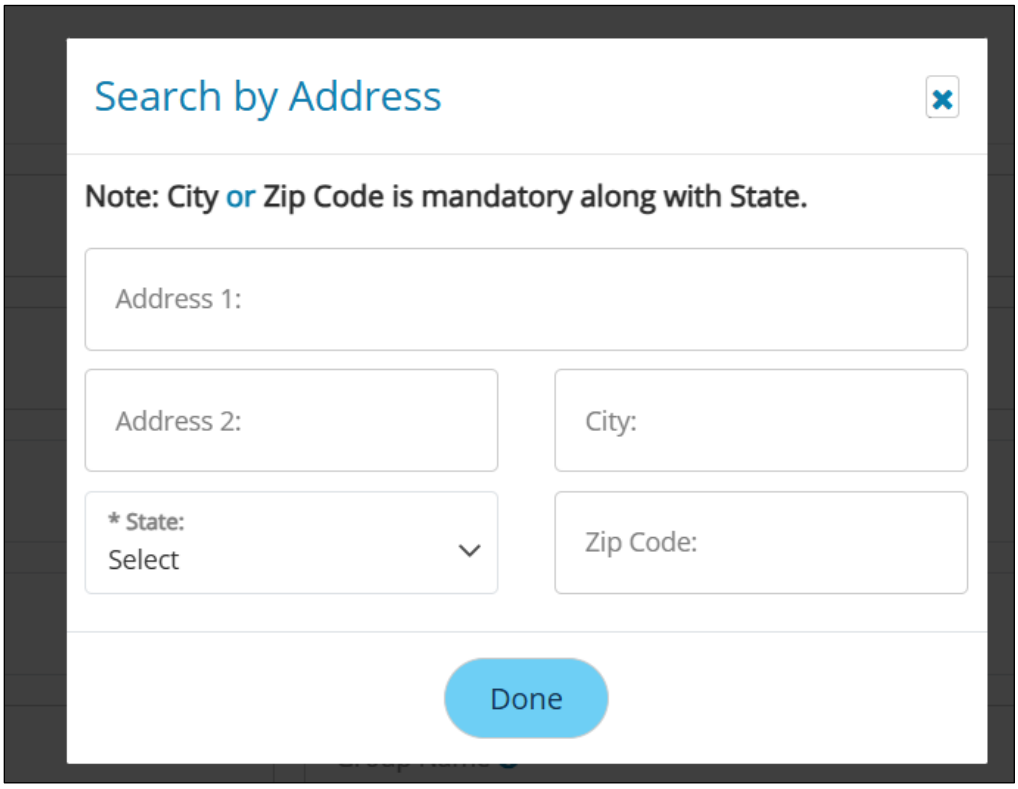
Advanced Filter Options

Here you can refine your search. Enter information into any of the fields, choose a specific drop-down selection and/or select any of the checkboxes



Search by Address

The **Search by Address** allows you to search using an address other than your default home address.



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Find A Doctor* tab under the My Care Menu on the Dashboard.**

   The **Search for a CHPW Provider** page is displayed.

   When the **Zipcode / City/County** is entered in the search text field, the results of Doctors/Medical Professionals will be displayed based on the criteria and also within a 30-mile range from the given address.

Search for a Doctor

1. Quick Search.

Quick search allows you to use the default settings or change the settings by entering a city, zip code or county, and selecting a provider type. You can also search for a provider by selecting any of the options such as:

a. Provider Type
b. Speciality

c. CHPW Plan
d. Search Within
e. Primary Care Provider
f. Accepting New Patients
g. Advanced Filter options
h. Sort By

The **Clear All** option is provided to clear all the options selected.

On clicking the ***Advanced Filter Options***, the Advanced Search page is displayed where you can see and search for more search criteria.



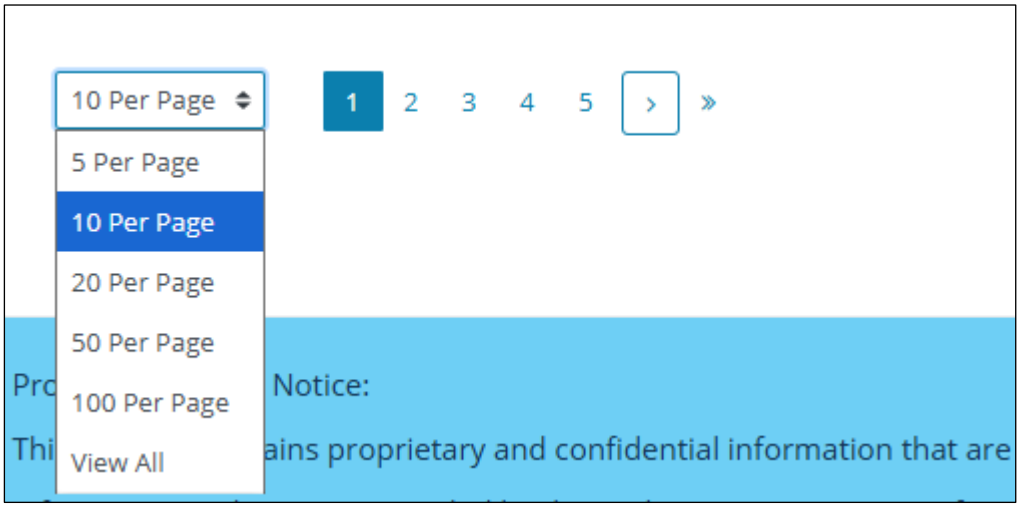
Click the PDF icon on the Search Results section to download a copy of the provider directory in PDF format.

2. *Search Within | Search by Address*.

Search Within works together with the ***Search by Address*** ONLY when a complete address is entered.

3. Showing 1-10 of [total number of] locations.

The total number of search results will display. The default view will show 10 results per page. You can increase the number by selecting the down arrow.



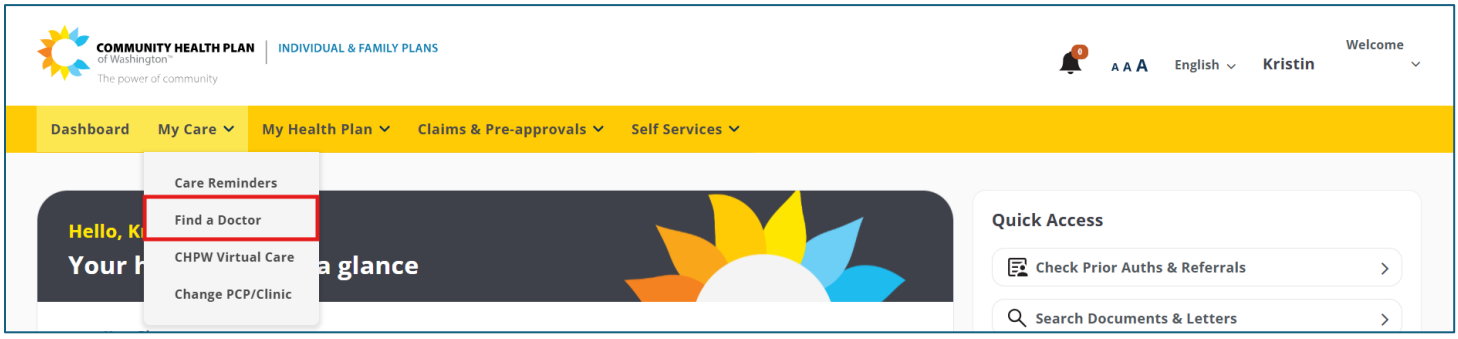
How to Rate a Doctor

Follow these step-by-step instructions to rate a doctor.

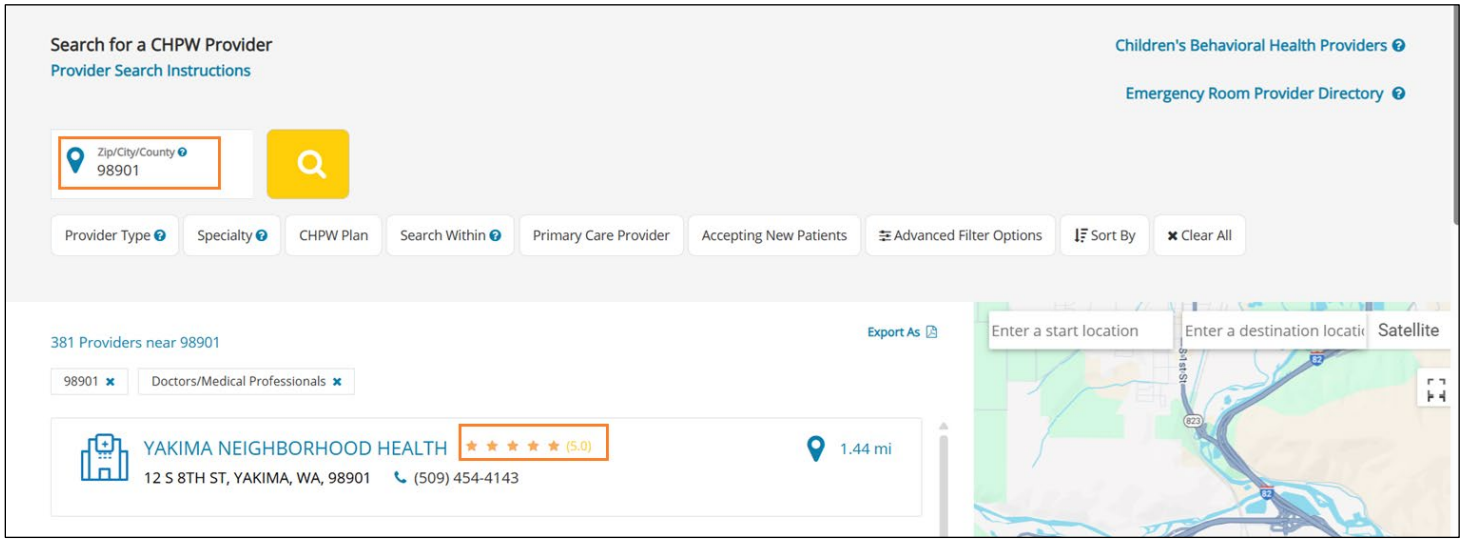
Screens

Member Dashboard – Find/Rate a Doctor

The Rate a Doctor is available only for a **Cascade Member**.



Search for a Doctor



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Find/Rate A Doctor* menu on the Dashboard.**

   The **Find/Rate A Doctor** page displays.

The search feature is the same as seen in Find a Doctor

How to Rate a Doctor

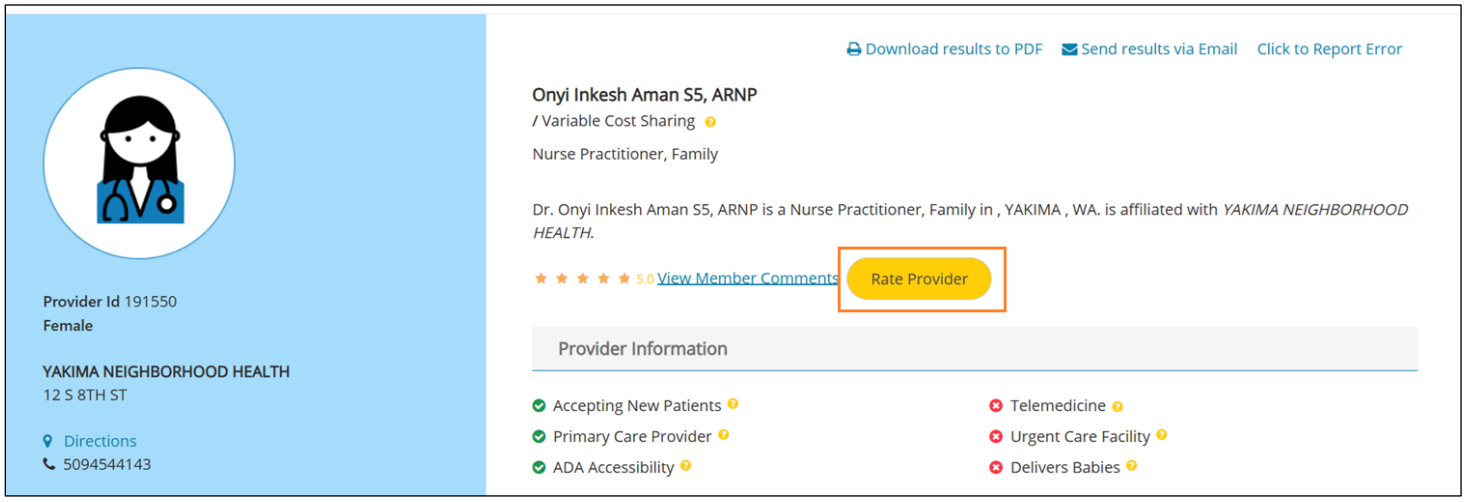
2. **Rate a doctor.**

    a. Search for a doctor with the search criteria available

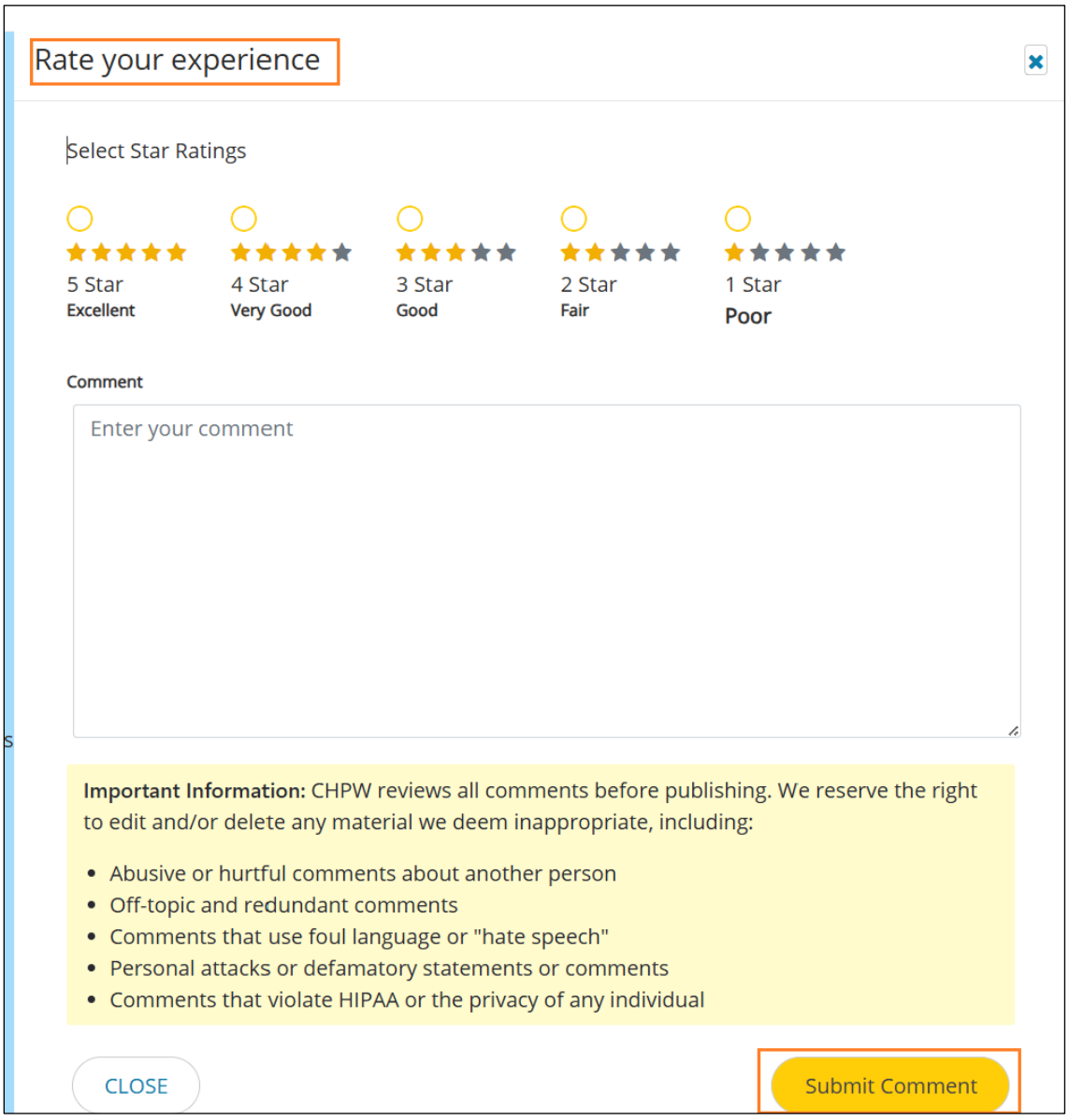
    b. Once the search results are displayed and the ratings for the provider will be displayed

    c. Select any of the provider listed and the Provider details page is displayed with the Rate

    d. Click the ***Rate Provider*** button displayed under the provider's details.



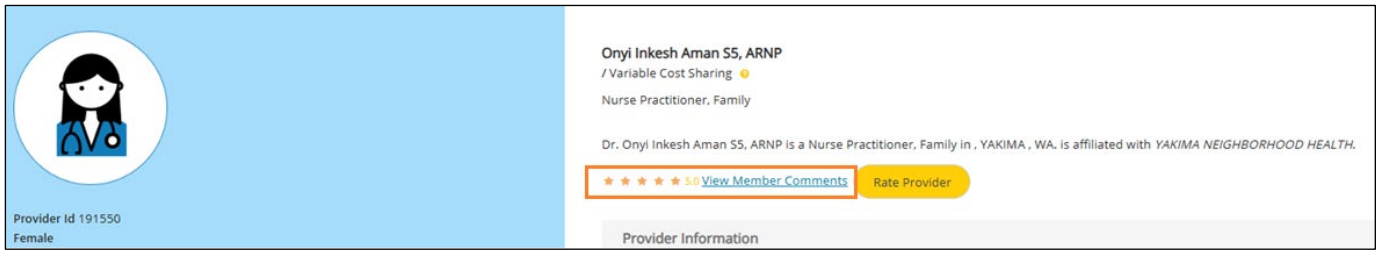
e. The **Rate your experience** window will be displayed. You can select a star rating, out of 5 stars, and enter a comment in the ***Comment*** box.



f. When finished, select the ***Submit Comment*** button.

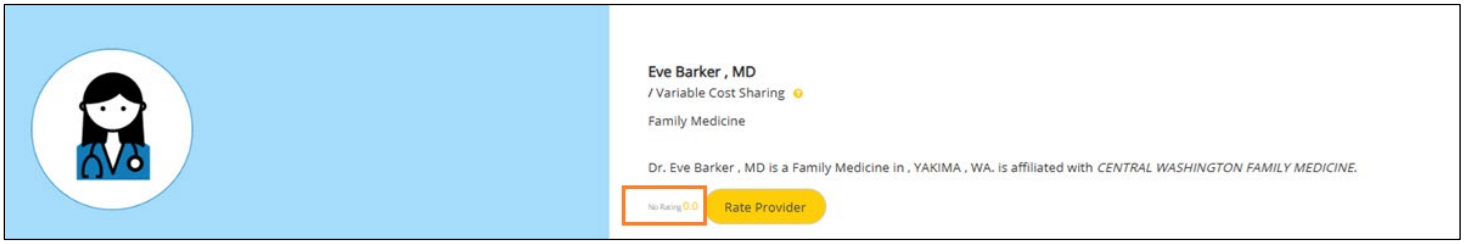
3. View ratings and comments of other members.

a. Expand the provider listing and the system will display the stars in gold, 1 out of 5, under the provider's name.



b. You can view other member comments by clicking on the ***View Member Comments*** hyperlink below the star rating.

c. When no rating exists, the system will display "No Rating" and disable the View Member Comments link.



7 Self-Services

CHPW Member ID Card

How to View, Download, or Print Your ID Card

Follow these step-by-step instructions to View, Download, or Print Your Health Plan ID card.

Before You Begin

Note: You will see only your own ID card.

Screens

Navigation:

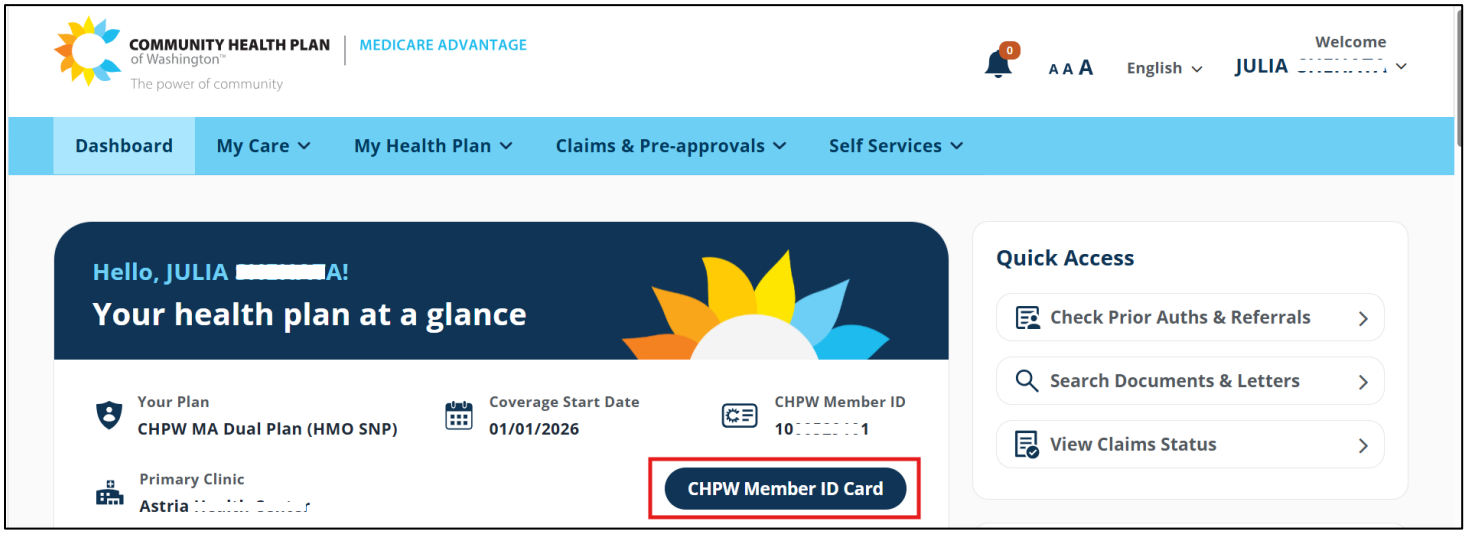
Member Dashboard – My Coverage widget >> CHPW Member ID Card > Will open a detail ID Card page

Member Dashboard – My Health Plan >> CHPW Member ID Card > Will open a detail ID card page

Member Dashboard – Self Services >> CHPW Member ID Card > Will open a detail ID card page

Member Dashboard – Self Services >> Search Documents & Letters >> CHPW Member ID Card > Will open Document Center detail page where users can select ID card from Document Type and PDF file will be displayed on search result grid for the users to view or download ID card.

As previously noted, you may have different coloured portal pages depending on your plan.



