myCareHC
Provider User Guide

myCareHC Provider User Guide

Dear Provider,

Personify Health is excited to provide you access to our Electronic Precertification tool, a feature of the myCareHC platform. This user guide outlines the process of registering for your myCareHC Provider account and accessing the precertification tool. We encourage you to begin the account registration process soon. Please do not hesitate to contact our team for assistance.

For account assistance, please contact Personify Health's Member Service Team at **ProviderSupport@HealthComp.com**

Provider Account Registration

1. In a web browser, navigate to mycareHC
2. Click "New here? Sign up." to create an account

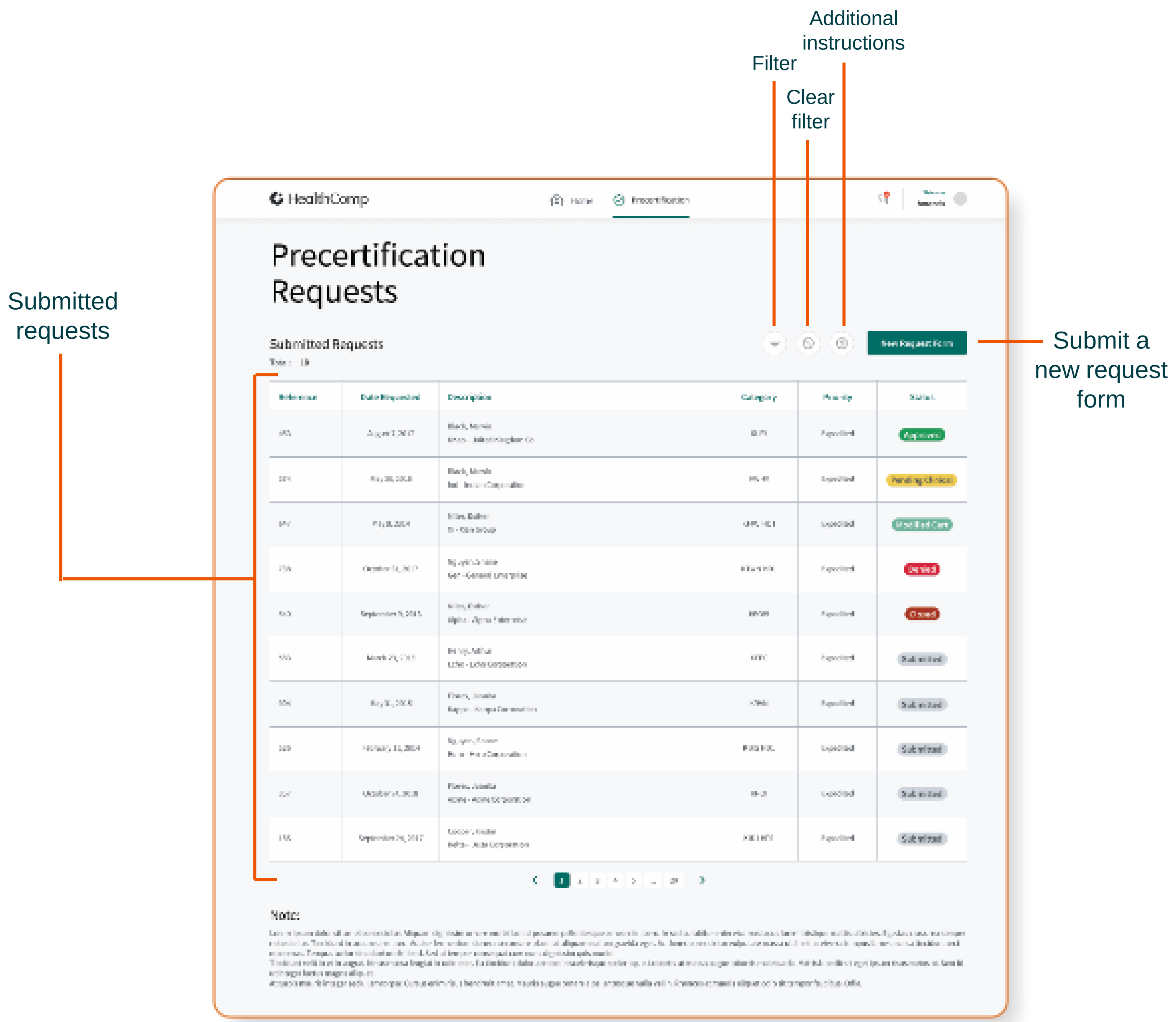
3. Under "Select your account type." choose "Provider"
4. Enter your Tax ID and your Email Address and click "Submit"
5. After submitting your account registration, Personify Health will verify your account information
6. Once approved for access, you will receive a verification email within two business days that will grant you full access to your account

We recommend adding mycareHC.com to your address book to ensure you receive all myCare email notifications.

