



~personify HEALTH™

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

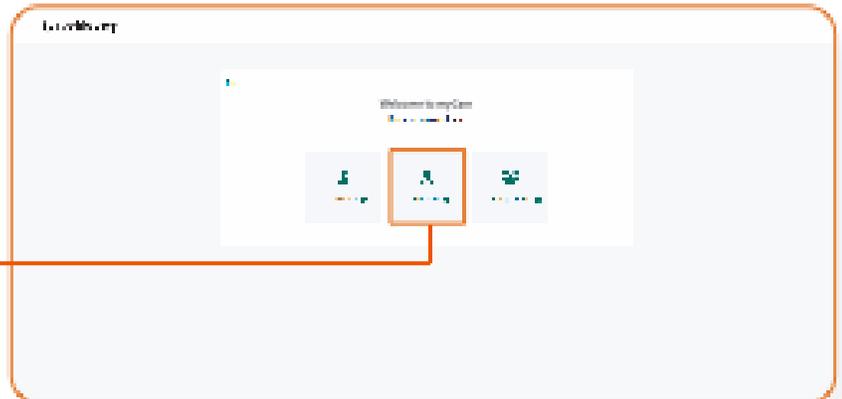
Provider Account Registration



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.

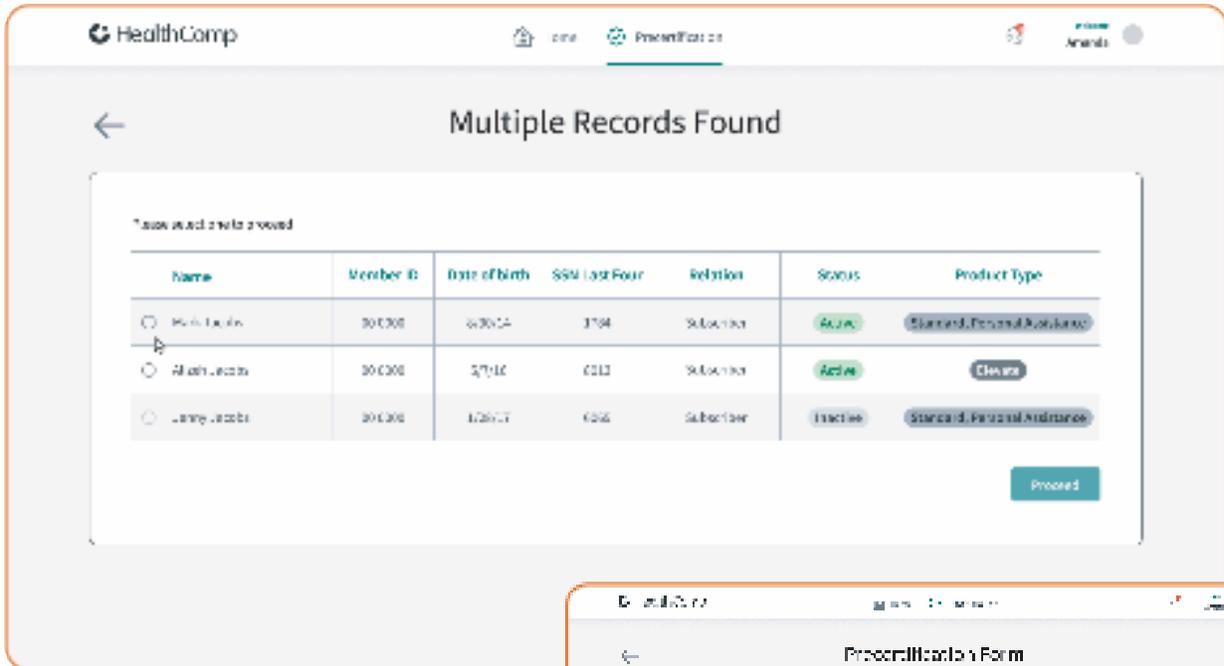
The screenshot shows the 'Precertification Requests' page in the myCareHC system. The page title is 'Precertification Requests' and it shows a list of 'Submitted Requests' with a total of 18. The table includes columns for Reference, Date Requested, Description, Category, Priority, and Status. Callouts point to various UI elements: 'Submitted requests' points to the table; 'Filter' points to a dropdown menu; 'Clear filter' points to a button; 'Additional instructions' points to a button; and 'Submit a new request form' points to a 'New Request Form' button.