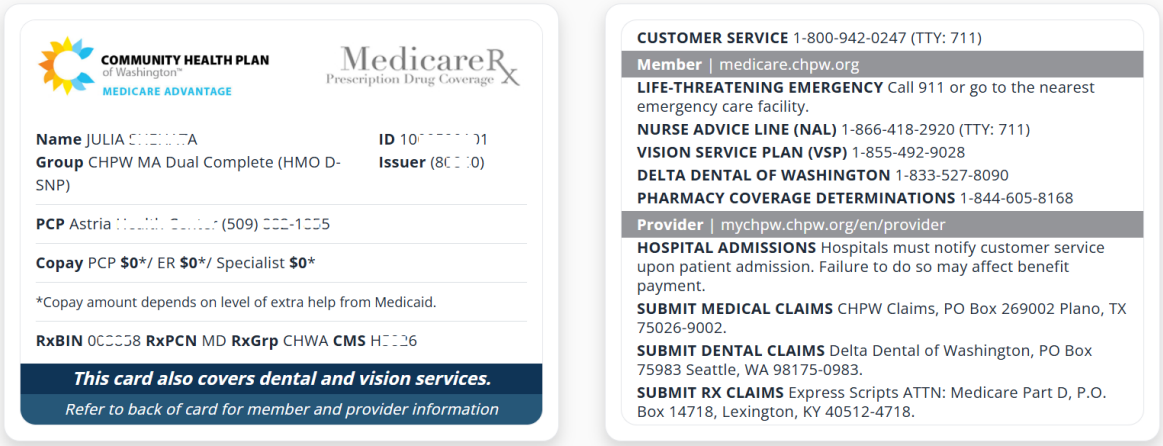
CHPW Member ID Card

Show this card when you get care or pick up your prescriptions.

Open your ID card to print it or save it to your device.

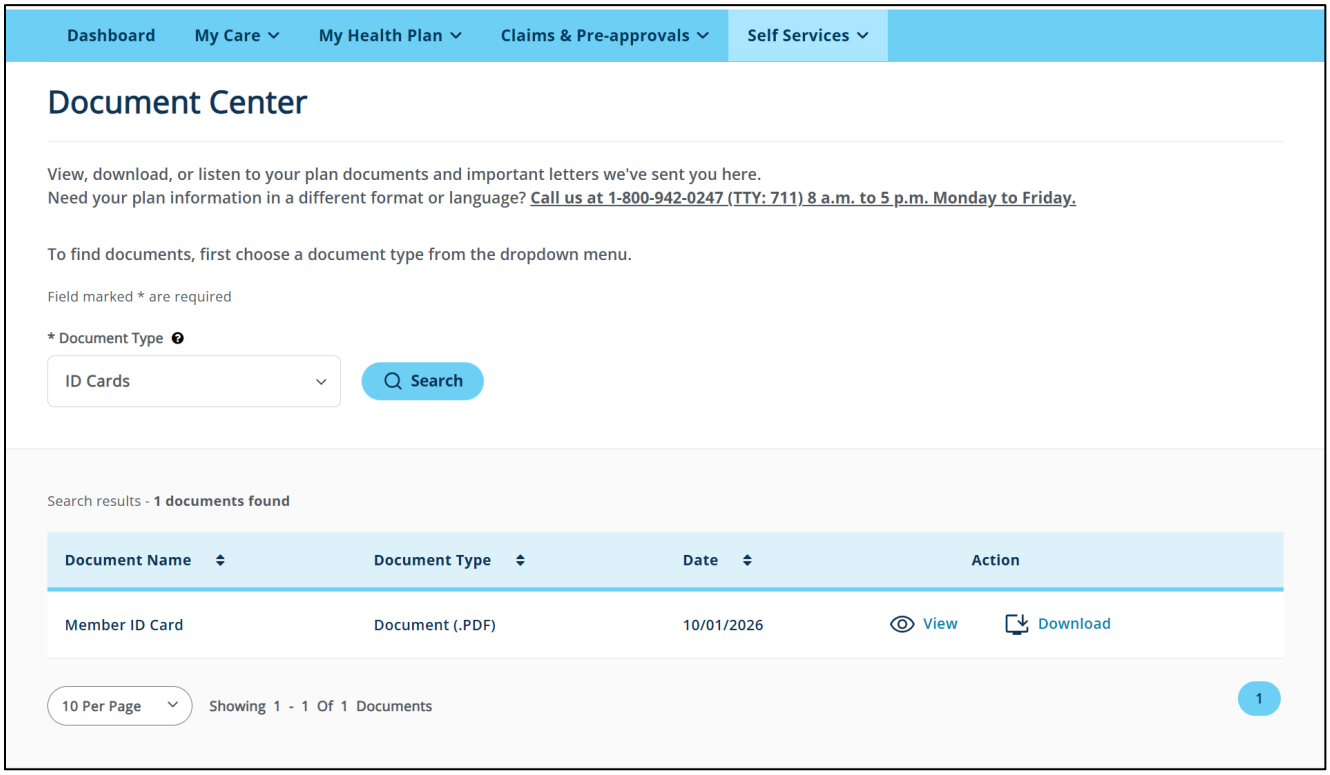
If you recently made a change to your PCP clinic, your digital ID card will show your new clinic's name after the 1st of the month, when the changes goes into effect. We will also mail you a new ID card.

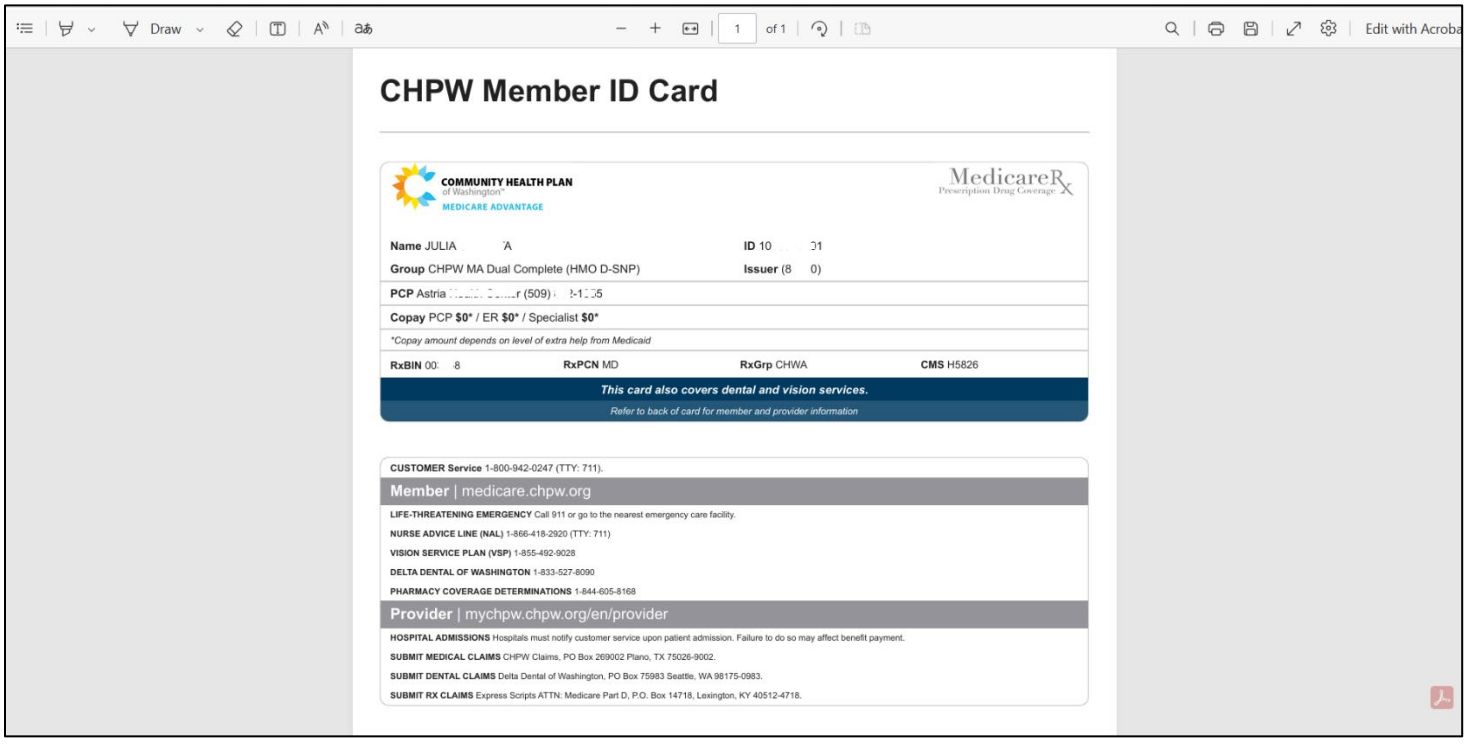
Open ID Card

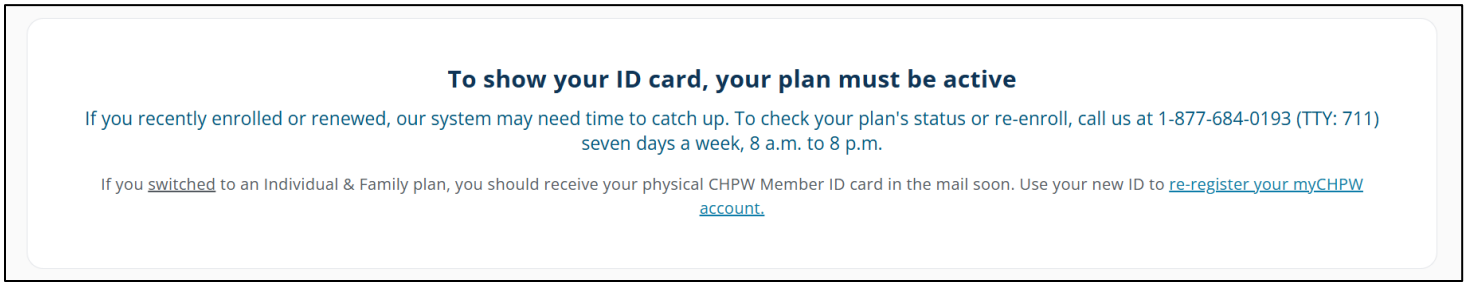


GET Adobe Acrobat Reader

You will need Adobe reader to save PDFs on the site.
Download the free version on Adobe Reader.


Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Document Center
View, download, or listen to your plan documents and important letters we've sent you here.
Need your plan information in a different format or language? Call us at 1-800-942-0247 (TTY: 711) 8 a.m. to 5 p.m. Monday to Friday.
To find documents, first choose a document type from the dropdown menu.
Field marked * are required
* Document Type
ID Cards
Search
Search results - 1 documents found
Document Name
Document Type
Date
Action
Member ID Card
Document (.PDF)
10/01/2026
View
Download
10 Per Page
Showing 1 - 1 Of 1 Documents
1


Draw
1
of 1
Edit with Acroba
CHPW Member ID Card
COMMUNITY HEALTH PLAN of Washington
MEDICARE ADVANTAGE
MedicareRx
Prescription Drug Coverage
Name JULIA A
ID 10 01
Group CHPW MA Dual Complete (HMO D-SNP)
Issuer (8 0)
PCP Astria (509)
Copay PCP $0* / ER $0* / Specialist $0*
*Copay amount depends on level of extra help from Medicaid
RxBIN 00 8
RxPCN MD
RxGrp CHWA
CMS H5826
This card also covers dental and vision services.
Refer to back of card for member and provider information
CUSTOMER Service 1-800-942-0247 (TTY: 711).
Member | medicare.chpw.org
LIFE-THREATENING EMERGENCY Call 911 or go to the nearest emergency care facility.
NURSE ADVICE LINE (NAL) 1-866-418-2920 (TTY: 711)
VISION SERVICE PLAN (VSP) 1-855-492-9028
DELTA DENTAL OF WASHINGTON 1-833-527-8090
PHARMACY COVERAGE DETERMINATIONS 1-844-605-8168
Provider | mychpw.chpw.org/en/provider
HOSPITAL ADMISSIONS Hospitals must notify customer service upon patient admission. Failure to do so may affect benefit payment.
SUBMIT MEDICAL CLAIMS CHPW Claims, PO Box 269002 Plano, TX 75026-9002.
SUBMIT DENTAL CLAIMS Delta Dental of Washington, PO Box 75983 Seattle, WA 98175-0983.
SUBMIT RX CLAIMS Express Scripts ATTN: Medicare Part D, P.O. Box 14718, Lexington, KY 40512-4718.



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *CHPW Member ID Card* option on the My Coverage widget.**

   The **CHPW Member ID Card** Detail Page is displayed. Member can view current Member ID card based on enrolled plan. The ID card template displayed varies by Line of Business (LOB), including Apple Health & BHSO (Medicaid), Cascade Select, and Medicare Advantage plans.

2. The front of the ID card displays member-specific information based on the enrolled Line of Business (LOB), including the **Member Name**, **Member ID**, **Group Number**, **Assigned PCP Clinic**, **Copay Amount**, and **Prescription (Rx) Information**, as applicable to the member's plan.
3. The back of the ID card includes important contact information and service details, such as **Customer Service**, **Nurse Advice Line**, **Vision** and **Dental providers**, **Pharmacy Coverage Determinations**, **Provider resources**, and **Claims Submission information** as applicable to the member's plan.
4. Logged-in members can view only their own Member ID card. Dependent Member ID cards are not displayed.
5. The system shall not allow members to modify any information displayed on the Member ID Card.
6. When an ID card is available, the system displays an Open ID Card button. Selecting Open ID Card opens the PDF version of the member's ID card in a new browser tab and allows members to print, save, and download the PDF version of their ID card for future reference.
7. When a member accesses ID Cards from the Document Center and selects the document type as ID Cards, the system shall not display the From Date and To Date search filters.
8. **For Termed Members**:
   1. Termed members will not have access to a current CHPW Member ID Card.
   2. When a termed member selects CHPW Member ID Card from Self Service or in the Document Center, the system displays a message indicating that an ID Card is not available because coverage has ended. The contact information and contents displayed within the message varies based on the member's Line of Business (LOB).

Change PCP

Follow these step-by-step instructions to **Change Your PCP**.

How to Change Your PCP

Before You Begin

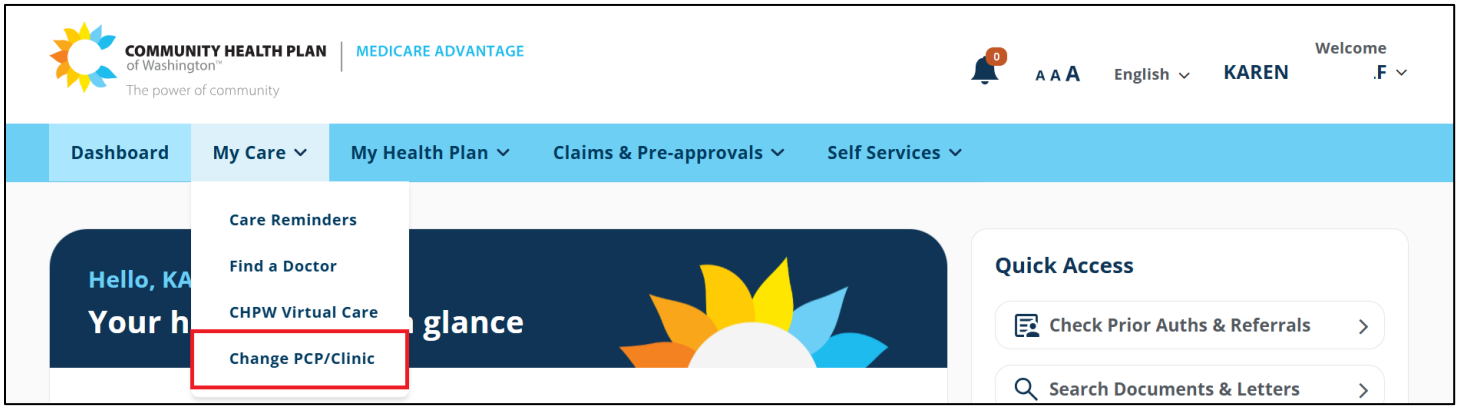
Log in to the myCHPW member portal and start from your **Member Dashboard**.

Screens

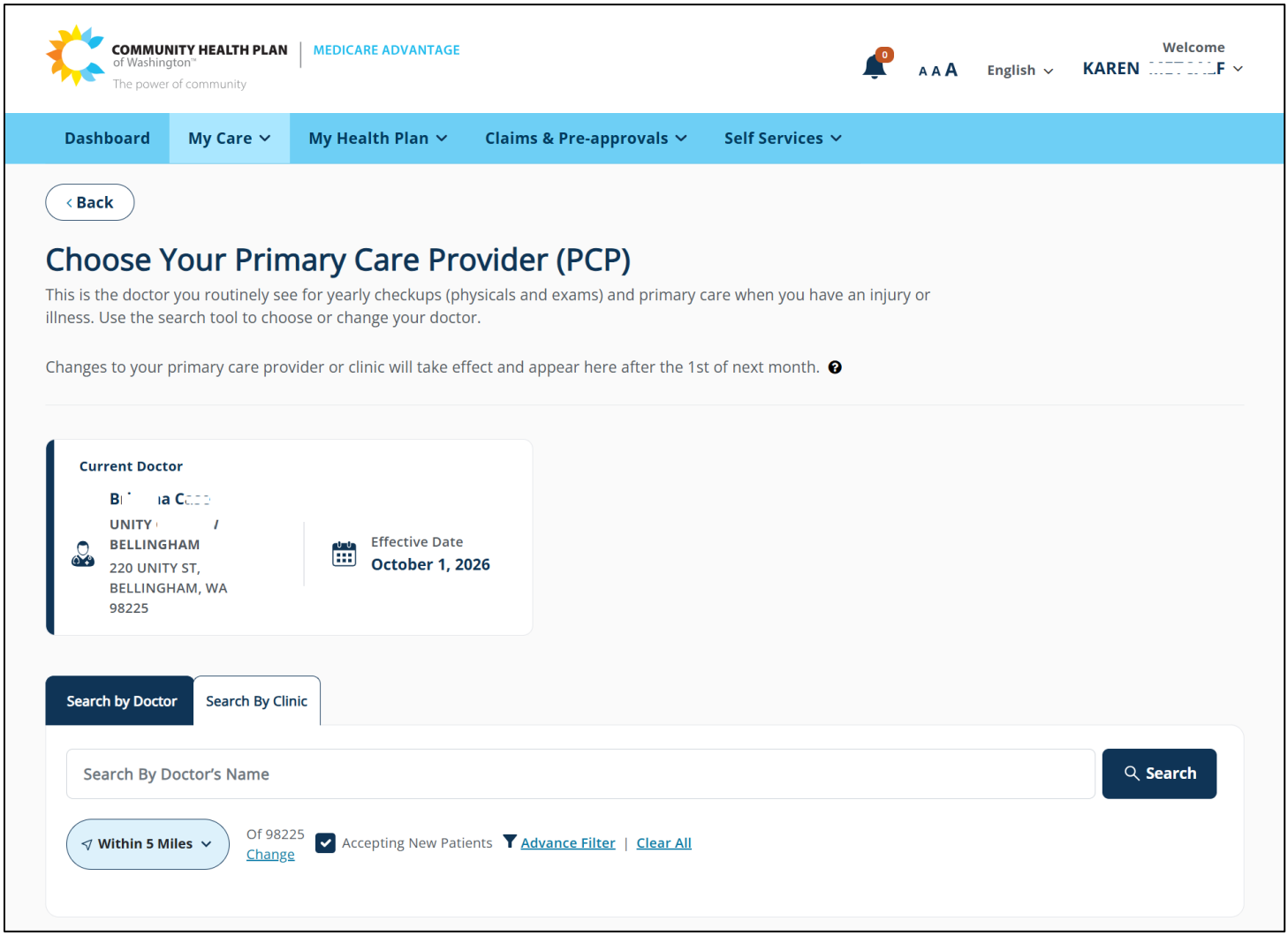
Navigation:

Dashboard > Your Clinic Widget > Change Clinic
My Care > Change PCP/Clinic
Self Service > Change PCP/Clinic

As previously noted, you may have different coloured portal pages depending on your plan.



Once the **Change PCP/Clinic** menu is clicked, the ***Choose Your Primary care Provider (PCP)*** page is displayed. The Change PCP page provides two search options: Search by Clinic & Search by Doctor. The system shall display the member's ZIP code as the default search location (for example, 98101, Seattle, WA) with an option to change it, automatically apply a 5-mile search radius, and select the Accepting New Patients filter by default so that only providers or clinics with available PCPs are displayed in the search results.
For Individual & Family members, the Search by Clinic tab is selected by default when the page loads. For Medicare and Medicaid members, the Search by Doctor tab is selected by default when the page loads.

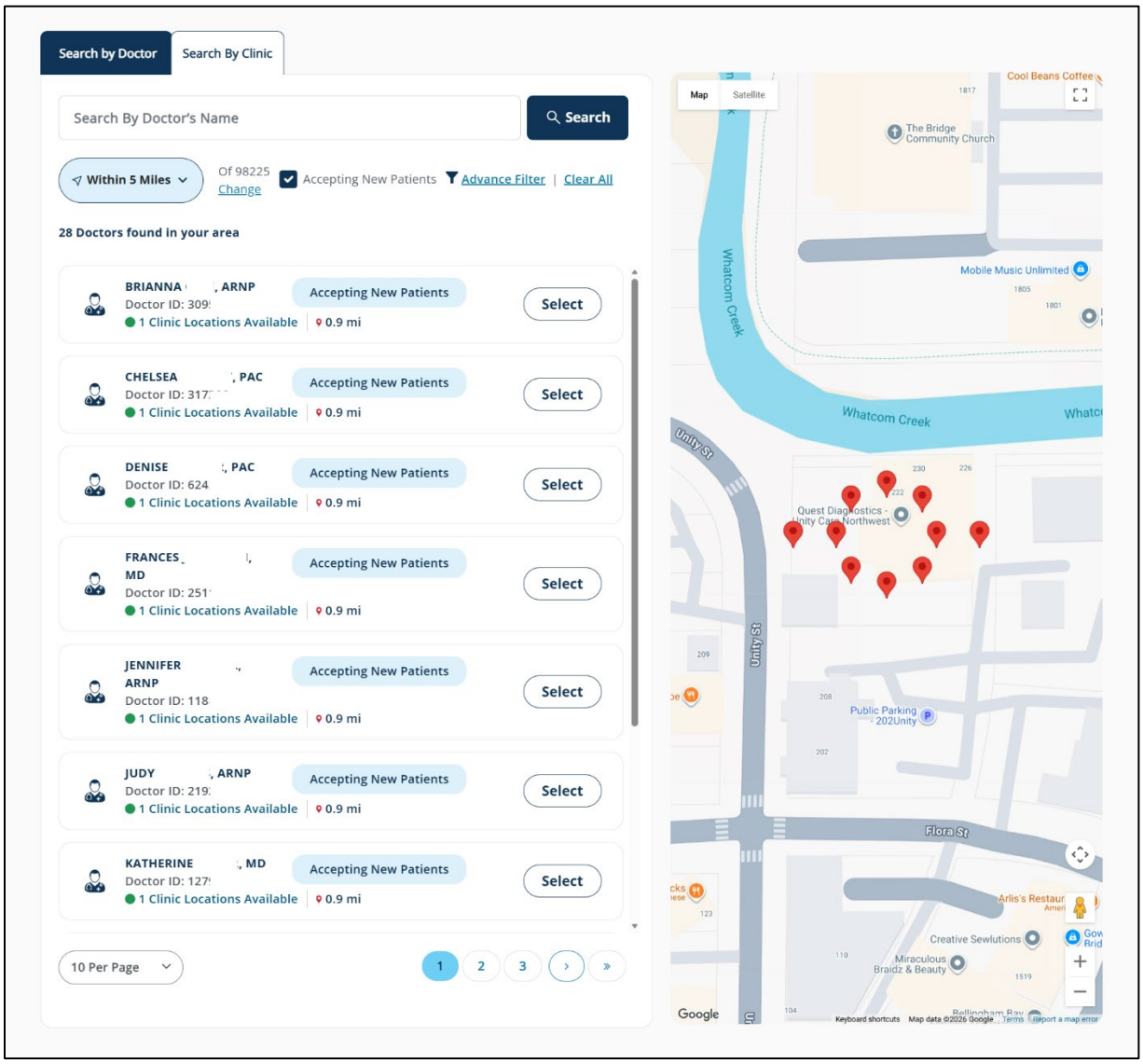


Each doctor result displays:

- Doctor Name
- Doctor ID
- Number of available clinic locations
- Accepting New Patients status
- Distance from your location
- Select button

If multiple pages of results are available, use the page navigation controls to browse additional results. Select Select next to a doctor to view available clinic locations and continue the PCP change process.