Your information (for example, password or credit card number) is private when sent to this site. You are responsible for safeguarding and maintaining the secrecy of your password at all times. We have taken all reasonable security steps to encrypt your information so that it cannot be read as it travels over the internet. For more information, please visit our Terms and Conditions and Privacy Policy link located at the bottom of mycareHC.com.

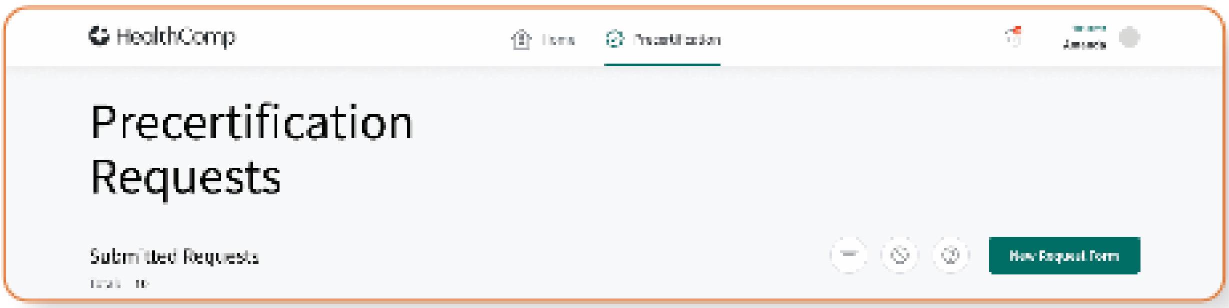
Precertification Page

Once logged into myCareHC, you will be directed to the Precertification page. This page offers a view of your precertification requests and additional menu options.

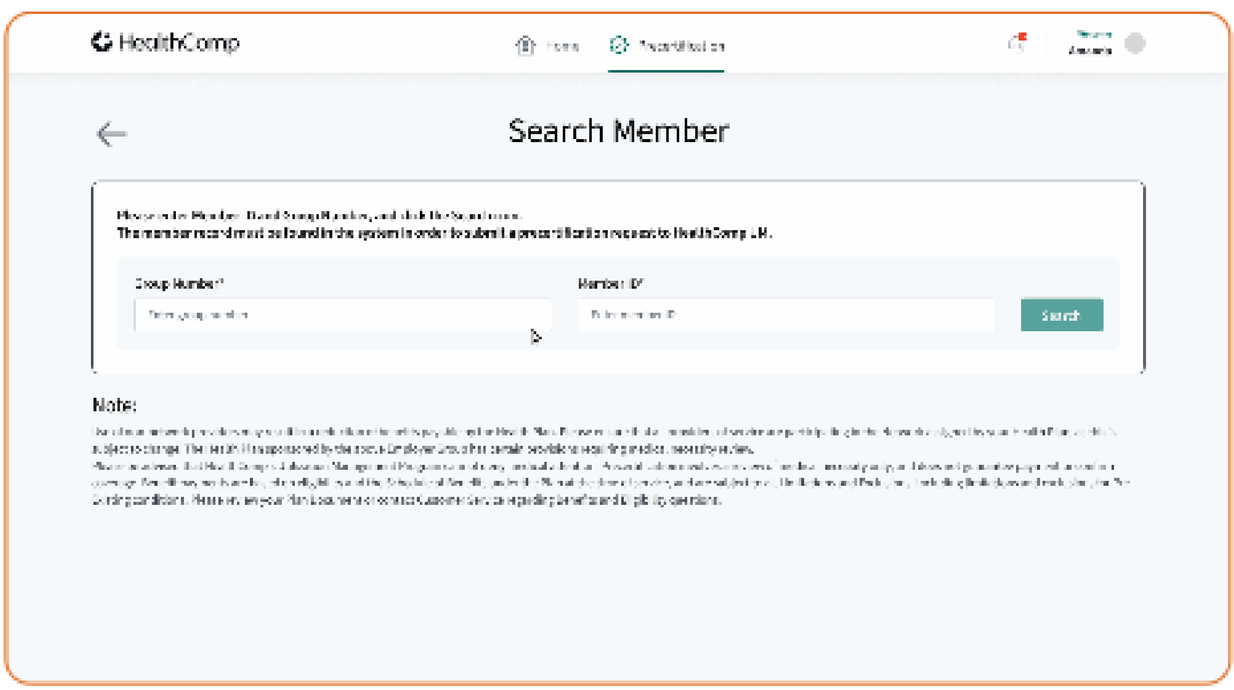


Precertification Request Form

1. To start a new precertification request, select the New Request Form button. Click submit after filling out all required fields and attaching at least one file