Reference	Date Requested	Description	Category	Priority	Status
105	August 1, 2017	Black, Monte Bios - Johnson & Johnson Co.	DRUG	Approved	Approved
219	May 26, 2018	Black, Monte Bio - Johnson & Johnson	DRUG	Specialist	Pending Clinician
147	February 20, 2014	White, Robert Bio - Johnson & Johnson	DRUG, MED	Approved	Used for Care
154	October 11, 2017	Black, Monte Bio - Johnson & Johnson	DRUG, MED	Approved	Denied
613	September 9, 2015	White, Robert Alpha - Alpha Laboratories	DRUG	Approved	Denied
150	March 29, 2015	Black, Monte LIFE - LIFE CORPORATION	DRUG	Approved	Submitted
156	May 11, 2016	White, Monte Bios - Johnson & Johnson	DRUG	Approved	Submitted
218	February 11, 2014	Black, Monte Bio - Johnson & Johnson	DRUG, MED	Specialist	Submitted
107	November 1, 2018	White, Monte Bios - Johnson & Johnson	DRUG	Approved	Submitted
155	September 24, 2017	Black, Monte Bios - Johnson & Johnson	DRUG, MED	Approved	Submitted

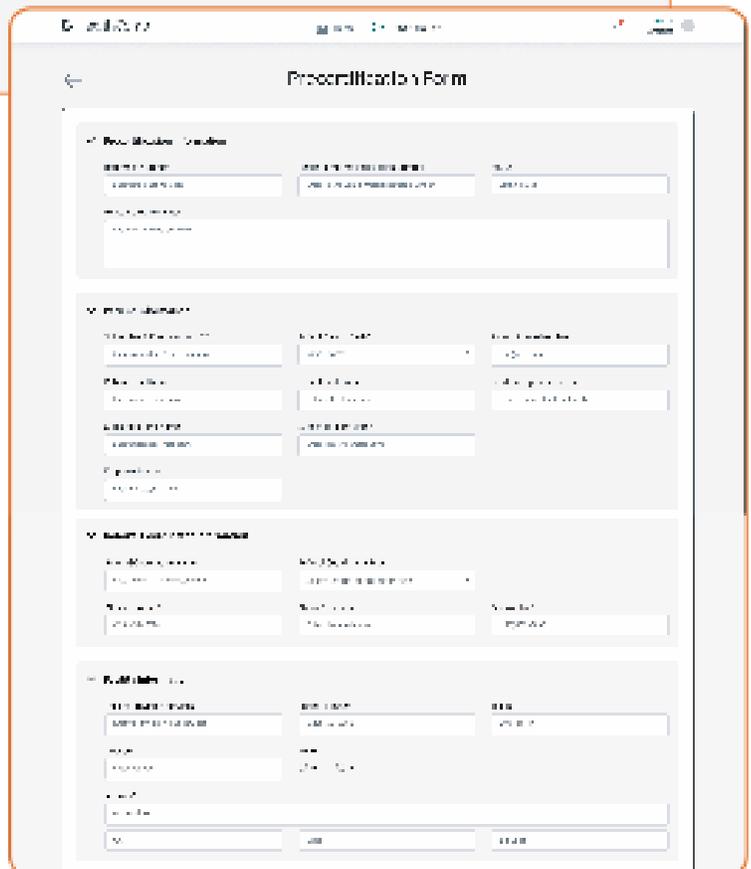
Precertification Request Form Cont.



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



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.