When doctor or clinic search results are displayed on the Change PCP page, the system shall display a Google Map alongside the results list, show map pins for all matching doctor and clinic locations returned by the search, and provide a View on Google Map option that allows members to open and view the mapped locations in Google Maps.



The Doctor Details pop-up displays:

- Doctor Name
- Doctor ID
- Accepting New Patients status

- Gender
- Phone Number
- Primary Specialty
- Health Plan
- Available Clinic Locations

Provider professional information may include:

- Accreditation and Specialty Board Certification
- Hospital Affiliations
- Additional provider information, when available

The pop-up displays provider language and accessibility information, including:

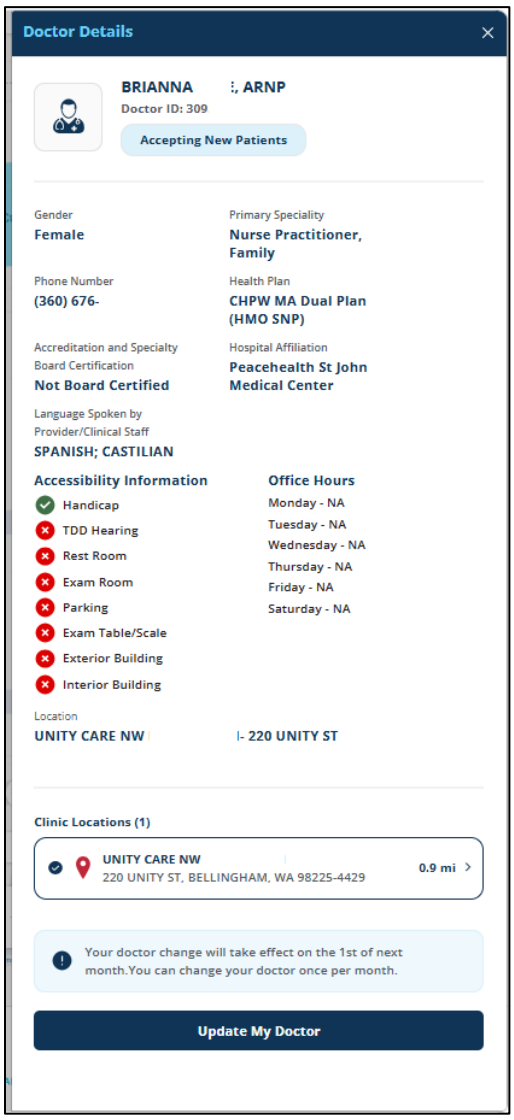
- Languages spoken by the provider or clinical staff
- Handicap accessibility
- TDD Hearing services
- Accessible Restrooms
- Accessible Exam Rooms
- Accessible Parking
- Accessible Exam Tables/Scales
- Exterior Building accessibility
- Interior Building accessibility

A green check mark indicates the accessibility feature is available. A red cross indicates the feature is not available or information was not provided.

Clinic and office information includes:

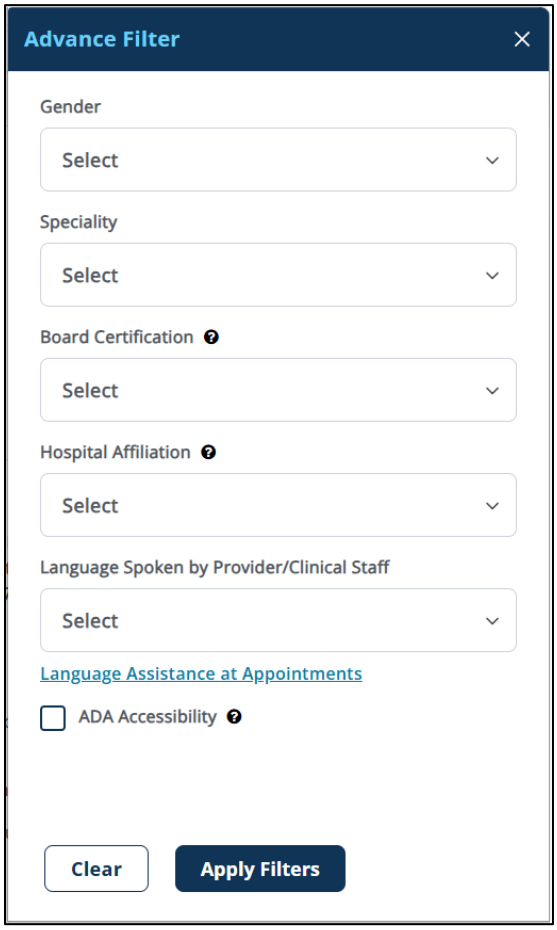
- Clinic Name
- Street Address
- City, State, and ZIP Code
- Office Hours

The following note is displayed in the Doctor Details pop-up:
Note: Your doctor change will take effect on the 1st of next month. You can change your doctor once per month.

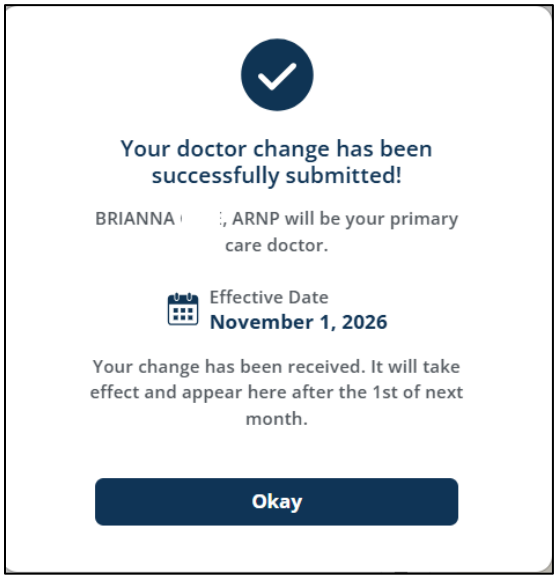


Advanced Filter Options

Here you can refine your search. Enter information into any of the fields, choose a specific drop-down selection and/or select any of the checkboxes

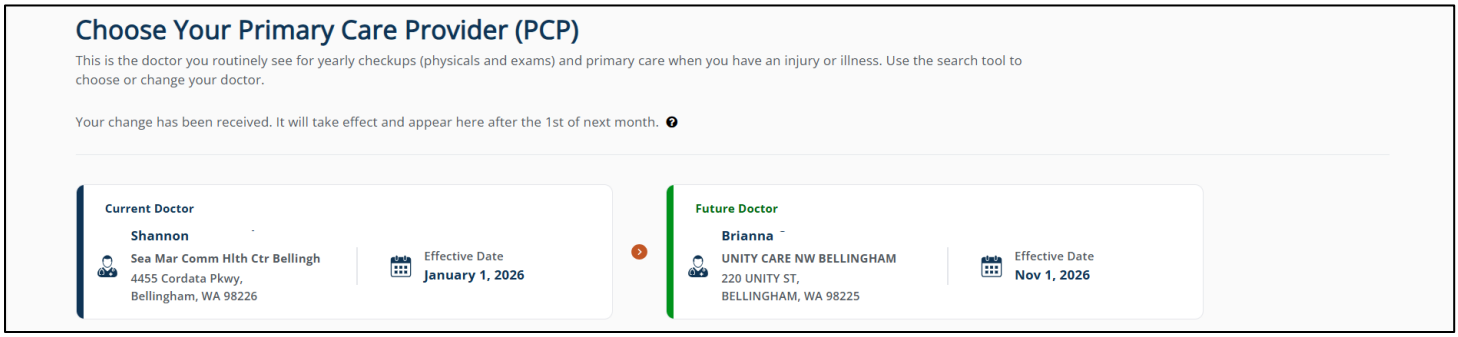


When reviewing the Doctor Details pop-up, members will see a notification that PCP change become effective on the 1st day of the following month. The pop-up also reminds members that PCP change can only be made once per month.



The Change PCP page displays the member's Current Doctor information, including Doctor Name, Clinic Name, Clinic Address, and Effective Date, and when a PCP change request is submitted, the page also displays Future Doctor information with the same details. For Cascade Select members, the Doctor Name is not displayed in either the Current Doctor or Future Doctor sections.

Members can submit a PCP change request only once per calendar month. This limitation does not apply to newborn members during their first 90 days following their date of birth. During this 90-day period, newborn members may submit multiple PCP change requests.



Note: Change PCP/Clinic will not be available for Termed members and BHSO(Medicaid) Line Of Business members.

How to Report Other Health Insurance

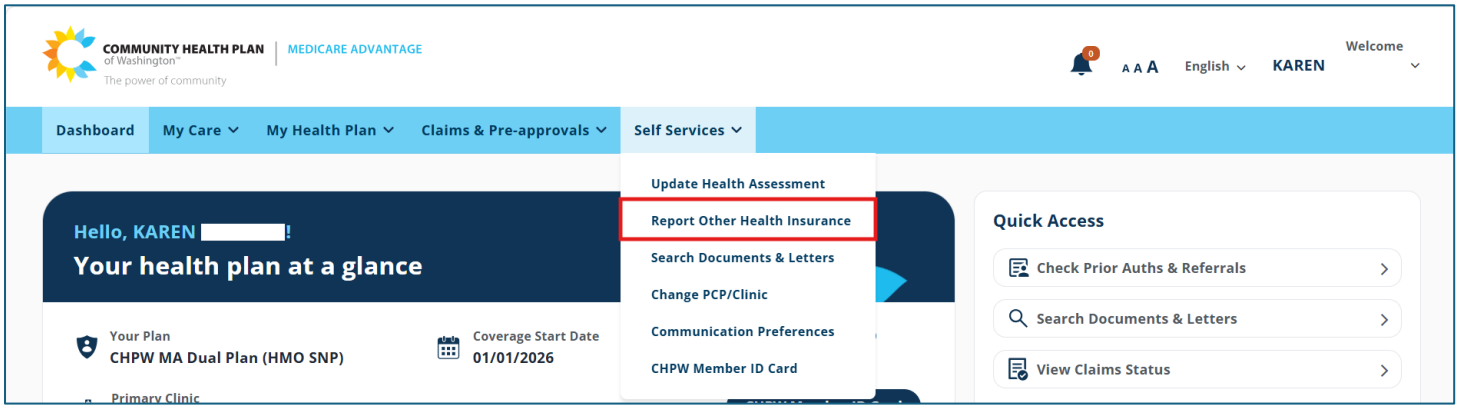
Before You Begin

Log in to the myCHPW member portal and start from your **Member Dashboard**.

Screens

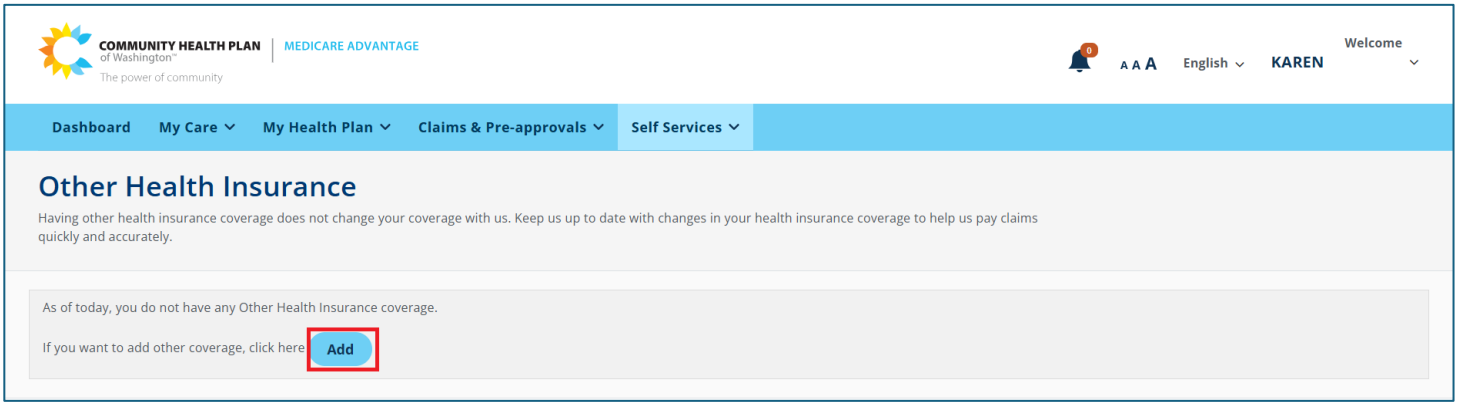
Member Dashboard – Quick Links

As previously noted, you may have different coloured portal pages depending on your plan.

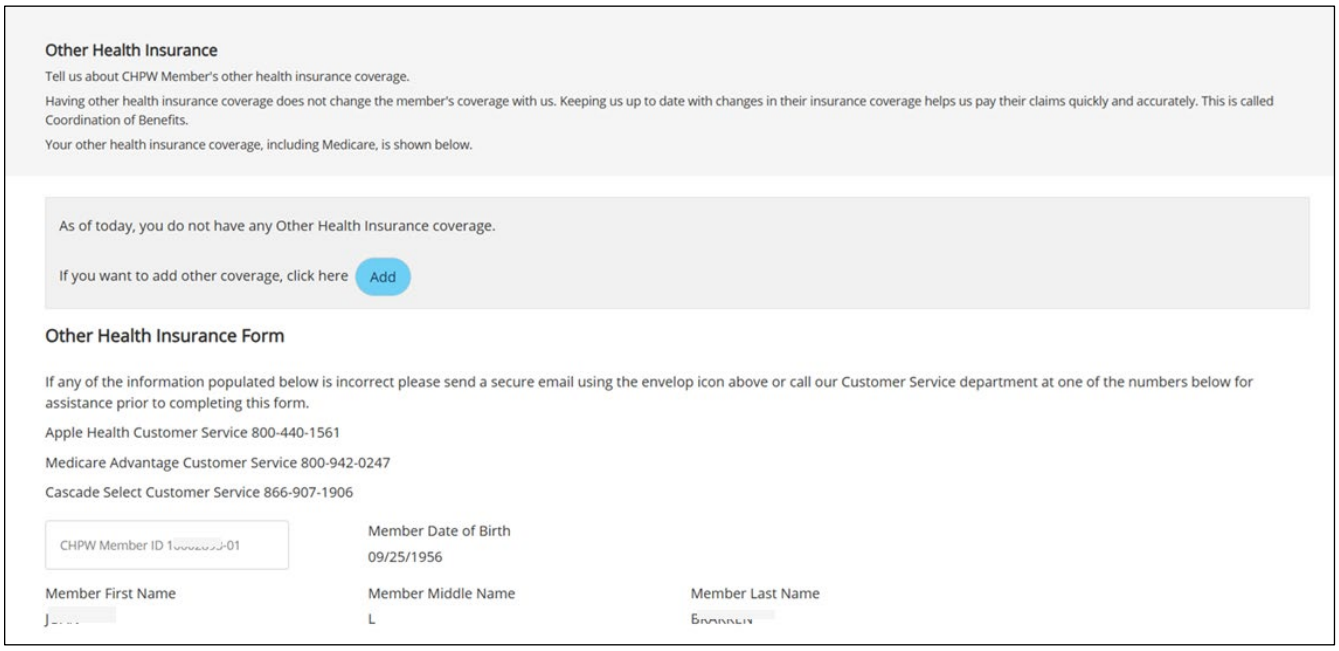


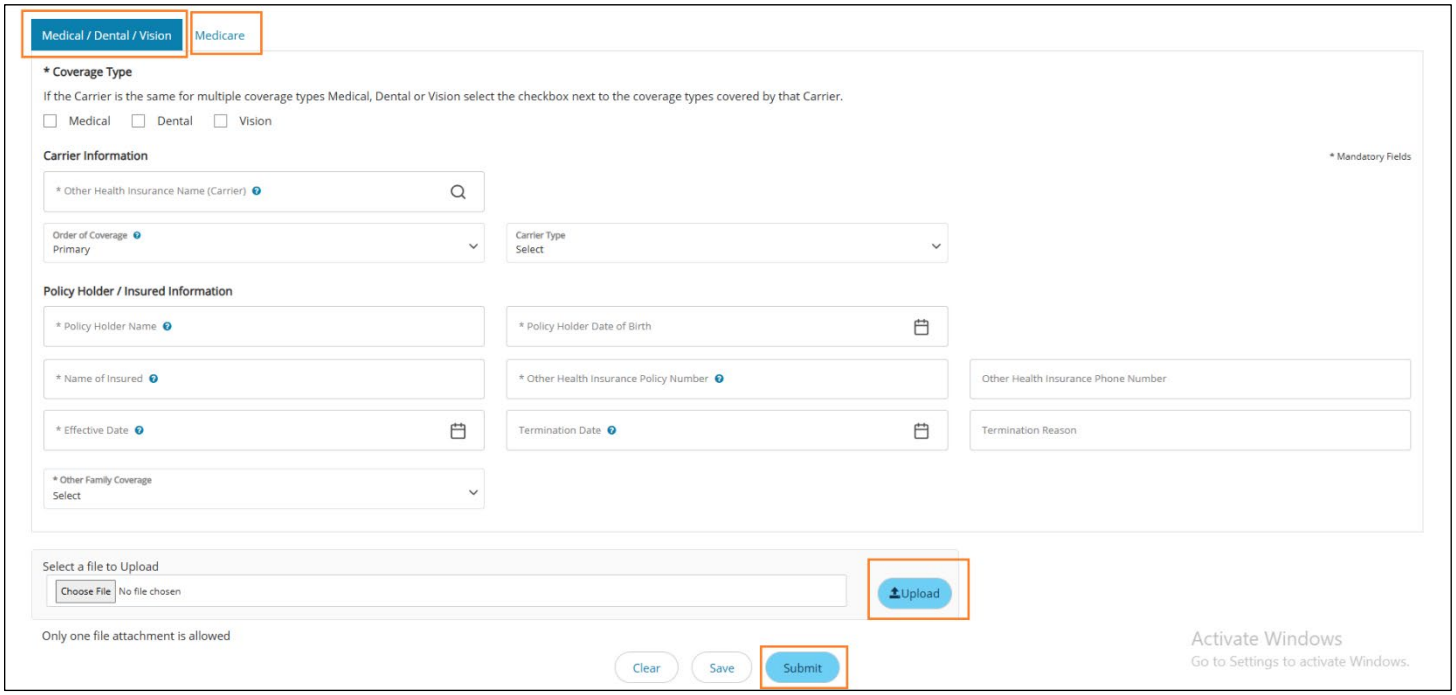
Other Health Insurance Screen Without Existing OHI

If you don't have other insurance, the **Other Health Insurance** screen will look like this:

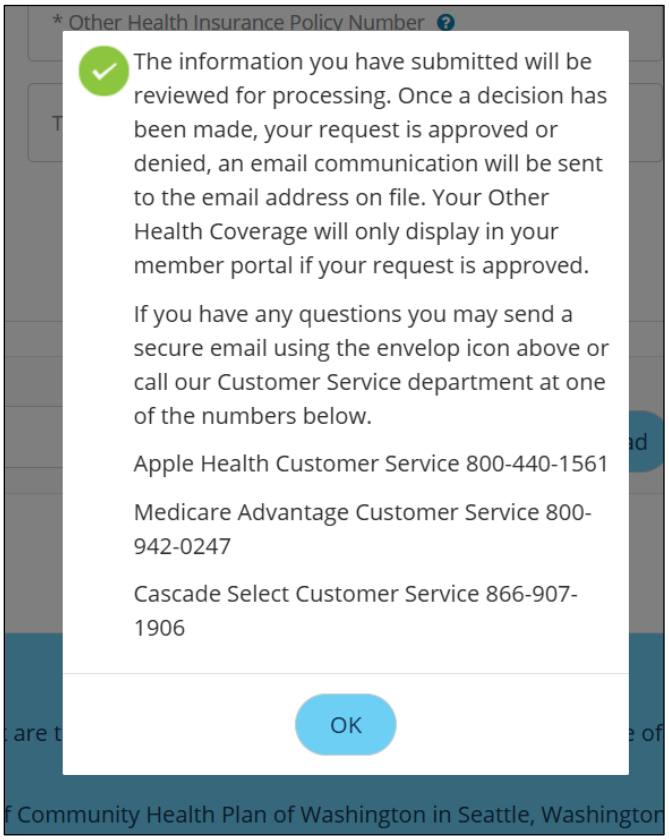


Add OHI - Other Health Insurance Form – Medicare



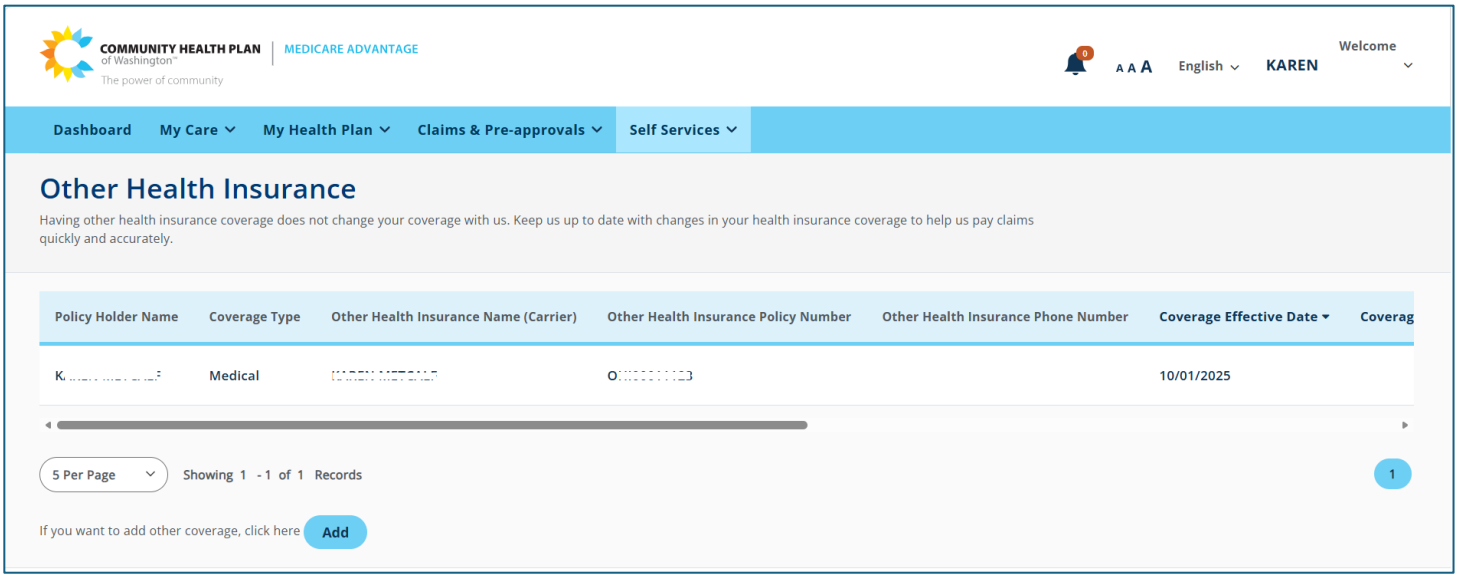


Confirmation Message

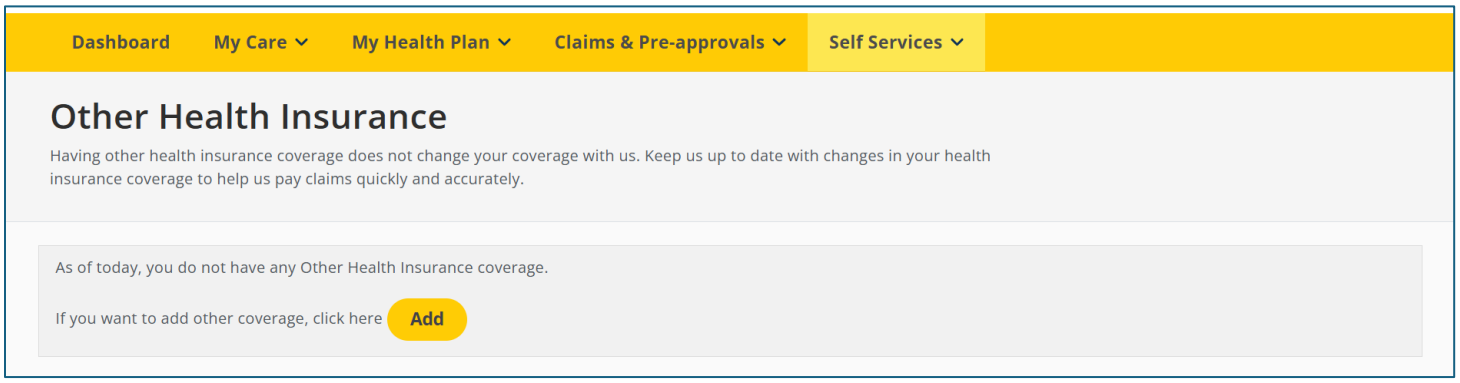

* Other Health Insurance Policy Number
The information you have submitted will be reviewed for processing. Once a decision has been made, your request is approved or denied, an email communication will be sent to the email address on file. Your Other Health Coverage will only display in your member portal if your request is approved.
If you have any questions you may send a secure email using the envelop icon above or call our Customer Service department at one of the numbers below.
Apple Health Customer Service 800-440-1561
Medicare Advantage Customer Service 800-942-0247
Cascade Select Customer Service 866-907-1906
OK
f Community Health Plan of Washington in Seattle, Washington