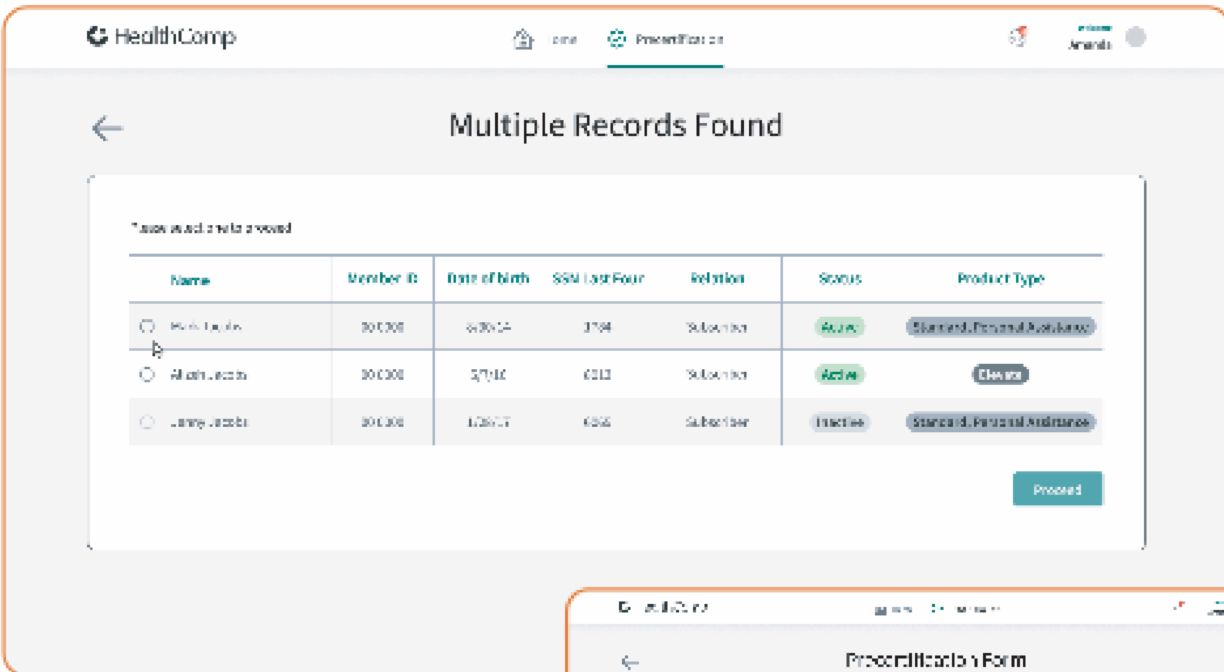


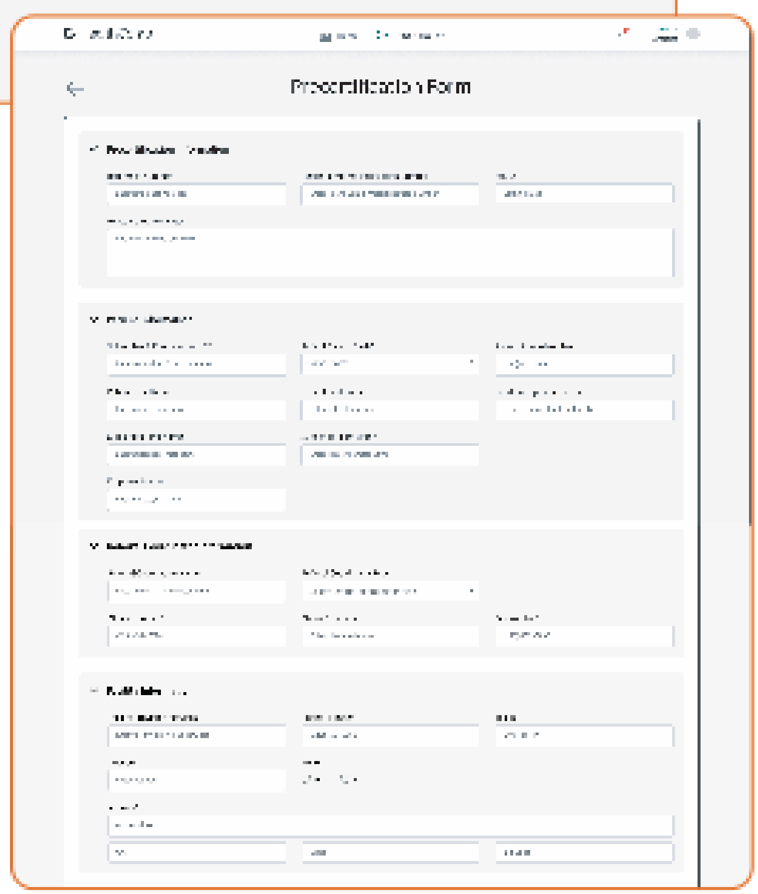
2. Enter the Group Number and Member ID. Click the Search button. The member must exist in the system to submit a precertification request