Existing Member OHI

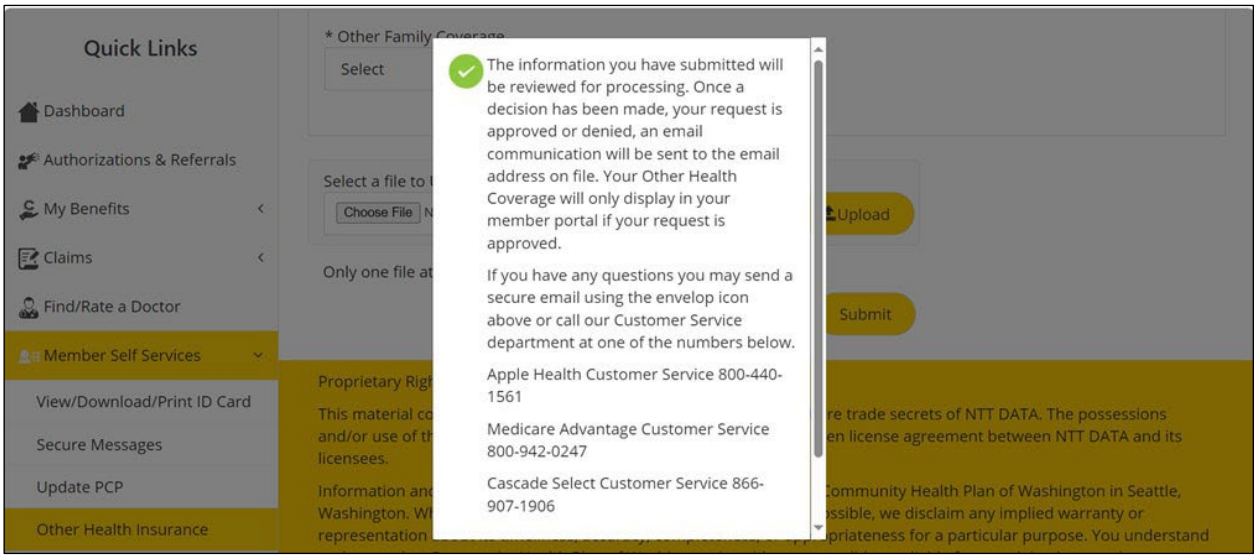
You'll also have the option to **View** the details of your other insurance:



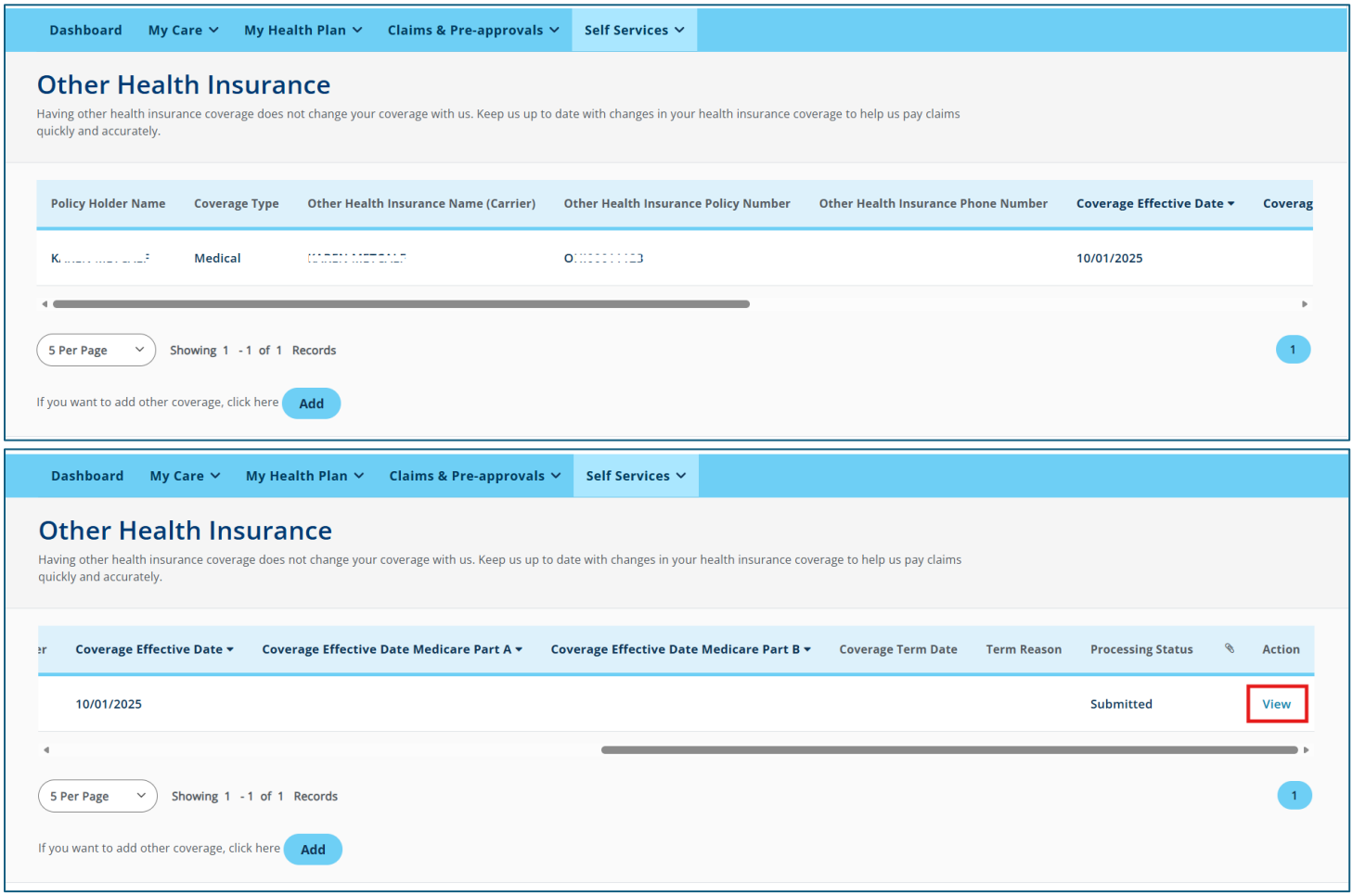
Other Health Insurance Form—Individual & Family Cascade Select



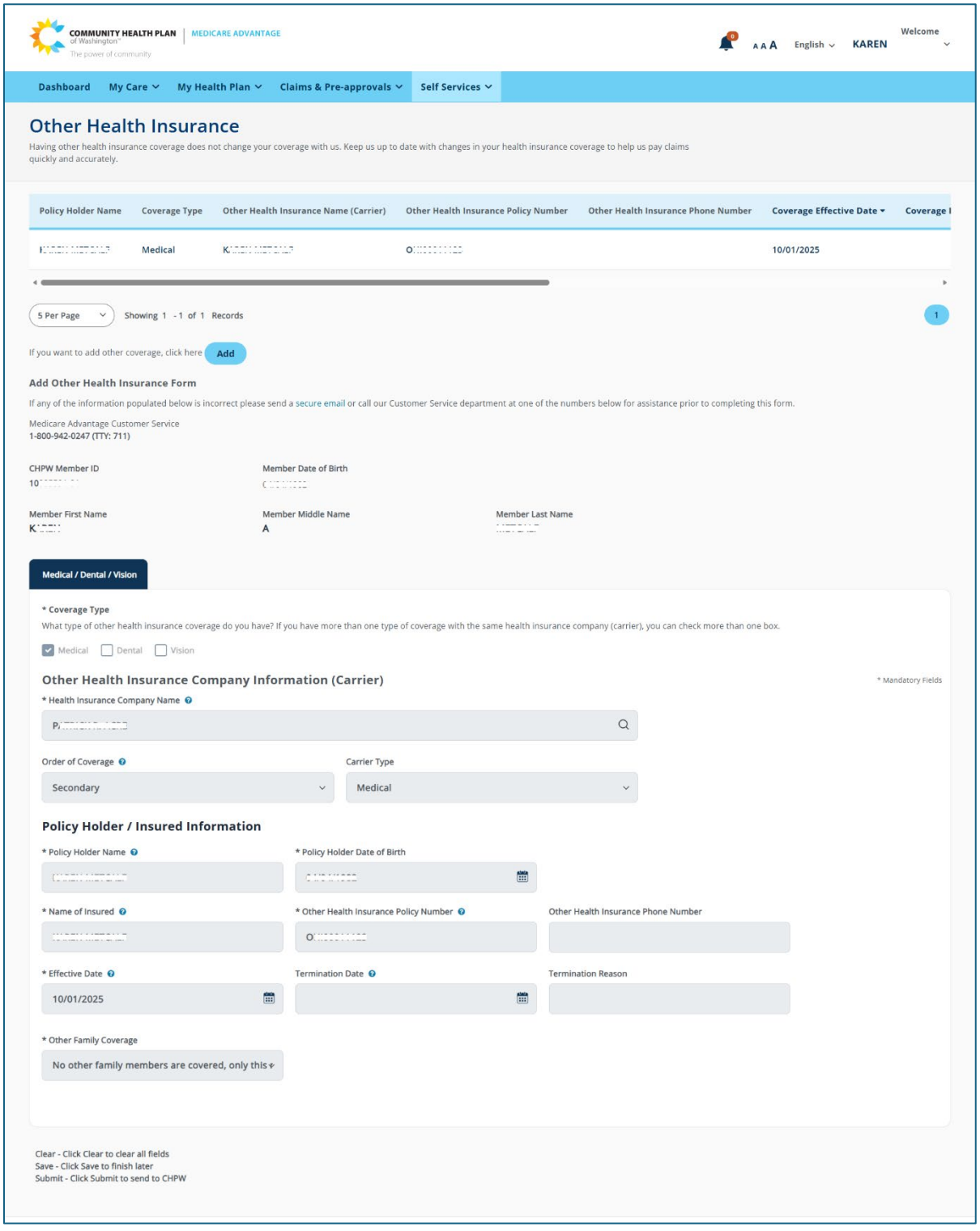
Confirmation—Individual & Family Cascade Select



Submitted OHI



On clicking the View button, the OHI non-editable filled form will be displayed



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Self Services >> >> Report Other Health Insurance* drop down menu option.**

   The **Other Health Insurance** screen is displayed.

Other Health Insurance Screen

2. **Other Health Insurance screen.**

   On the **Other Health Insurance** screen, click **Add** if you want to add other coverage.

Other Health Insurance Form

3. **Other Health Insurance Form screen.**

   On the **Other Health Insurance Form** screen, click ***either*** the **Medical / Dental / Vision** tab ***or*** the **Medicare** tab.

4. **Fill out** the information on the screen. Required fields are marked with a *.

5. ***Optional:*** If you'd like, you can upload one file attachment, such as an Explanation of Benefits (EOB) from your other insurance. Make sure to click **Upload**.

6. **Click Save** when you're done filling out the Other Health Insurance Form.

7. **You'll see a confirmation message. Your information has been updated in our system.**

8. Submitted OHI can be used using the **View button**

How to View Documents Using the Document Center

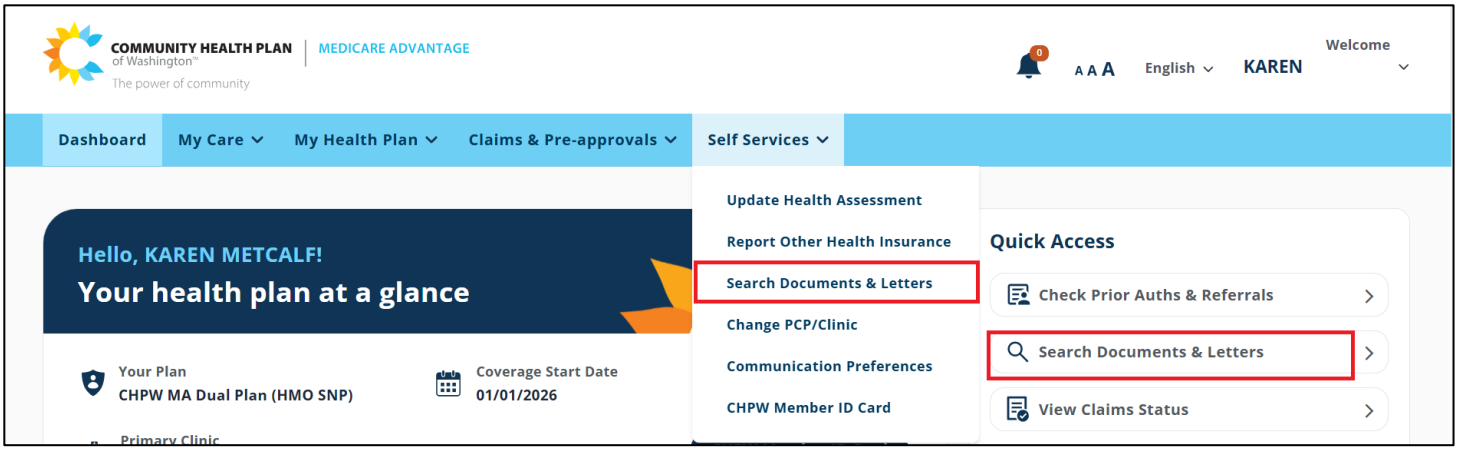
Before You Begin

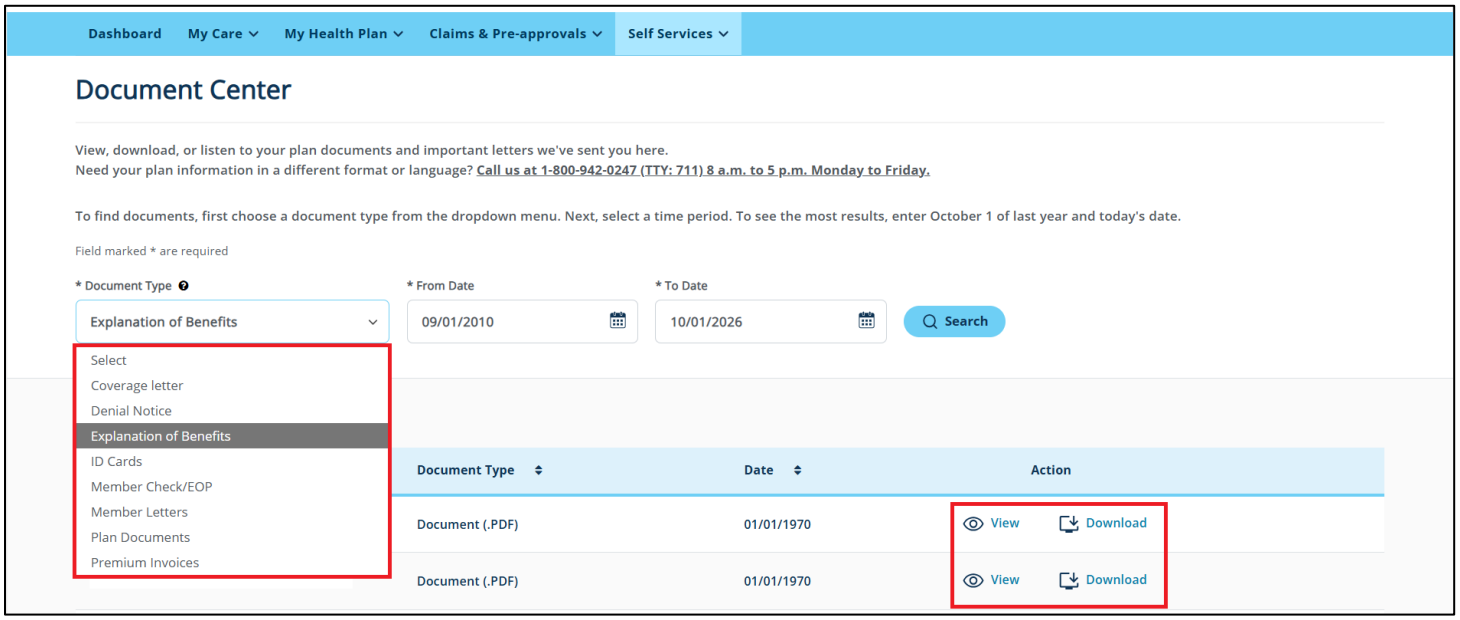
Log in to the myCHPW member portal and start from your **Member Dashboard**.

Screens

Member Dashboard –Self Services

As previously noted, you may have different coloured portal pages depending on your plan.





Step-by-Step Instructions

Start on your Member Dashboard

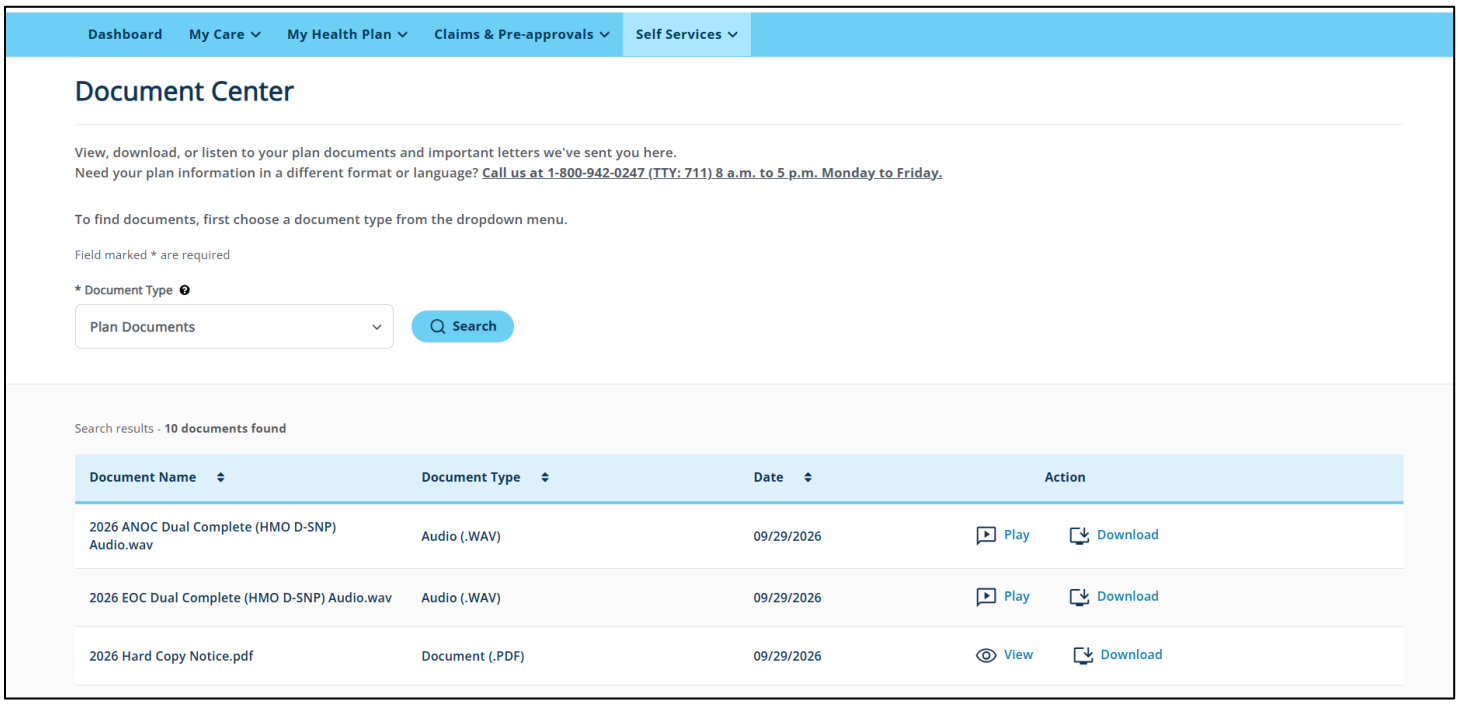
1. **Click the *Self Services >> Search Documents &Letters* drop down menu option.**

   The **Document Center** screen is displayed.

9. Select any of the listed document type from the drop down list
   a. Coverage Letter
   b. Denial Notice
   c. Explanation of Benefits
   d. ID cards
   e. Member Check/EOP
   f. Member Letters
   g. Plan Documents
   h. Premium Invoices

10. Enter the date range to search for the document type and click the Search button
11. The search results associated with the document type is displayed with the **View** and **Download** link
12. Click the View link and the document will open as a PDF window
13. Click the Download link and the document will Download in a PDF format.

View Plan Document Using the Document Center

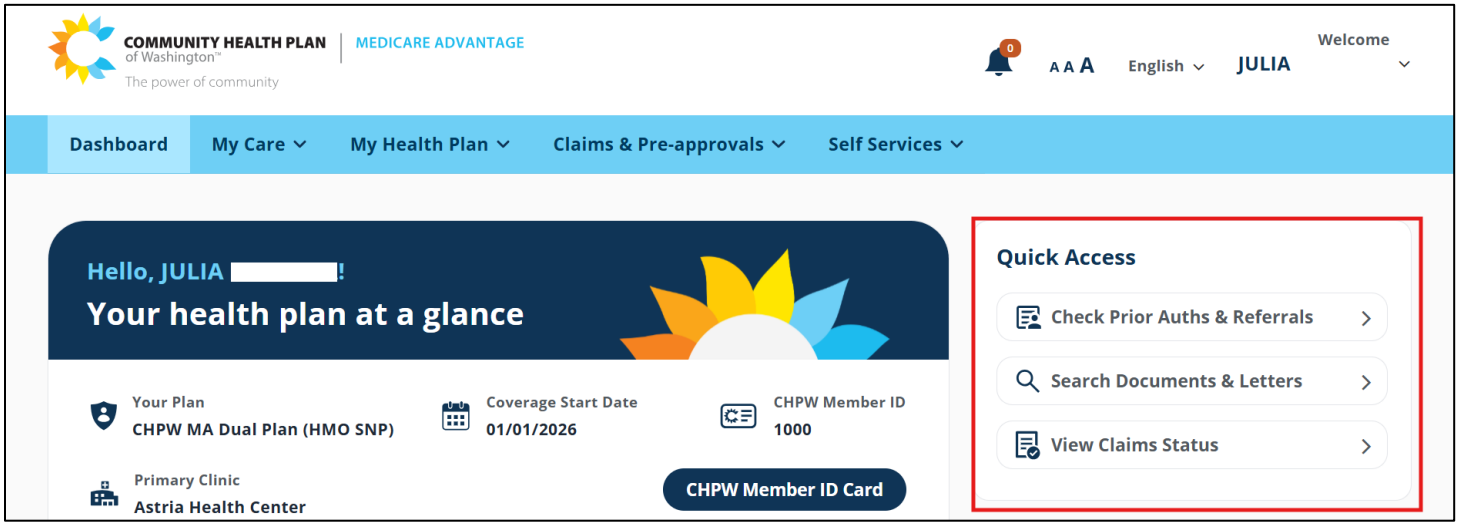


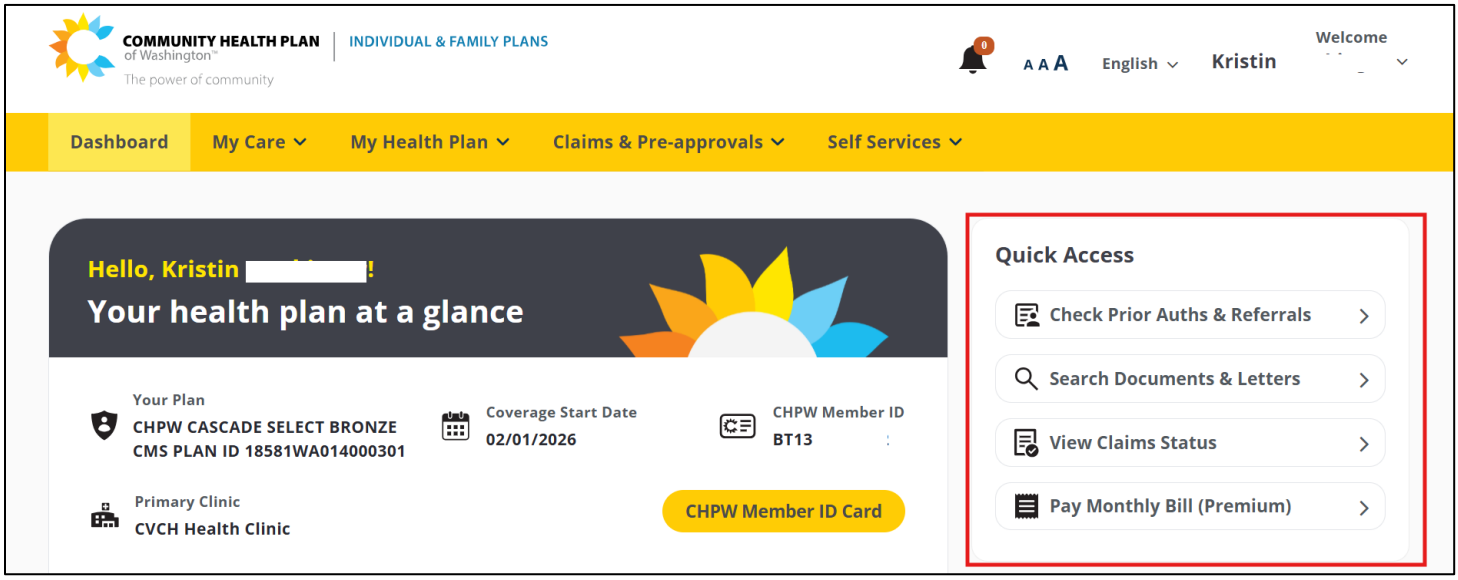
1. The Document Center page provides information and instructions to help members access and manage their documents, including support details for each LOB for requesting documents in alternate formats or languages and obtaining additional assistance when needed.
2. The Document Center page displays a Customer Care phone number based on the member's Line of Business (LOB). The phone number is displayed as a clickable link in Responsive View (Mobile), allowing members to initiate a call directly from their device's default calling application.
3. Document Type 'Plan Documents' and 'ID Card' will not have From and To Date Search filters available.
4. Plan Documents will also be available in .wav format for member and Play and Download op to Play and listen to their documents.
5. The search results associated with the document type Plan Document is displayed with the **Play** and **Download** link for .wav files.
6. Click the Play link to open the audio player and listen to the document content.
7. Click the Download link and the audio will Download in a .wav format.

8 Quick Access Links

The myCHPW **Member Dashboard** provides the Member a quick access to few features such as:

1. Check Prio Auths & Referrals
2. Search Documents & Letters
3. View Claims Status.
4. Pay Monthly Bills (Premium) (**Available only for CASCADE Members**)





Check Prior Auths & Referrals

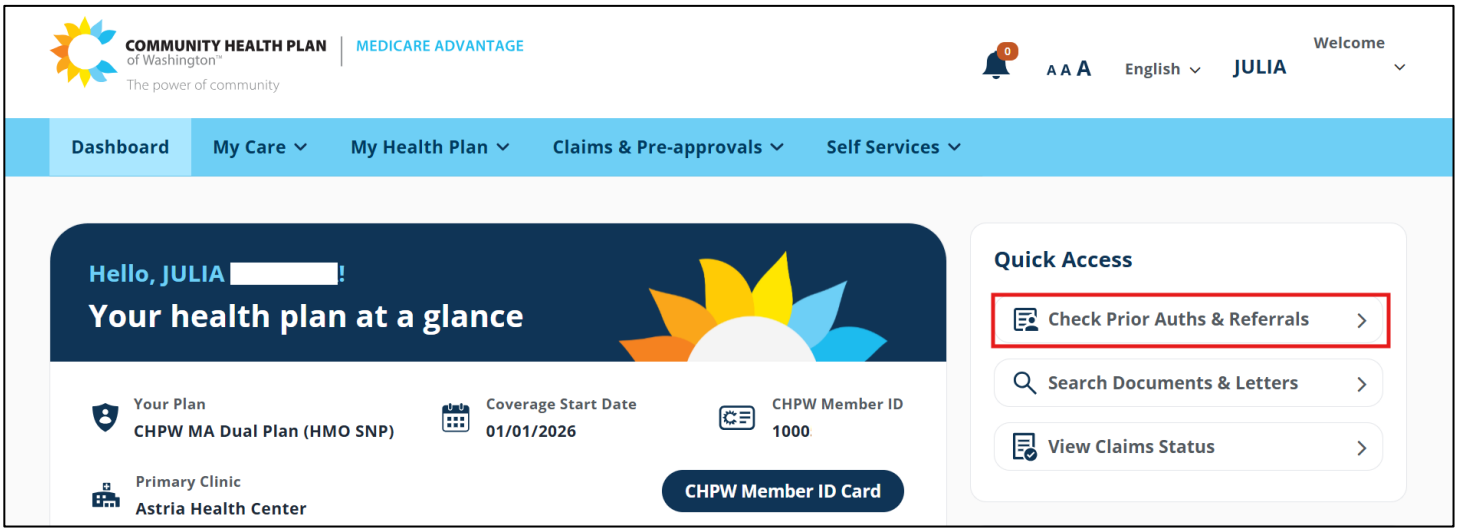
Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

Screens

Quick Access – Check Prior Auths & Referrals

As previously noted, you may have different coloured portal pages depending on your plan.



Step-by-Step Instructions

1. Access the Check Prior Auths & Referrals link displayed under the Quick Access list
2. Once the Check Prior Auths & Referrals link is clicked, the Authorization & Referrals page is displayed as explained in the Prior Auths & Referral Status Section.

Search Document & Letters

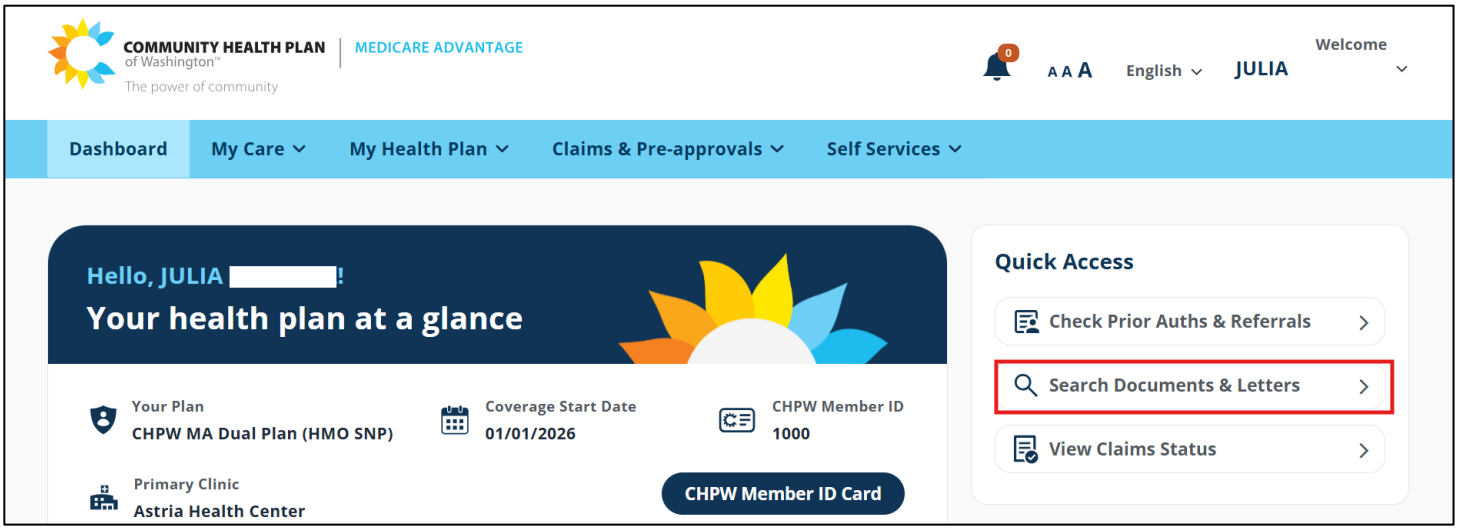
Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

Screens

Quick Access – Search Documents & Letters

As previously noted, you may have different coloured portal pages depending on your plan.



Step-by-Step Instructions

1. Access the Search Documents & Letters link displayed under the Quick Access list
2. Once the Search Documents & Letters link is clicked, the Document Center page is displayed as explained in the Document Center Section.

View Claims Status

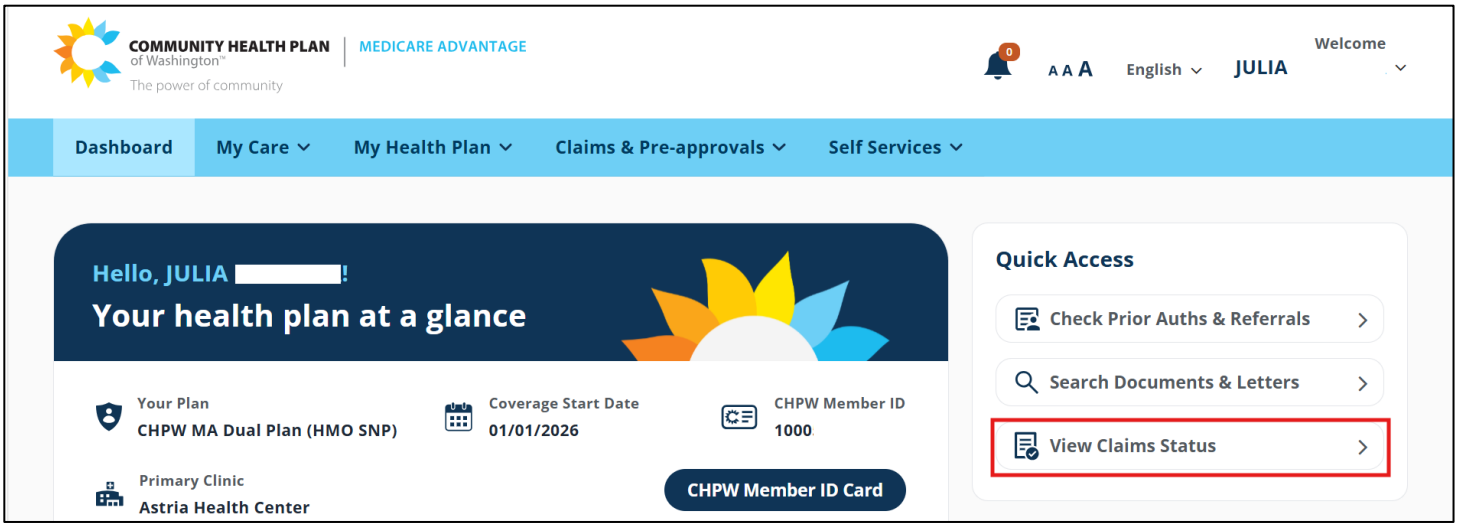
Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

Screens

Quick Access – View Claims Status

As previously noted, you may have different coloured portal pages depending on your plan.



Step-by-Step Instructions

1. Access the View Claim Status link displayed under the Quick Access list
2. Once the View Claim Status link is clicked, the My Claims Summary page is displayed as explained in the Claims Section
3. By default, the Claims for the Last 30 days will be displayed, Member will be able to choose claim details from the drop-down list.

Change Security Questions

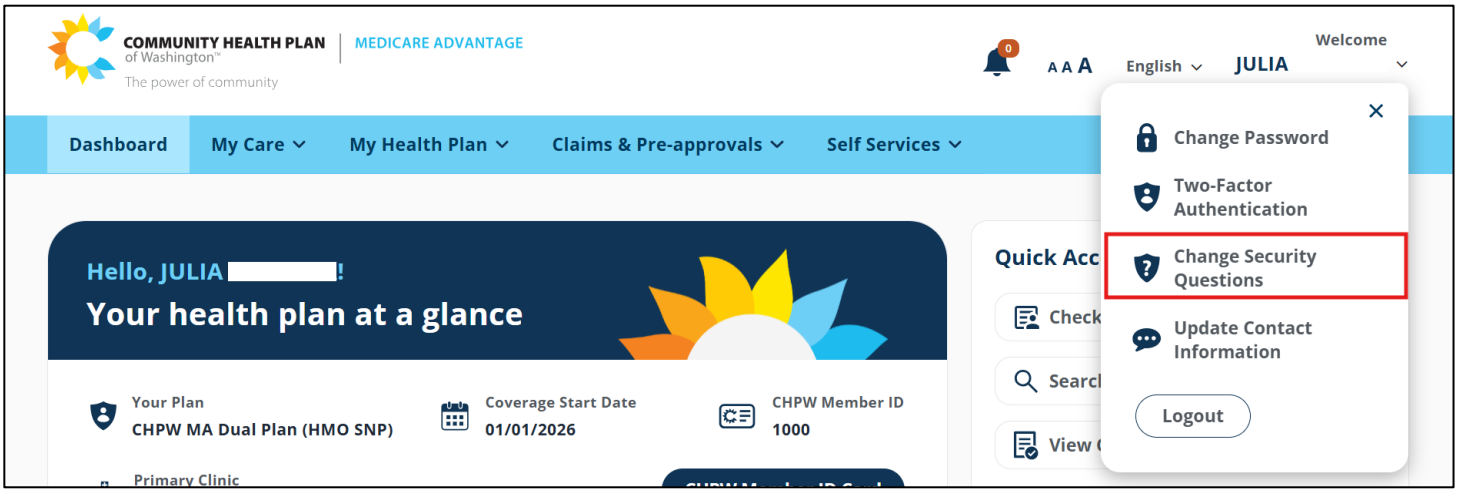
Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

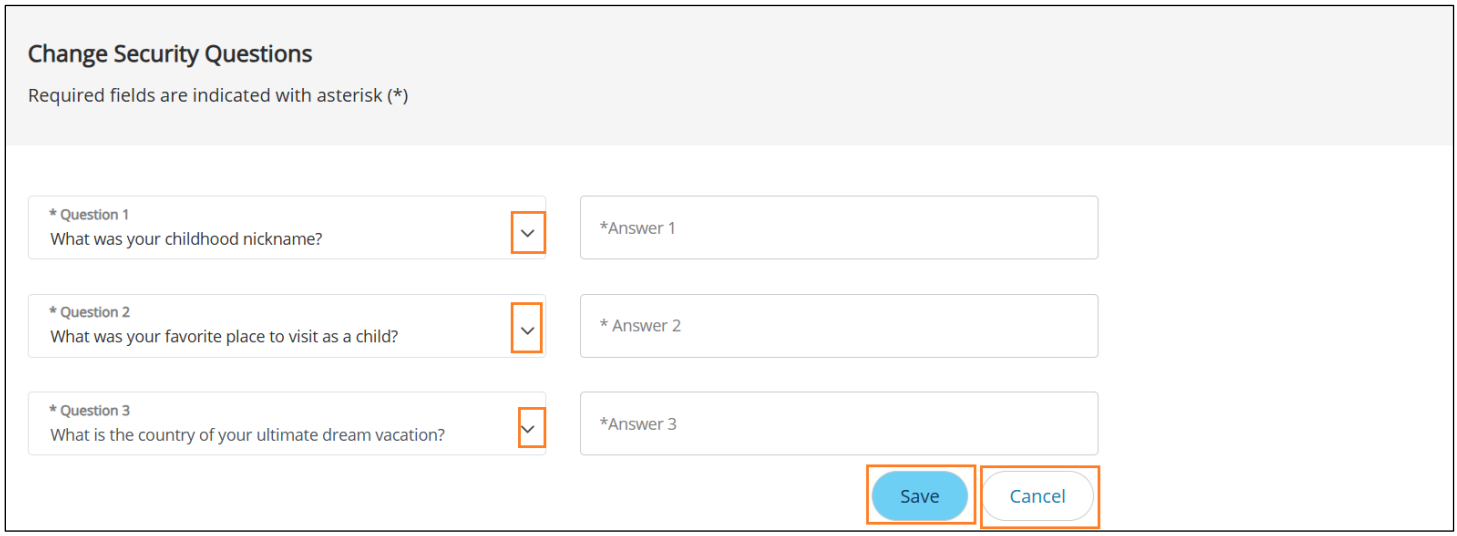
Screens

Profiles Management – Change Security Questions

As previously noted, you may have different coloured portal pages depending on your plan.







Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Profiles Management* Drop down >> *Change Security Questions* link.**

The **Change Security Questions** page is displayed.

Change Security Questions Page – Validate

2. **Type your password and click *Validate*.**

   Enter your current password and click the ***Validate*** button. You will be taken to your current list of Security Questions.

Change Security Questions Page – List of Questions

3. **If desired, change one or more of your security questions.**

4. **Provide answers for each security question.**

   You must provide an answer for each security question, even those questions that you didn't change.

   Your security question answers are not validated on this page, but whatever you enter on this page will be used going forward when you are required to answer your security questions.

5. **Click *Change Security Questions*.**

   A confirmation message will display.

6. **Click the *Save* button.**

   The portal will display a success message.

7. **Click the *Close* button.**

Change Password

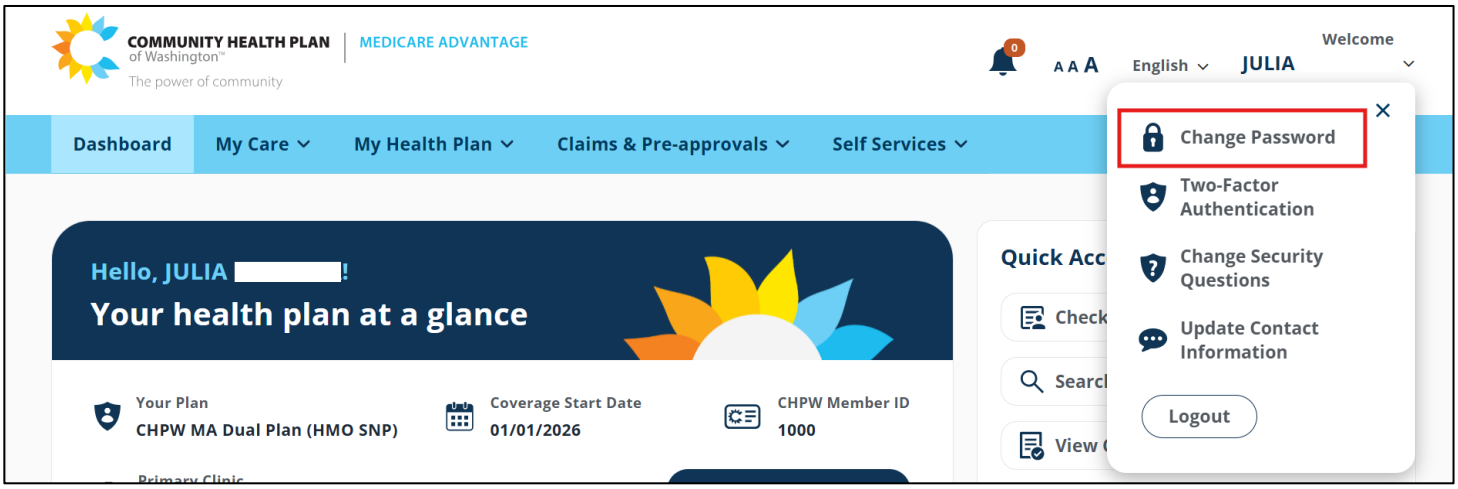
Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

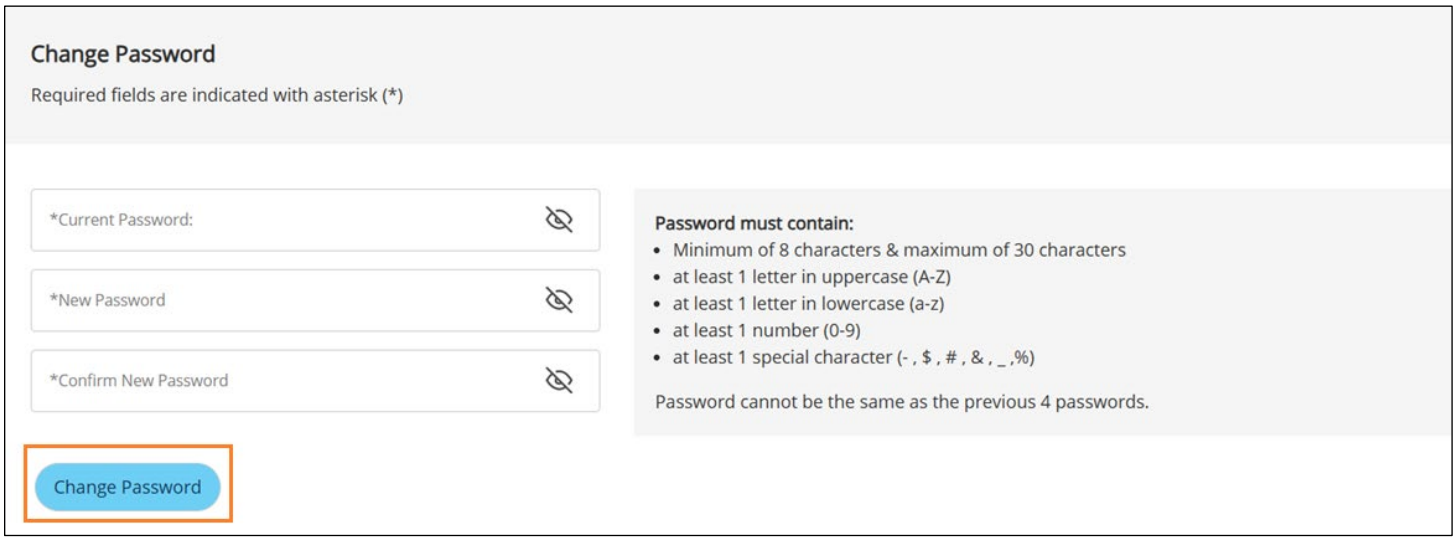
Screens

Profiles Management – Change Password

As previously noted, you may have different coloured portal pages depending on your plan.