Precertification Request Form Cont.

3. Choose the correct Member and click "Proceed"





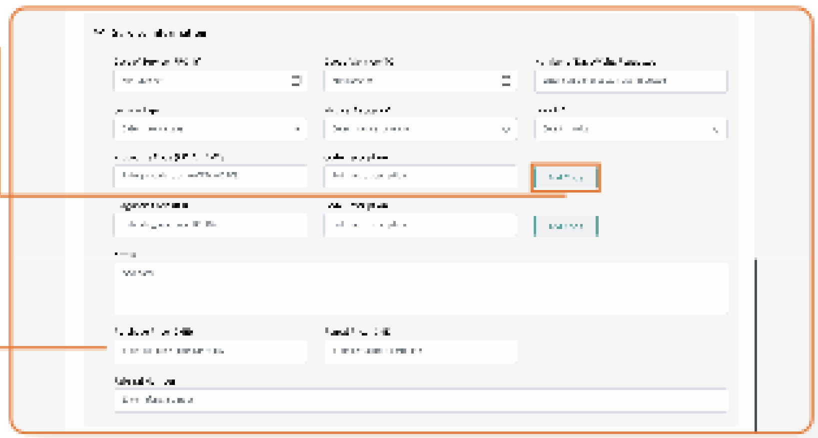
4. Enter all information about the Patient, Referral Coordinator, and Facility
(* indicates required fields)

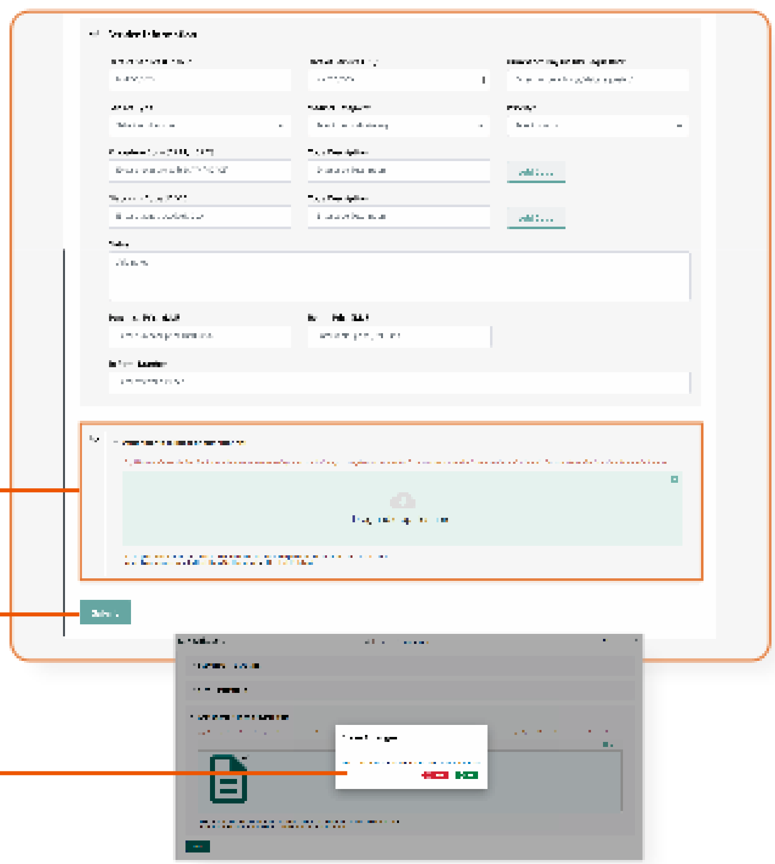
Precertification Request Form Cont.