Change Your Password page



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *Profiles Management >> Change Password* quick link.**

   The **Change Password** page is displayed.

Change Password Fields

2. **Enter your current password and new password.**

   Enter your current password, new password, and confirm new password in the fields provided.

3. **Click *Change Password*.**

   Click the ***Change Password*** button. A change password confirmation message will display.

4. **Login Page**

   Once your password has been changed you will be redirected to the myCHPW member portal login page.

5. **A confirmation email will be sent to your email address.**

Two Factor Authentication

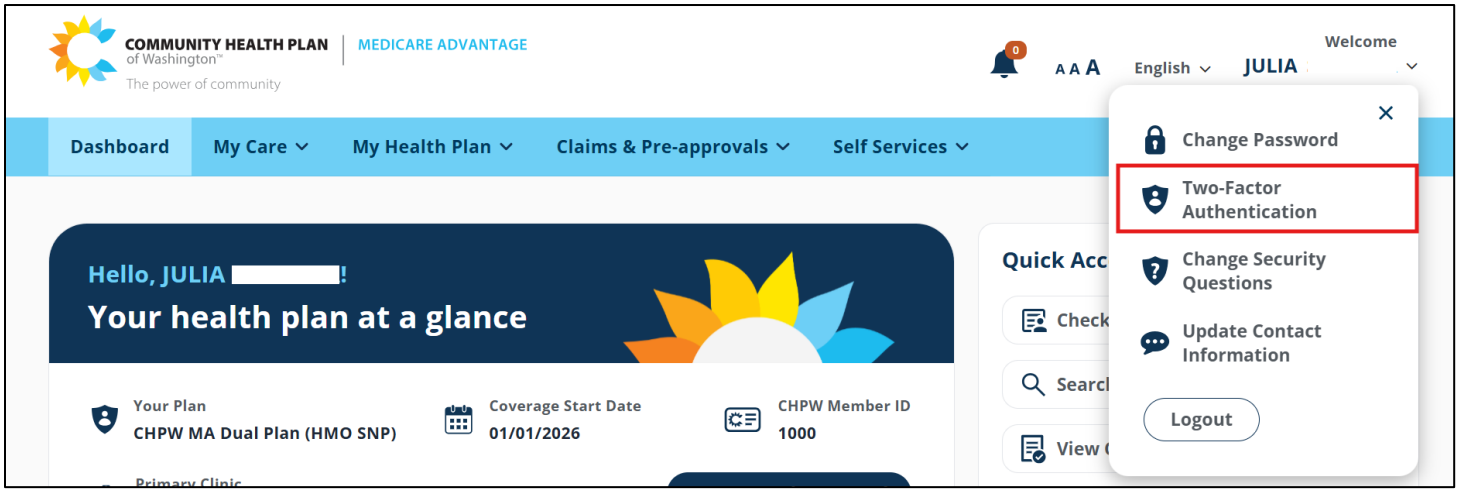
Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

Screens

Profiles Management – Two-Factor Authentication

As previously noted, you may have different coloured portal pages depending on your plan.



Step-by-Step Instructions

1. Access the **Two-Factor Authentication** link displayed under the Profiles Management drop down.
2. Once the **Two-Factor Authentication** link is clicked, the Two Factor Authentication page is displayed and follow the steps as explained in the Two Factor Authentication Section

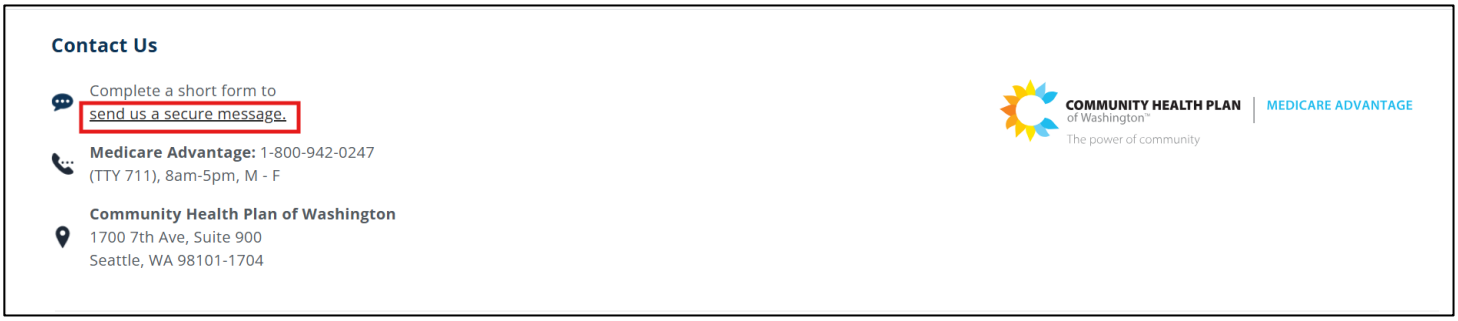
Send Secure Message

Before You Begin

Log in to the myCHPW member portal and start from the **Member Dashboard**.

Screens

Contact Us – Send Secure Message



Step-by-Step Instructions

1. Access the **Send Secure Message/Send Inquiry to CSR** link displayed under the Claims Details, Authorization Details and OHI page
2. Once the **Send Secure Message/Send Inquiry to CSR** link is clicked, Send Inquiry to CSR open a form where you can submit questions or requests directly to the Customer Service team. Once completed, your inquiry will be securely sent for review and response.

9 Treatment Cost Calculator

The **Treatment Cost Calculator** lets you get cost estimates for services or appointments.

The Treatment Cost Calculator is available for ***Medicare Advantage*** and ***Individual and Family Cascade Select members/plans only***.

How to Use the Treatment Cost Calculator

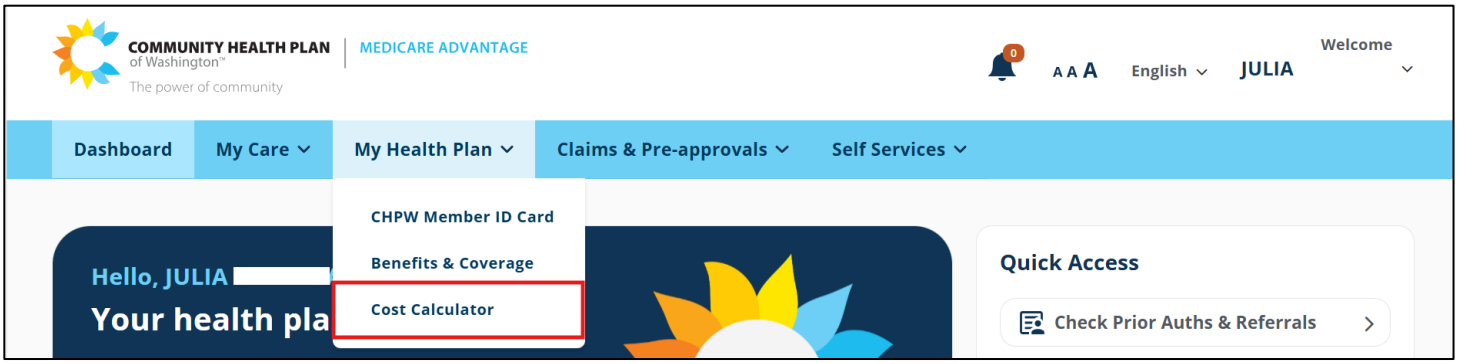
Before You Begin

Log in to the member portal and start from the **Member Dashboard**.

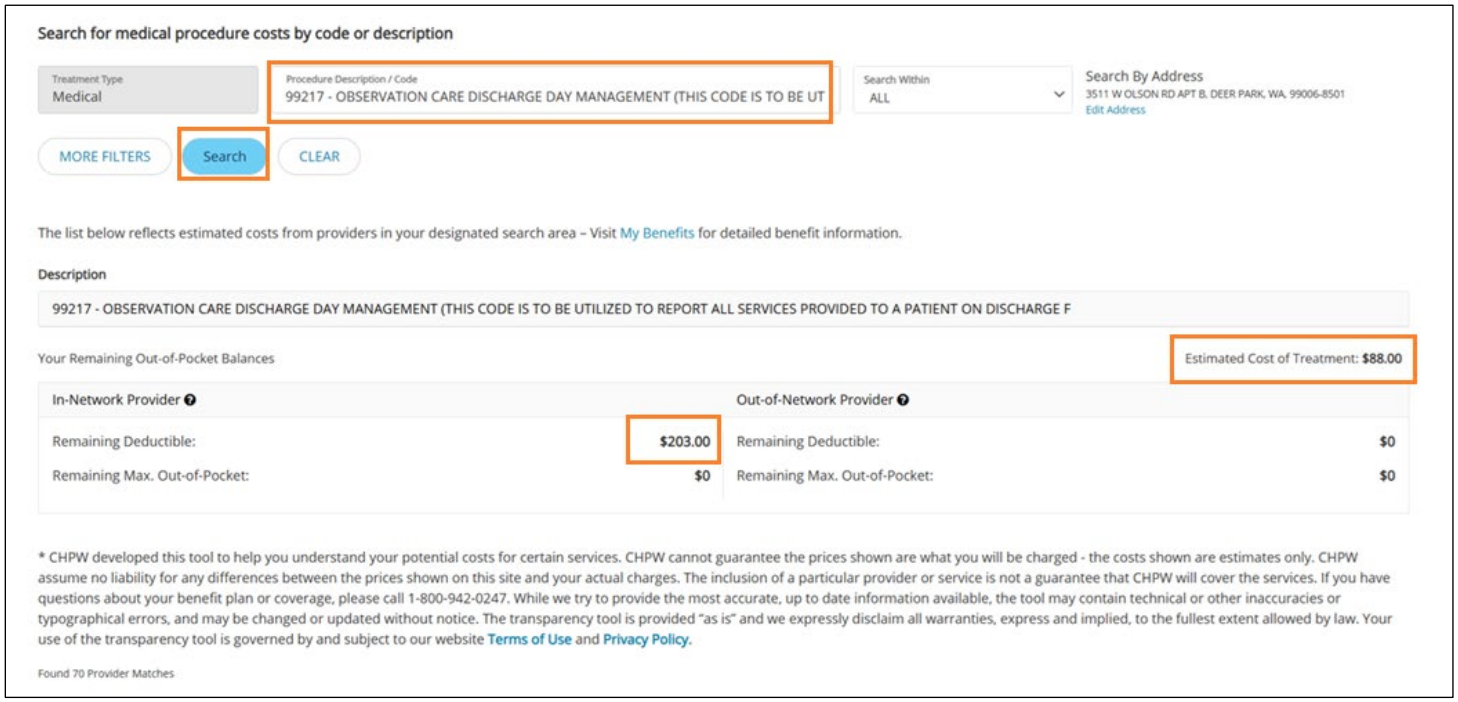
Screens

Member Dashboard — My Health Plan >> Cost Calculator

As previously noted, you may have different coloured portal pages depending on your plan.



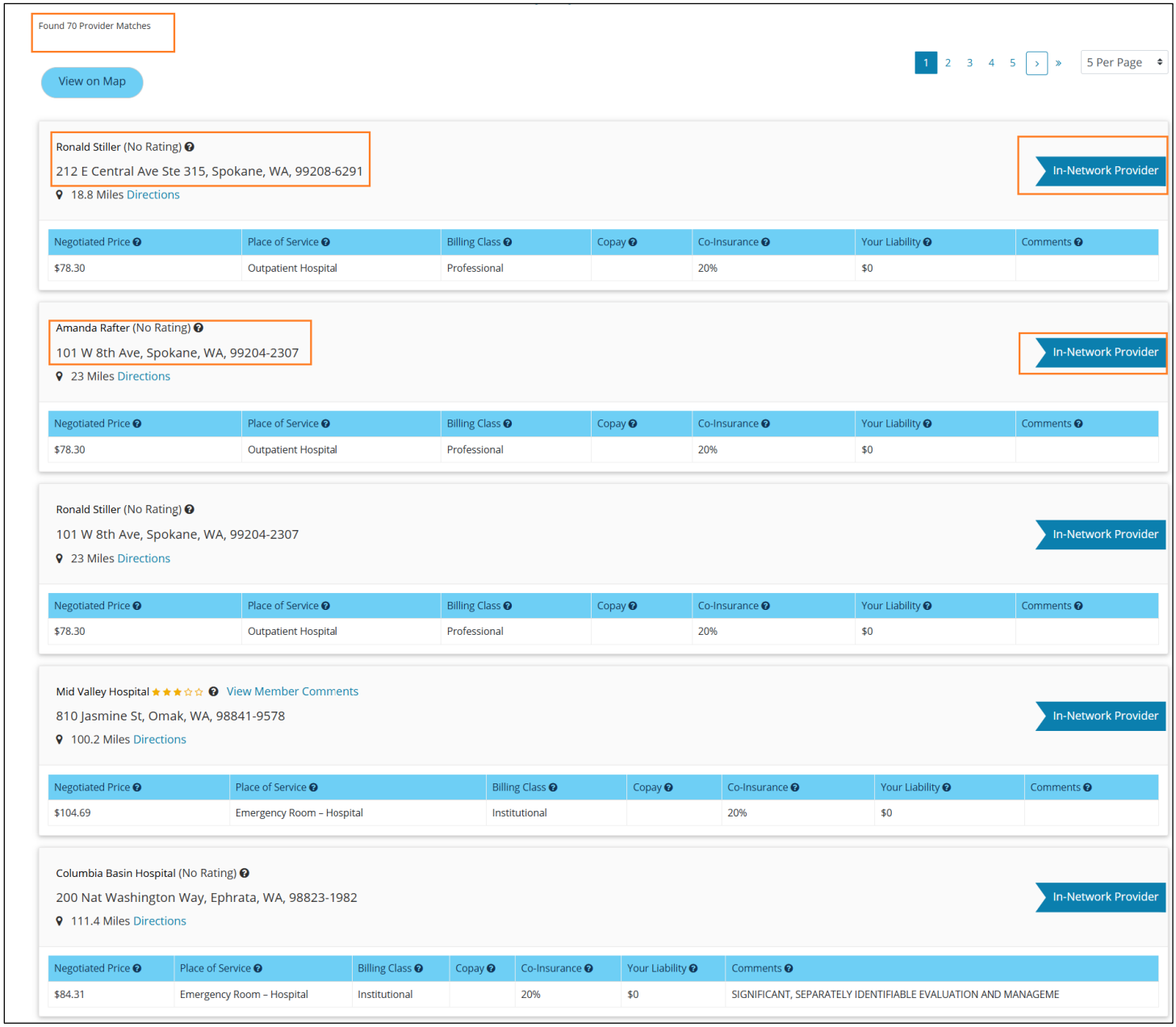
Treatment Cost Calculator – Search Procedure Code



Results are displayed for the Procedure code searched

1. Estimated Treatment Cost
2. Remaining Deductible for In-Network and Out of Network Providers

Estimated Cost of Treatment Results



Step-by-Step Instructions

Start on your Member Dashboard

1. **Click the *My Health Plan >> Cost Calculator tab***

Treatment Cost Calculator

1. **Estimated Cost of Treatment**

This is a national average based on geographic information.

2. **Average Cost and Estimated Cost After Adjustment**

These estimates are specific to the provider(s) you selected.

3. **Deductible, Out-of-Pocket, and Estimated Cost After Adjustment**

These estimates are specific to you and your Medicare Advantage or Individual and Family Cascade Select benefit plan.

You will not pay more than the remaining out-of-pocket balance if the estimated cost is more than your out-of-pocket balance.

4. **In-Network Providers for the searched procedure code will be displayed**

These estimates are specific to the provider(s) you select from the list.

10 Contact Card

The Contact Card display important contact information applicable to the member's Line of Business.

How to Access the Contact Card

Before You Begin

Log in to the member portal and start from the **Member Dashboard**.

Screens

Member Dashboard — Download CHPW Contact Information Widget

As previously noted, you may have different coloured portal pages depending on your plan.



Step-by-Step Instructions

Start on your Member Dashboard

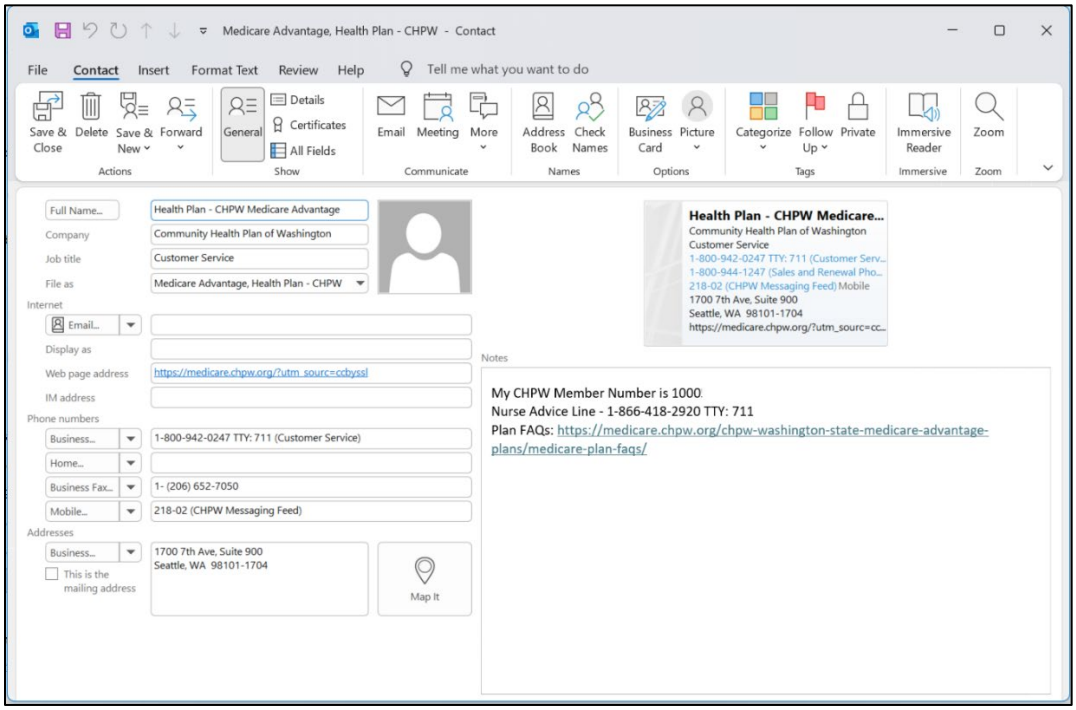
Click the Add to Contacts on the Download CHPW Contact Information Widget

When a logged-in member selects Download CHPW Contact Info > Add to Contacts from the Dashboard, the system shall open the Contact Card feature and display contact information applicable to the member's Line of Business (LOB).

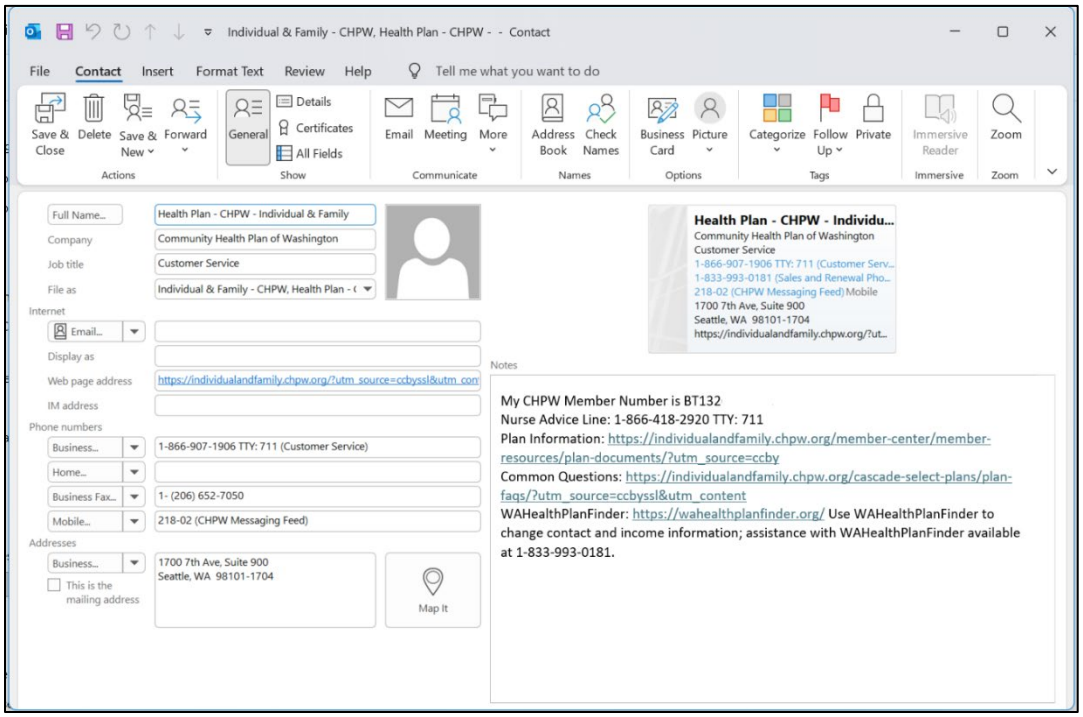
On Desktop devices, the member shall be able to download the contact details and open in Outlook format, and on mobile or tablet devices, the member shall be able to add the displayed contact information directly to their device contacts.

The feature shall be available across desktop, mobile, and tablet experiences.

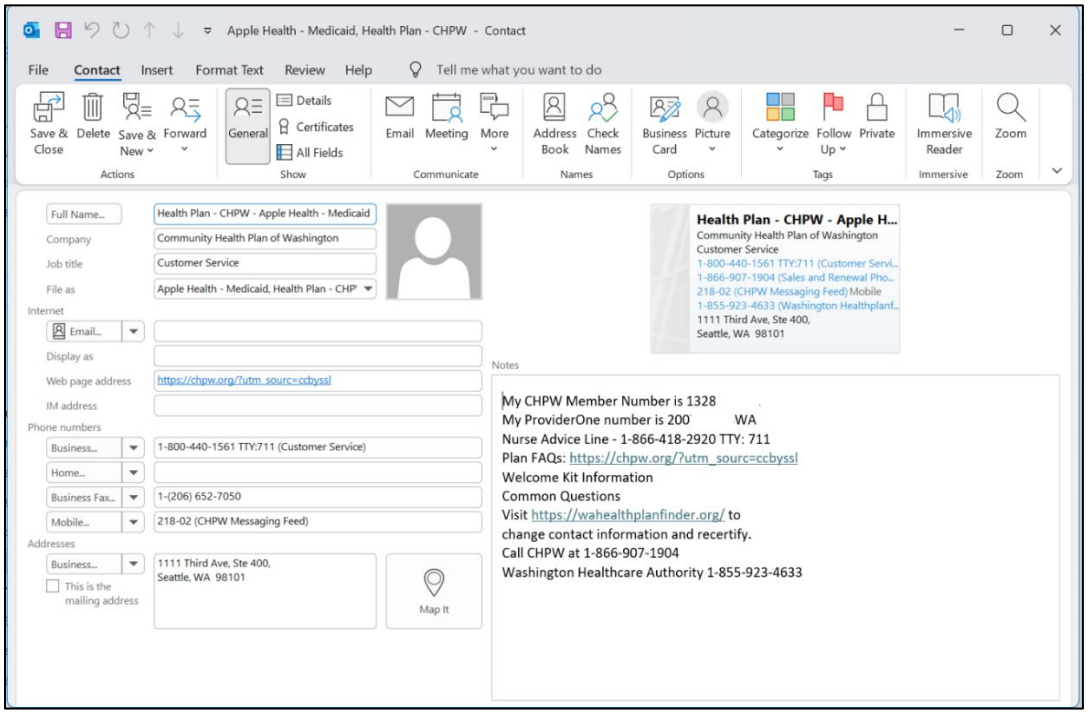
Medicare Advantage Contact Card:



Cascade Advantage Contact Card:



Medicaid Advantage Contact Card:



11 Member Feedback/Survey

The Feedback feature allows members to participate in a survey and share their experience with CHPW.

How to Access the Feedback/Survey

Before You Begin

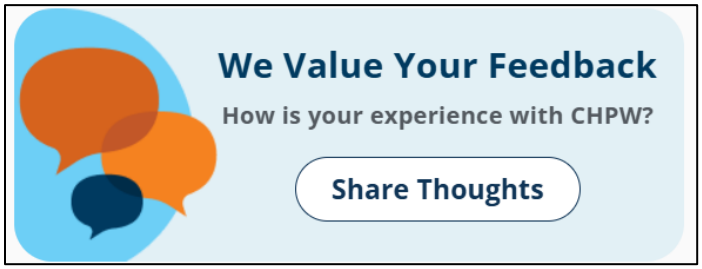
Log in to the member portal and start from the **Member Dashboard**.

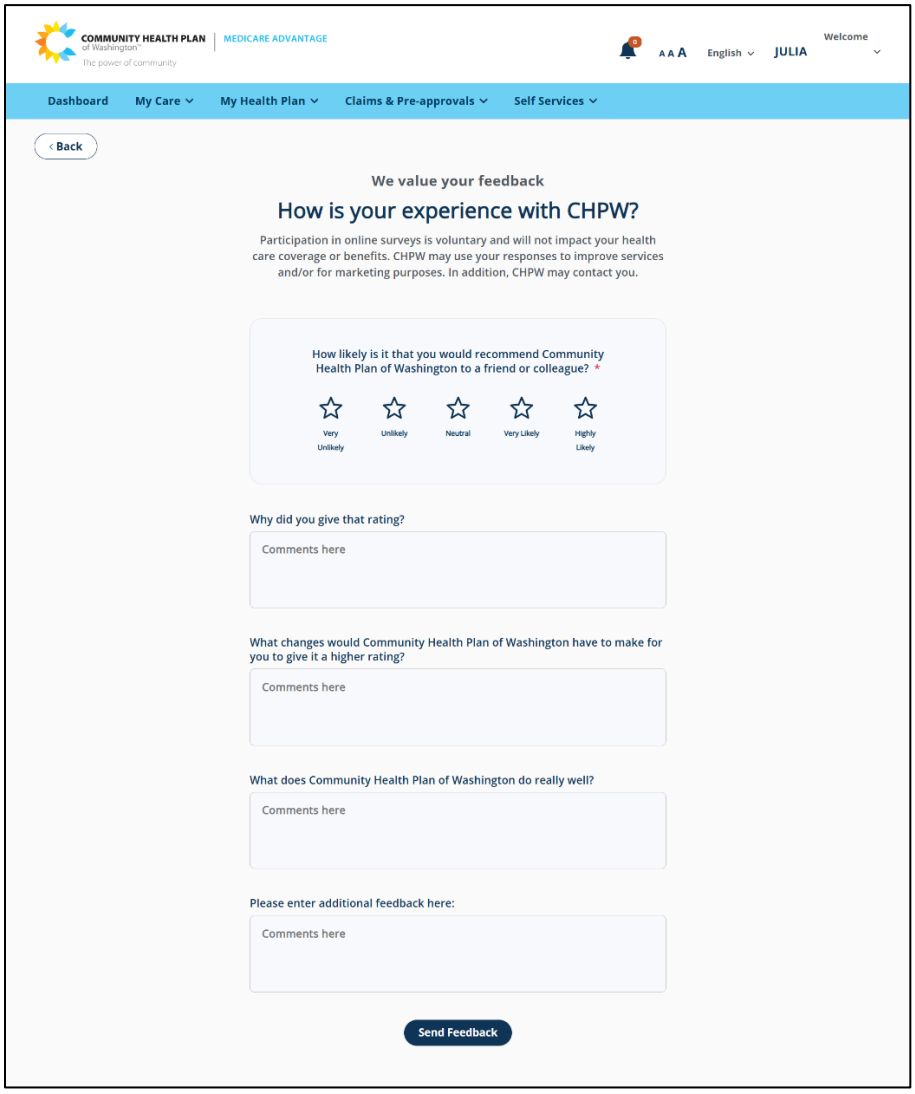
Screens

Member Dashboard — We Value Your Feedback Widget

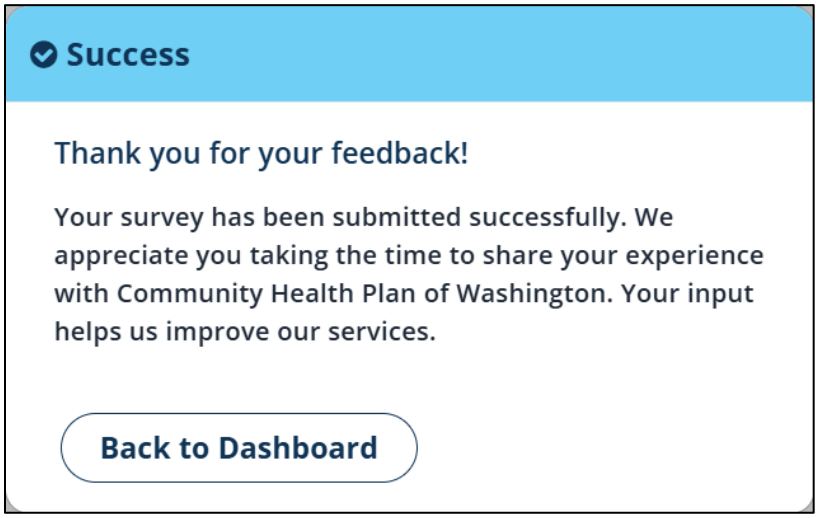
As previously noted, you may have different coloured portal pages depending on your plan.

1. Member Participation in online surveys is voluntary and will not impact member health care coverage or benefits.
2. The first question "**How likely is it that you would recommend Community Health Plan of Washington to a friend or colleague?"** Is mandatory question and must be answered.
3. Click the Share Thoughts on the We Value Your Feedback Widget.

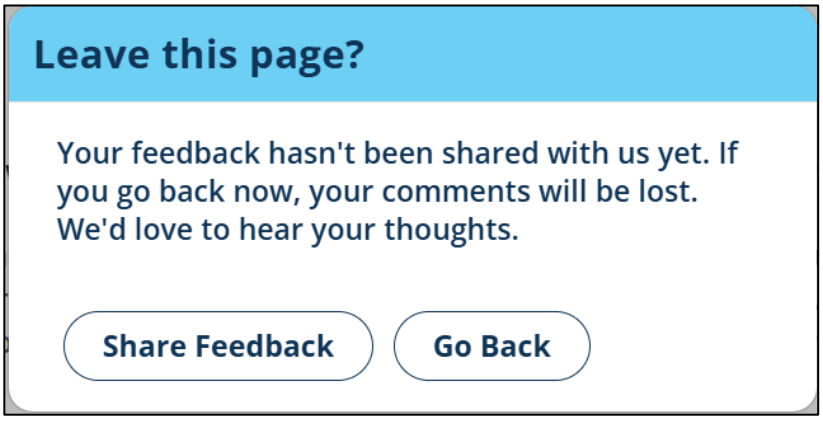

We Value Your Feedback
How is your experience with CHPW?
Share Thoughts


COMMUNITY HEALTH PLAN of Washington
MEDICARE ADVANTAGE
The power of community
A A A
English
JULIA
Welcome
Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Back
We value your feedback
How is your experience with CHPW?
Participation in online surveys is voluntary and will not impact your health care coverage or benefits. CHPW may use your responses to improve services and/or for marketing purposes. In addition, CHPW may contact you.
How likely is it that you would recommend Community Health Plan of Washington to a friend or colleague? *
Very Unlikely
Unlikely
Neutral
Very Likely
Highly Likely
Why did you give that rating?
Comments here
What changes would Community Health Plan of Washington have to make for you to give it a higher rating?
Comments here
What does Community Health Plan of Washington do really well?
Comments here
Please enter additional feedback here:
Comments here
Send Feedback

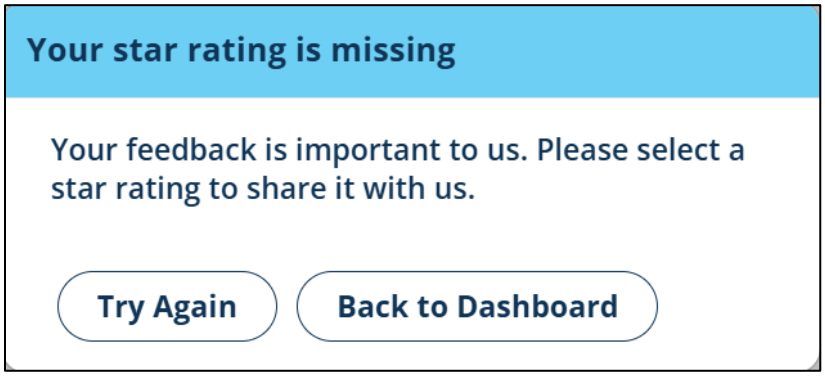
Survey Success message:



A validation message is displayed if the member attempts to leave the page after answering the mandatory question without clicking the Send Feedback button.



A validation message is displayed if the member attempts to Click Send Feedback button without answering mandatory question.



12 Care Reminders

The Care Reminders section displays personalized health reminders and preventive care recommendations based on the member's eligibility and health care needs, helping members stay up to date with recommended services and appointments.

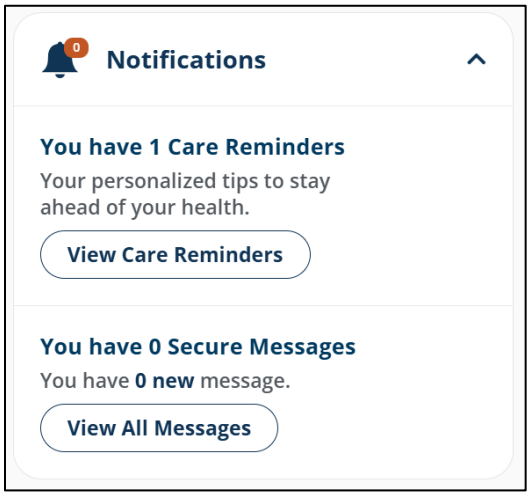
How to Access the Care Reminders

Before You Begin

Log in to the member portal and start from the **Member Dashboard**.

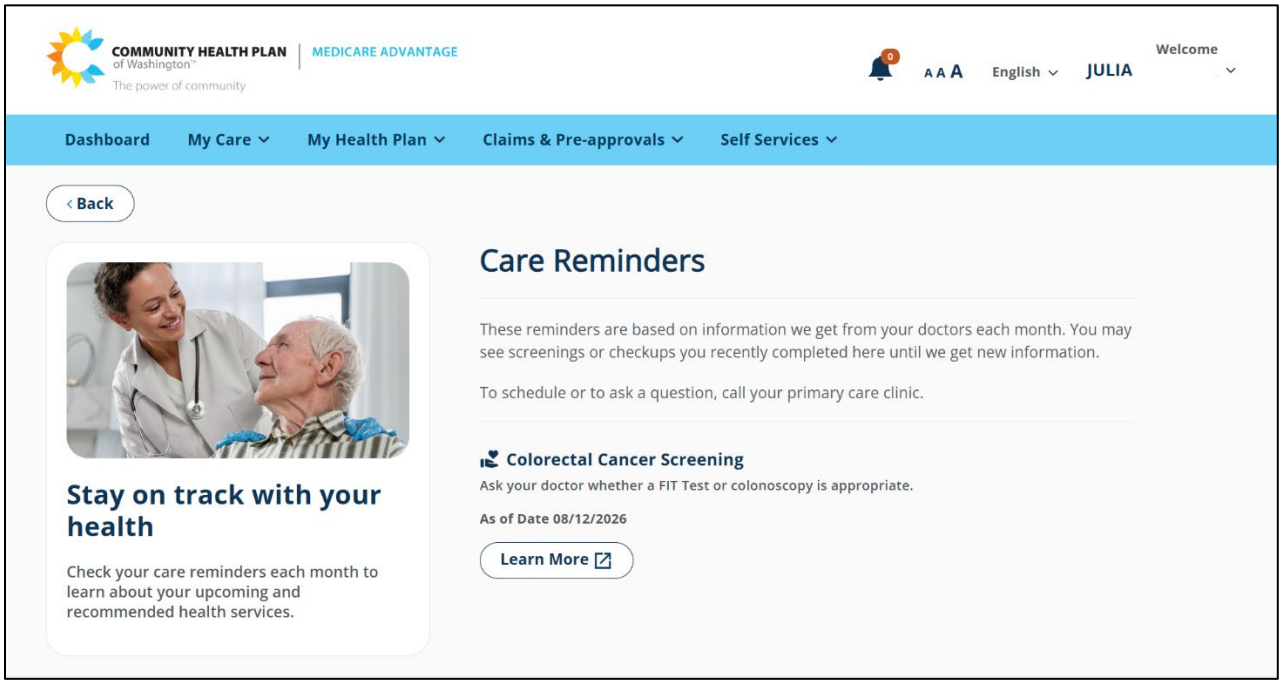
Screens

Member Dashboard — Notification Widget >> View Care Reminders



The Notifications widget on the Dashboard displays active care reminder notifications for the member. The bell icon shows the number of active notifications available. If there are no active notifications, the message "**No notifications at the moment**" is displayed.

My Care — Care Reminders



Step-by-Step Instructions

Start on your Member Dashboard

1. Each Care reminder includes title, short description (ex-title: Immunization etc. ex description: Your child is due for Immunization etc.), As of date in MM/DD/YYYY, and a Learn More action button.
2. When no URL is available for a Care Reminder, the system will not display the Learn More button.
3. The system shall display only the Care Reminder and the corresponding As of date.
4. Members can view only their own Care Reminders and Notifications.

13 Update Communication Preferences

Communication Preferences enables members to manage how they receive plan communications and documents, including preferred language, delivery method, and available accessibility formats.

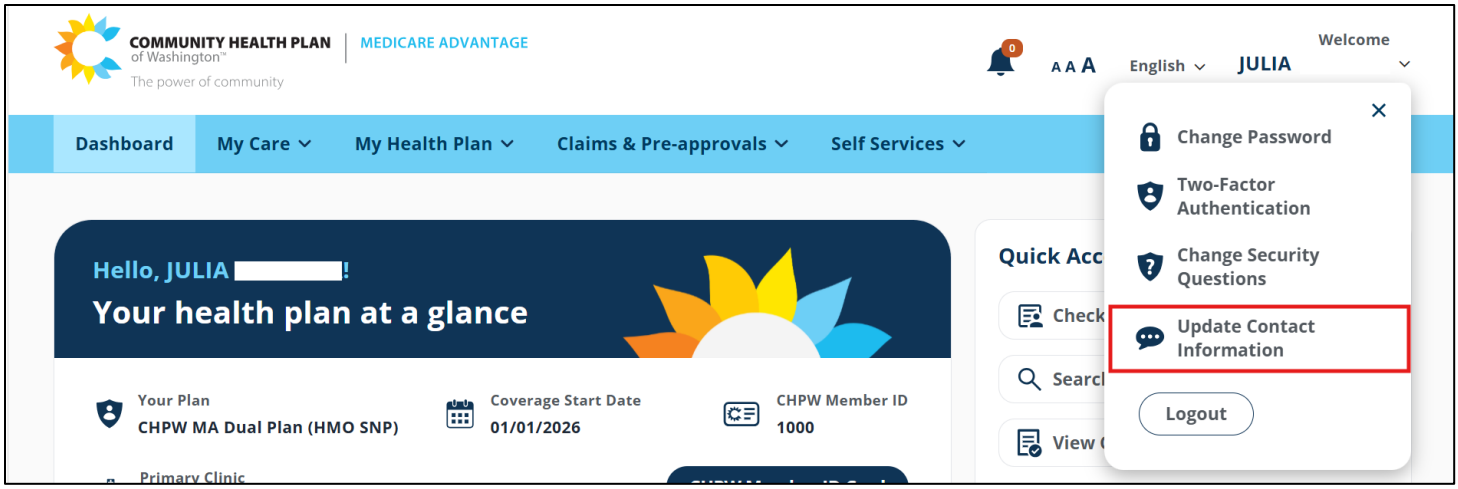
How to Access the Communication Preferences

Before You Begin

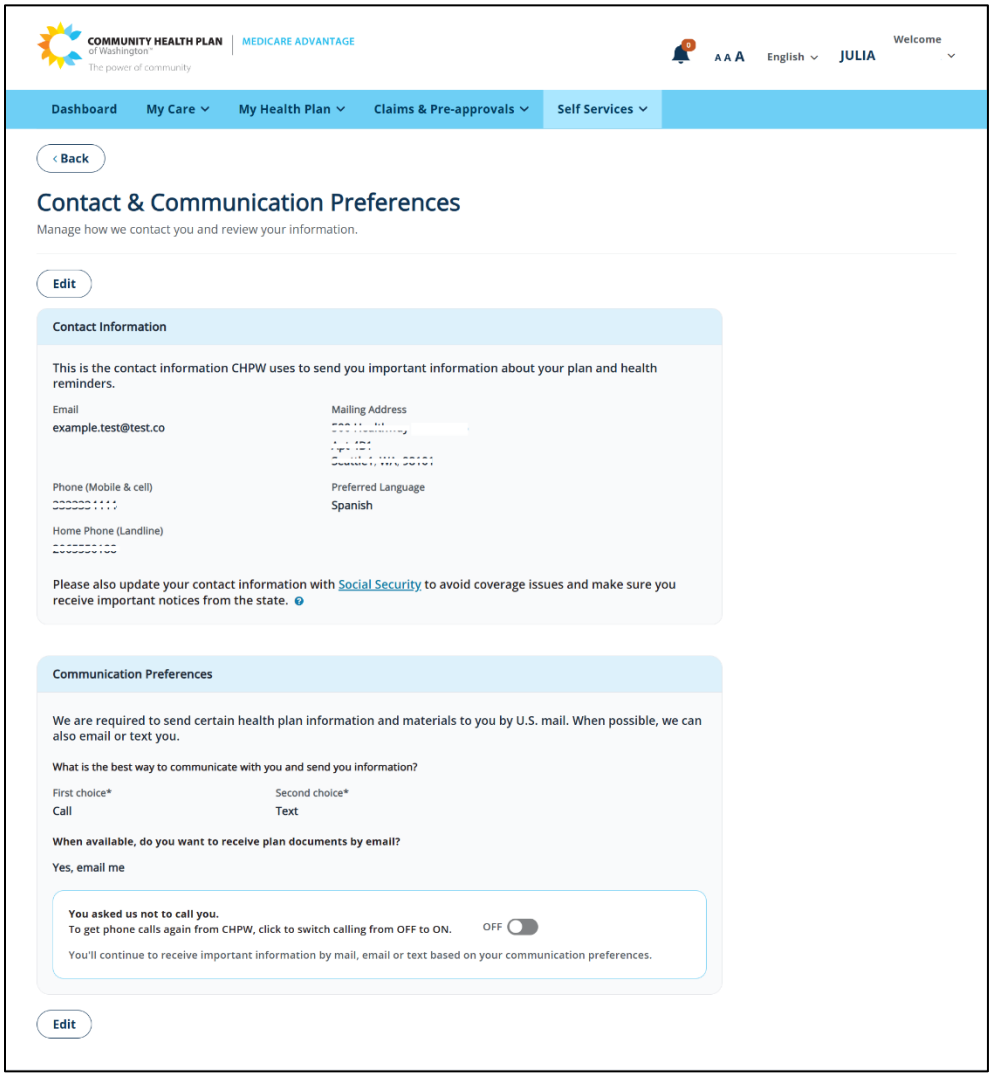
Log in to the member portal and start from the **Member Dashboard**.

Screens

Member Dashboard — Profile Management >> Update Contact Information

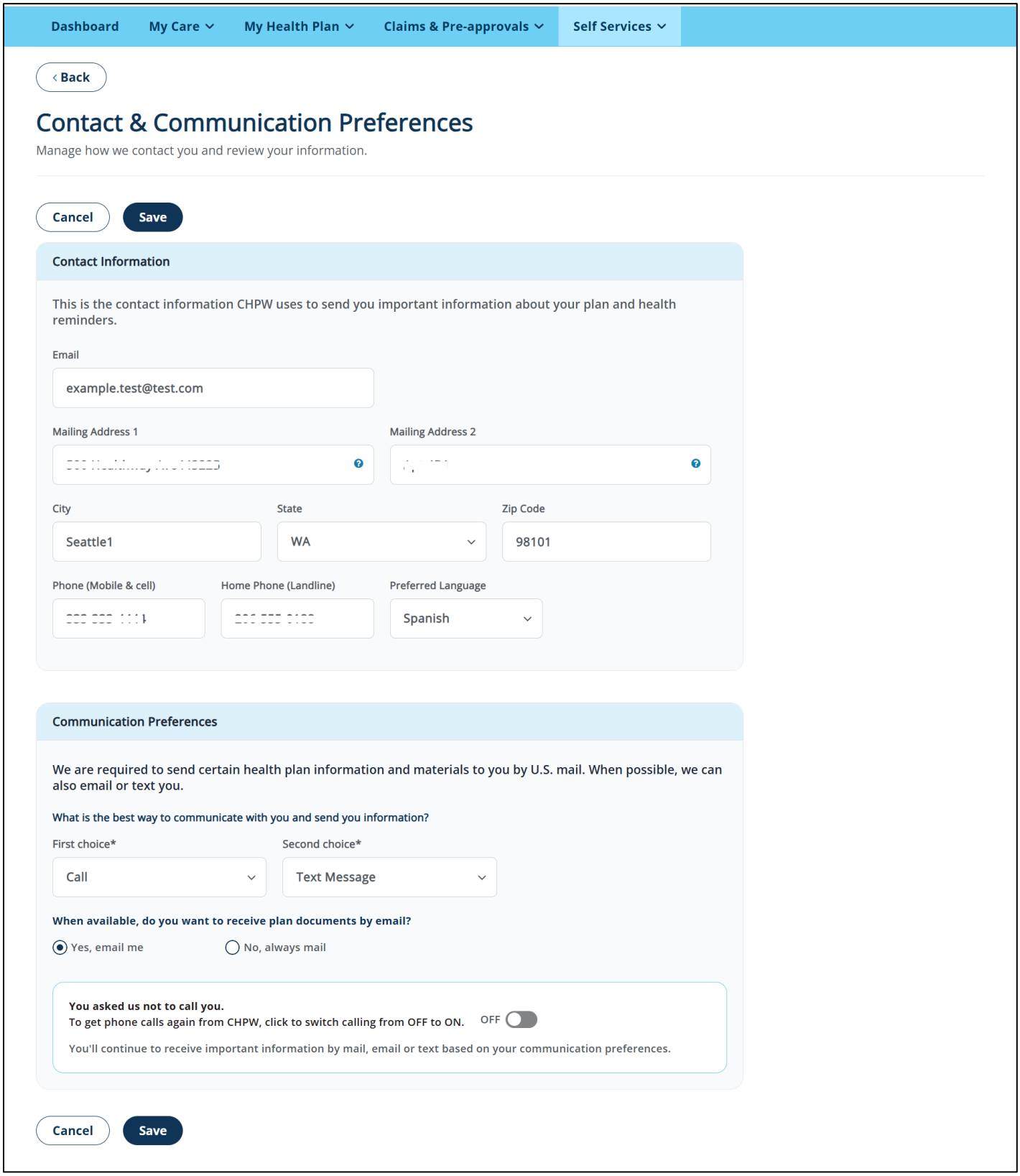


Self Services — Communication Preferences



When the Contact & Communication Preferences page loads and Contact Information is successfully retrieved, the page displays the Contact Information on file for the member, including the current Email address, Mailing Address, Mobile or cell phone number (if available), Home or Landline phone number (if available), and Preferred Language.