5. Next, enter the Provider Information, Peer Contact, Service Information, and any additional notes

   - Click add code when entering multiple diagnosis procedure codes

   - Enter the purchase or rental price when requesting precertification for DME





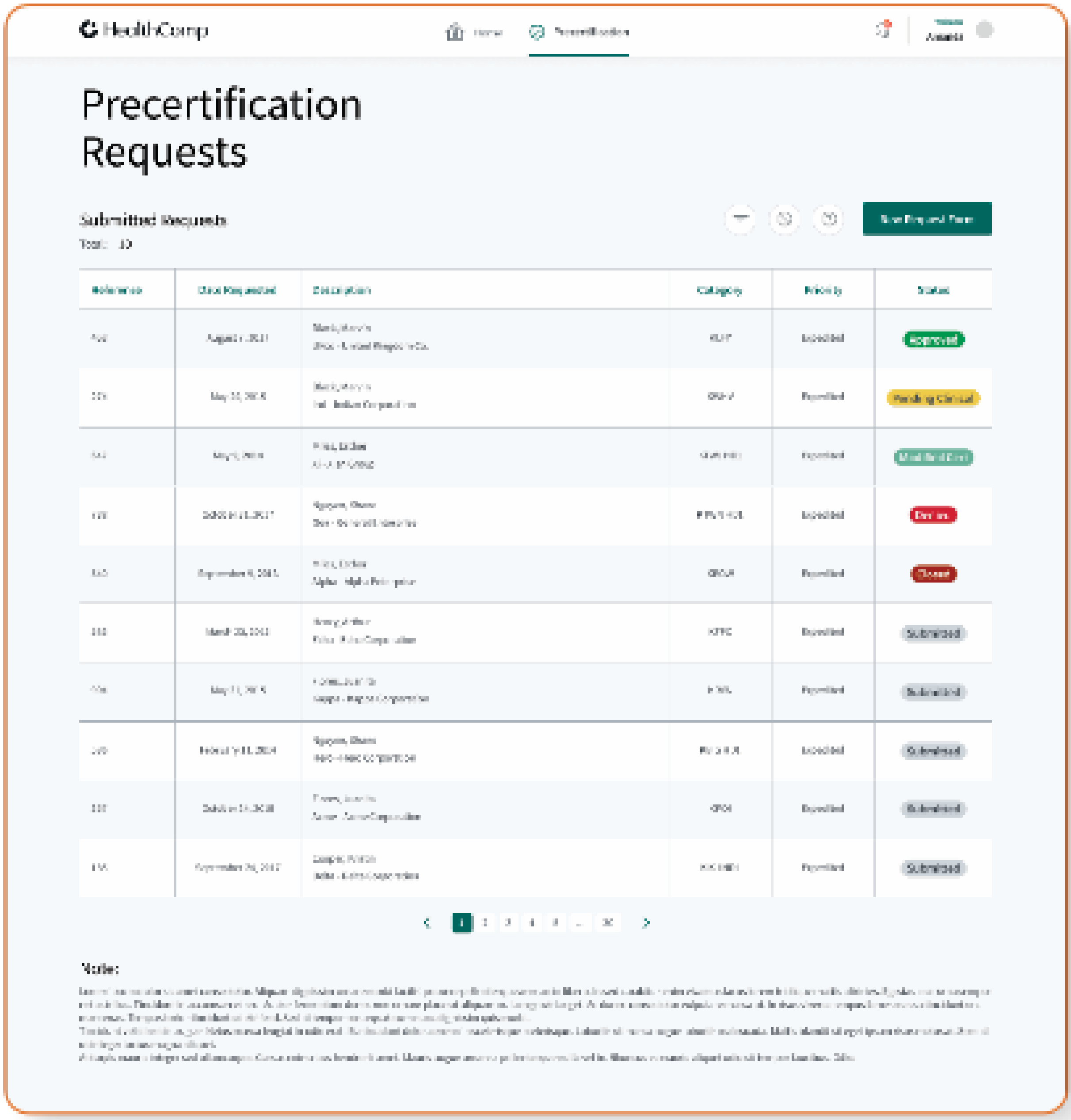
6. Attach at least one file (clinical documentation) before submitting

7. Click “Submit” after filling out all required fields and attaching at least one file

8. When you click on "Submit" you will need to confirm and will not need to edit or delete after that

Submitted Precertification Request

- Click on any row in the list to view the submitted precertification request.
- You may upload additional clinical documentation to submitted requests.



Precertification Filter & Status Definitions

- View the status of submitted precertification's by clicking on the filter icon.
- Enter any field then click apply.
- Click on the clear filter icon to go back to all submitted requests.