When the Contact & Communication Preferences page loads, all information is displayed in view-only mode. Members cannot make any changes until they select the Edit button.


Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Back
Contact & Communication Preferences
Manage how we contact you and review your information.
Cancel
Save
Contact Information
This is the contact information CHPW uses to send you important information about your plan and health reminders.
Email
example.test@test.com
Mailing Address 1
Mailing Address 2
City
Seattle1
State
WA
Zip Code
98101
Phone (Mobile & cell)
Home Phone (Landline)
Preferred Language
Spanish
Communication Preferences
We are required to send certain health plan information and materials to you by U.S. mail. When possible, we can also email or text you.
What is the best way to communicate with you and send you information?
First choice*
Call
Second choice*
Text Message
When available, do you want to receive plan documents by email?
Yes, email me
No, always mail
You asked us not to call you.
To get phone calls again from CHPW, click to switch calling from OFF to ON.
OFF
You'll continue to receive important information by mail, email or text based on your communication preferences.
Cancel
Save

1. When editing communication preferences, members can select or update their preferred language from the Preferred Language dropdown.
    - For Medicaid members, the available language options are: English, Spanish, Chinese, Vietnamese, Arabic, Somali, Russian, Dari, and Ukrainian.
    - For Medicare members, the available language options are: English and Spanish.
    - For Cascade Select members, the Preferred Language field is not displayed.

Editing Contact & Communication Preferences

The Edit button is displayed at both the top and bottom of the Contact & Communication Preferences page and applies to both the Contact Information and Communication Preferences sections. When the member selects Edit, both sections switch to edit mode and are prepopulated with the member's current contact information and communication preferences.

When editing the mailing address, the system displays the Mailing Address, City, State, and ZIP Code fields. If any required mailing address field is left blank, the applicable validation message is displayed:

- "Enter Mailing Address."
- "Enter city."
- "Select a state."
- "Enter ZIP code."

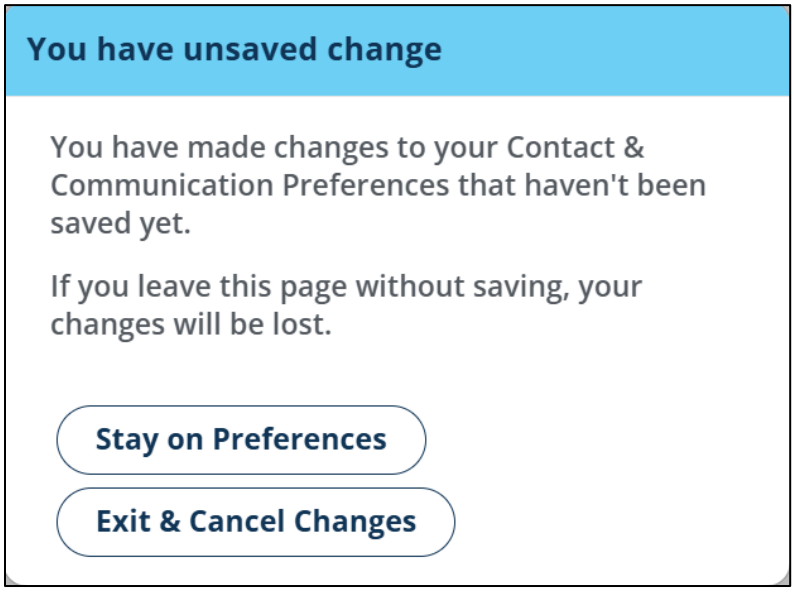
If an invalid email address is entered, the system displays:

- "Enter an email address in the format name@example.com."

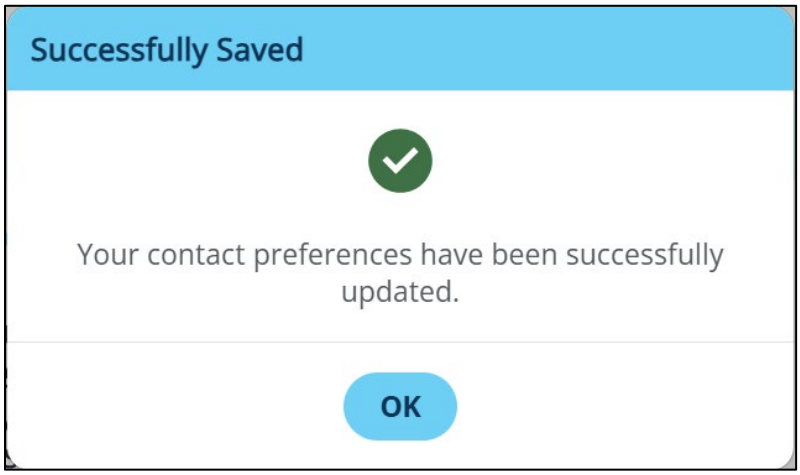
If an invalid phone number is entered, the system displays:

- "Enter a valid 10-digit mobile phone number."

If the member has unsaved changes and attempts to leave the page or selects Back, the system displays a warning message:



When member successfully saved the information the system displays a success message:



Step-by-Step Instructions

Start on your Member Dashboard

Members can access the Communication Preferences page from either the Utility Navigation menu or the Self Services menu. Selecting Communication Preferences displays the Contact & Communication Preferences page, where members can manage their contact information and communication settings.

Communication Preferences sections will display ‘Best way to communicate with member’. Which has two choice options ‘First Choice’ & ‘Second Choice’ which are mandatory.

For Medicare members only, the Receive Plan Documents by Email section is available on the Communication Preferences section.

Communication Preferences displays a Do Not Call option. When a member has selected Yes for Do Not Call, the Do Not Call section is hidden from the page. When a member has selected No, the Do Not Call section is displayed on the Communication Preferences page.

14 Update Health Assessment

Update Health Assessment Survey allows members to review and update their health information by completing a health assessment questionnaire. The survey helps the health plan identify the member's healthcare needs and provide appropriate health management programs, preventive care recommendations, and support services.

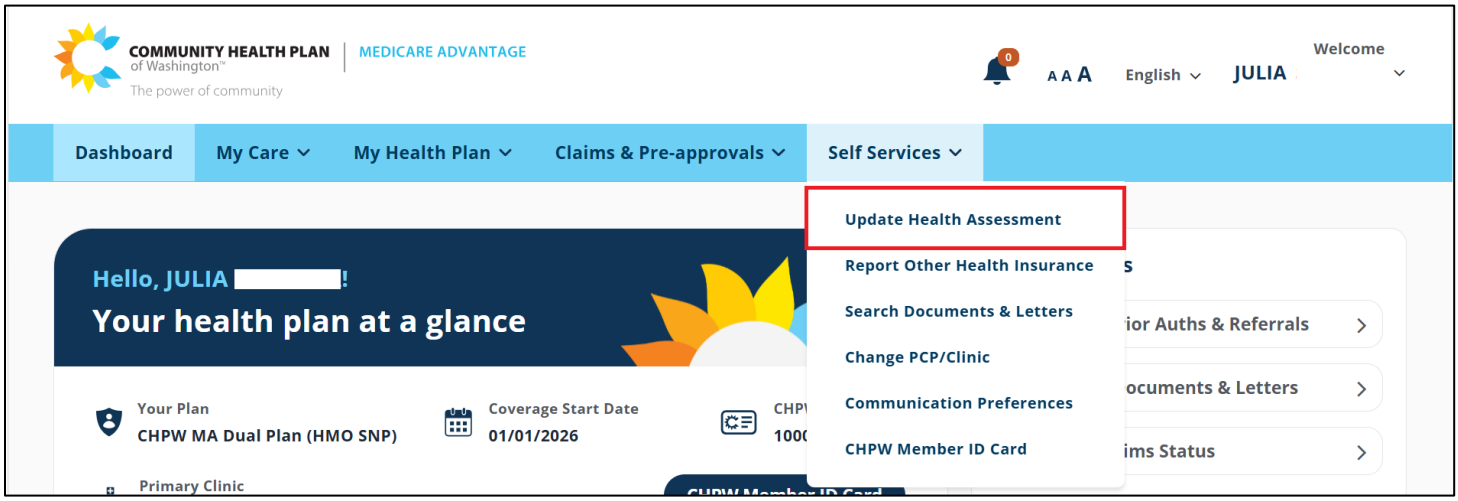
How to Access the Health Assessment Survey

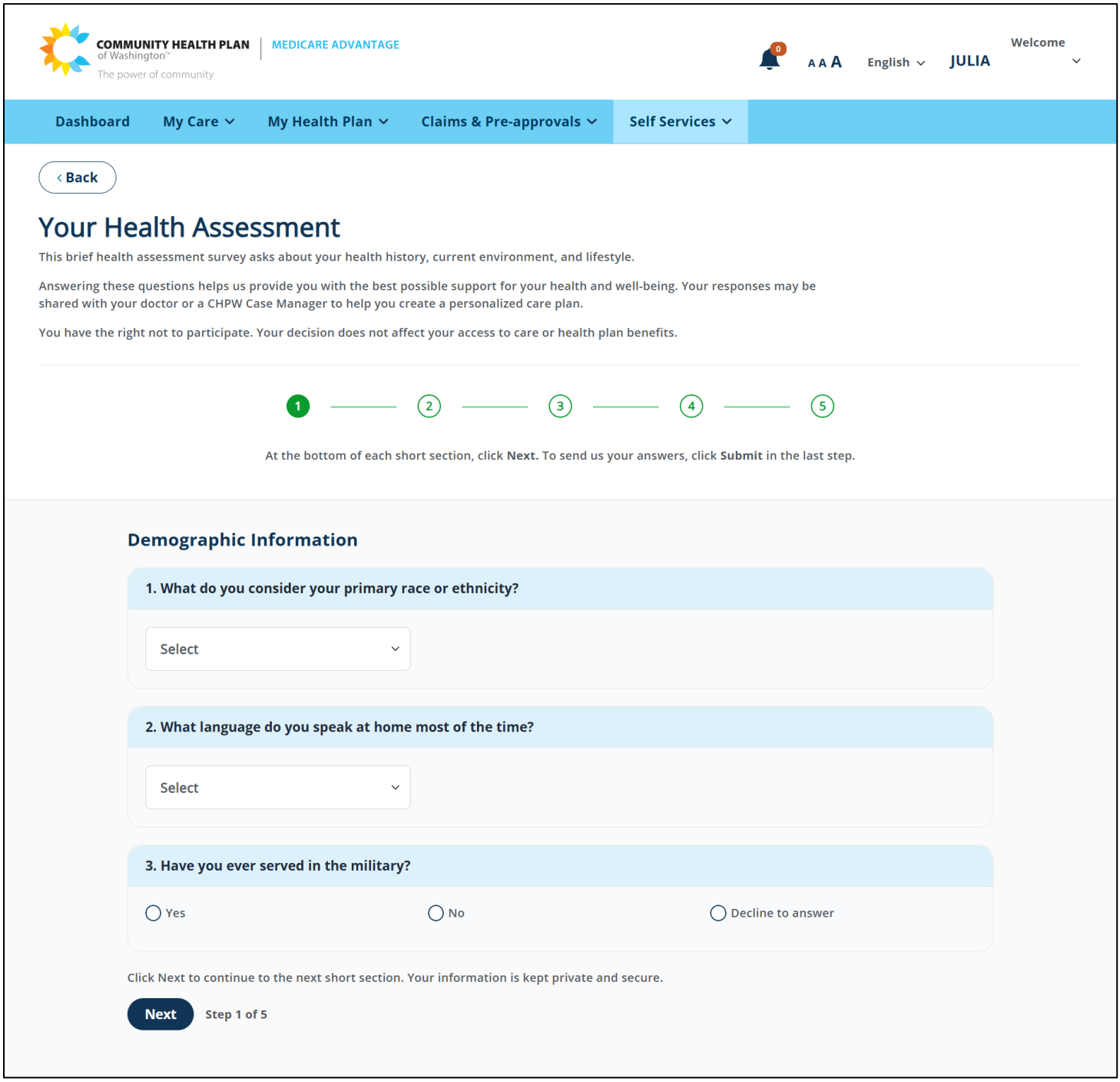
Before You Begin

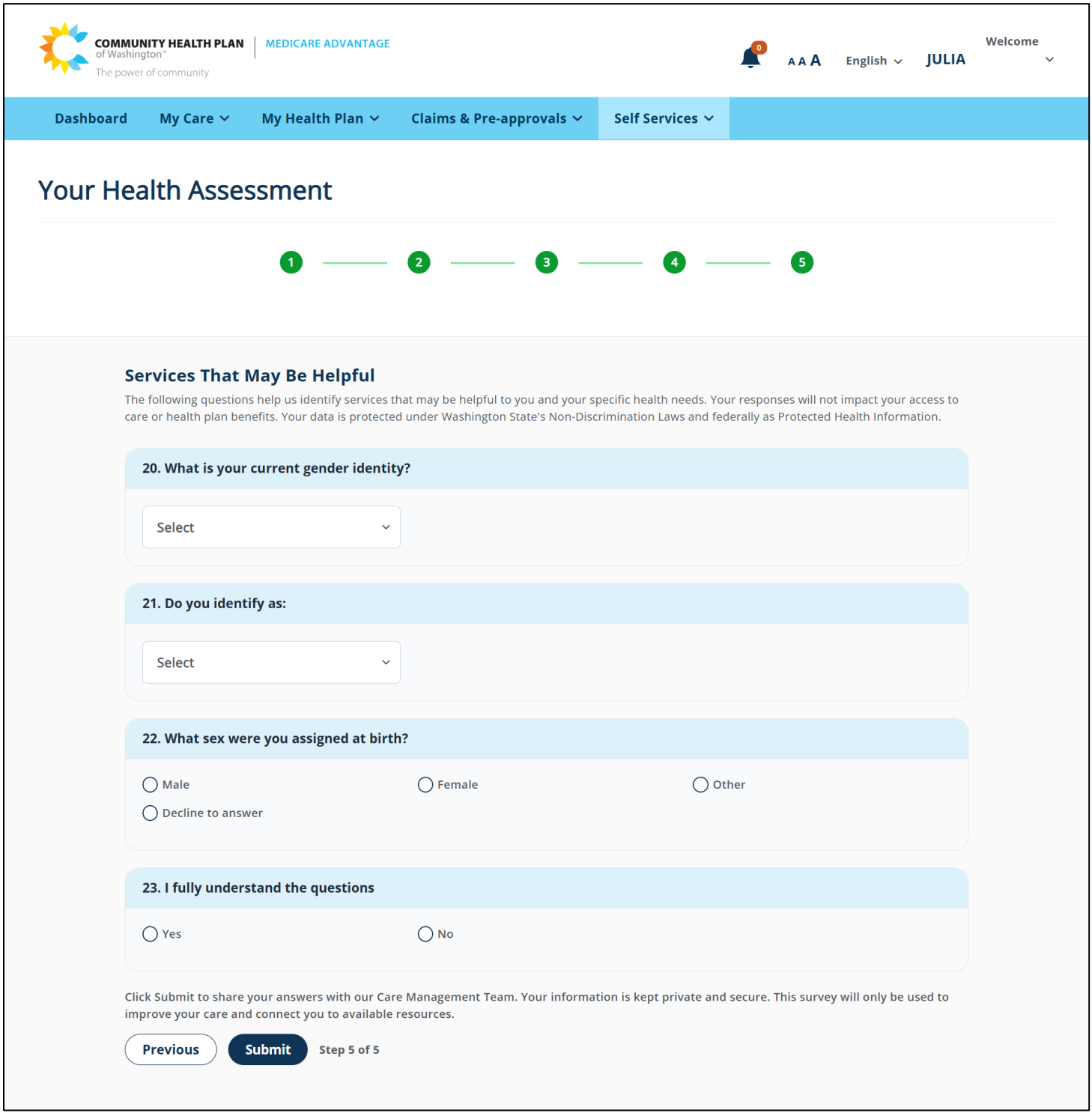
Log in to the member portal and start from the **Member Dashboard**.

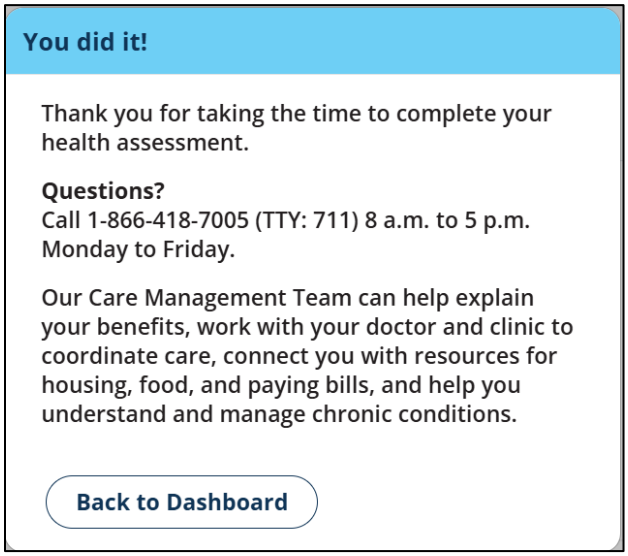
Screens

Member Dashboard — Self Services >> Update Health Assessment

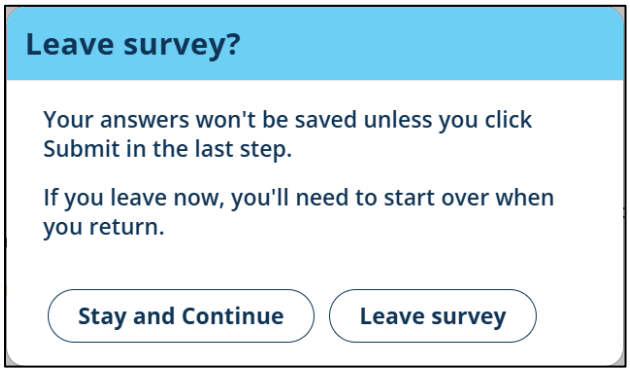



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MEDICARE ADVANTAGE
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0
A A A
English
JULIA
Welcome
Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Back
Your Health Assessment
This brief health assessment survey asks about your health history, current environment, and lifestyle.
Answering these questions helps us provide you with the best possible support for your health and well-being. Your responses may be shared with your doctor or a CHPW Case Manager to help you create a personalized care plan.
You have the right not to participate. Your decision does not affect your access to care or health plan benefits.
1
2
3
4
5
At the bottom of each short section, click Next. To send us your answers, click Submit in the last step.
Demographic Information
1. What do you consider your primary race or ethnicity?
Select
2. What language do you speak at home most of the time?
Select
3. Have you ever served in the military?
Yes
No
Decline to answer
Click Next to continue to the next short section. Your information is kept private and secure.
Next
Step 1 of 5

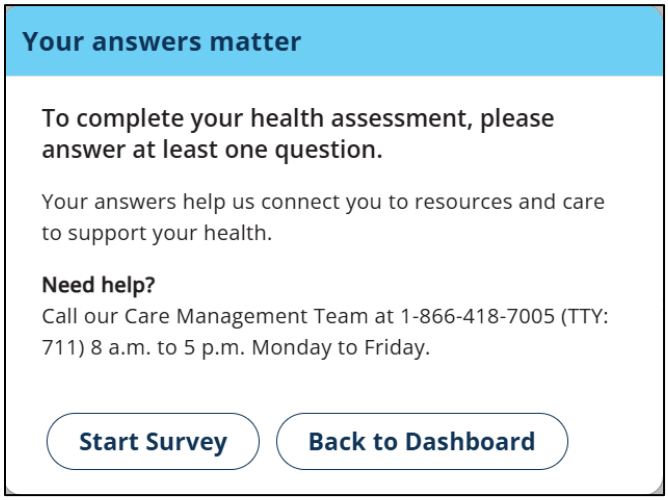

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MEDICARE ADVANTAGE
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0
A A A
English
JULIA
Welcome
Dashboard
My Care
My Health Plan
Claims & Pre-approvals
Self Services
Your Health Assessment
1
2
3
4
5
Services That May Be Helpful
The following questions help us identify services that may be helpful to you and your specific health needs. Your responses will not impact your access to care or health plan benefits. Your data is protected under Washington State's Non-Discrimination Laws and federally as Protected Health Information.
20. What is your current gender identity?
Select
21. Do you identify as:
Select
22. What sex were you assigned at birth?
Male
Female
Other
Decline to answer
23. I fully understand the questions
Yes
No
Click Submit to share your answers with our Care Management Team. Your information is kept private and secure. This survey will only be used to improve your care and connect you to available resources.
Previous
Submit
Step 5 of 5



When member successfully submitted the assessment above success message displayed.



when member select an answer and tries to click back button without clicking on Submit then system will display above validation message.



when member tries to click Submit button without answering any question then system will display above validation message.

1. When the member accesses the Health Risk Assessment (HRA) Survey, the system shall display the appropriate assessment based on the member's age. Members who are 17 years of age or younger shall be presented with the Pediatric Assessment, while members who are 18 years of age or older shall be presented with the Adult Assessment.
2. When Health Risk Assessment (HRA) Survey page loads, below will be display:
    - Assessment page will display an accessible Back button which is available only on the first page of the assessment. When members selects the back button system will display the previous page. And, when member select an answer and tries to click back button without clicking on Submit then system will display a validation message.
    - Each Assessment page will have Next and Previous button to navigate between pages.
    - Last page of Assessment will have a Submit button.
3. When member does not answer the mandatory questions, then the system keeps member on the current assessment page and displays: “Please answer all required questions.”
4. Medicaid BHSO plan members will not have access to Health Risk Assessment (HRA) Survey.
5. Termed members will not have access to Health Risk Assessment (HRA) Survey.