

Minnesota Health Care Programs

myHealthPortal Member User Guide

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Introduction

Purpose

This guide explains how to create your account, sign in, and use myHealthPortal to view your Minnesota Health Care Programs information, authorizations, surveys, and documents.

Target Audience

This guide is for members and authorized representatives who use myHealthPortal online.

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Overview

myHP is a web-based application for Fee-for-Service Medicaid recipients and their representatives. It provides real-time access to information about a member's healthcare benefits instantly and securely.

You can view your member information and authorizations, complete a member survey, and view or upload documents.

Accessing the myHP Application

Use this guide to learn how to:

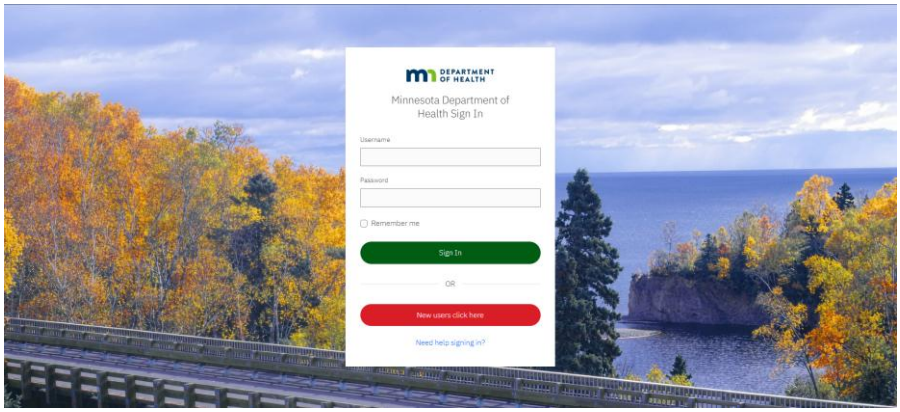
- Create an account and register for myHealthPortal
- Sign in and sign out securely
- View your information, authorizations, and documents

Registration

To access the Application, you need to click the below URL or copy and paste it in your browser: https://mhcp.acentra.com/

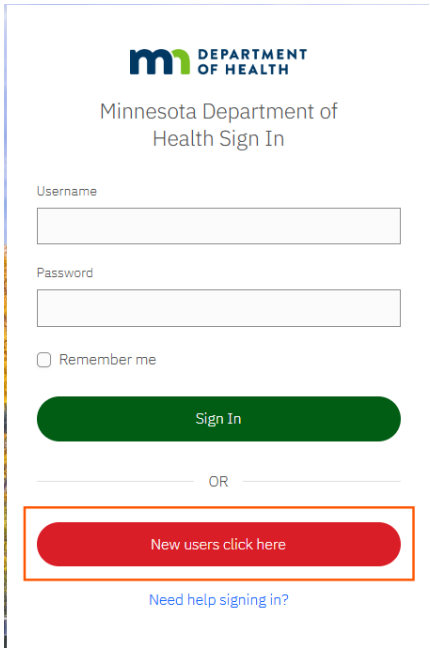


1. Click on the "Login to MyHealthPortal" button.

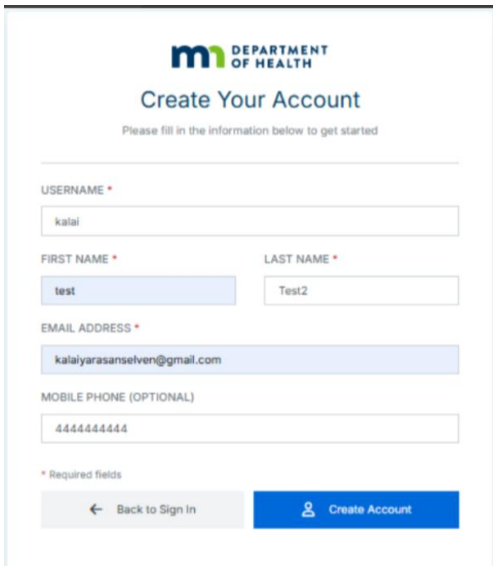


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2. Click on the “New users click here” button.



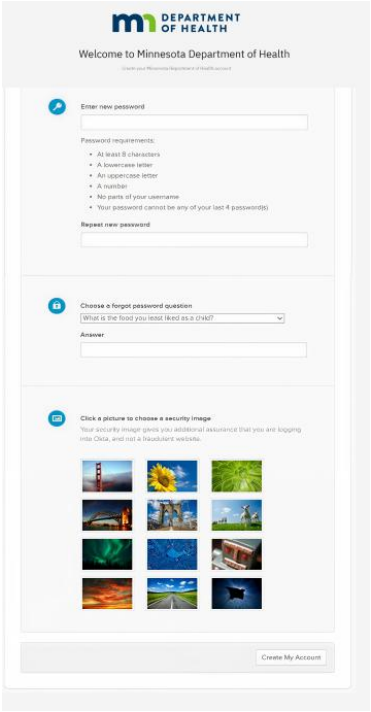
3. The “Create Your Account” page is displayed.



4. The following fields are displayed on the screen which needs input from the user.
    a. Username (required)
    b. First name (required)
    c. Last name (required)
    d. Email address (required)
    e. Mobile phone (optional)
    f. Back to Sign In button
    g. Create Account button

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5. Click the “Register” button to proceed with registration.
6. Click the “Back to Sign In” button to navigate to the previous page
7. On clicking the “Register” button, the screen displaying the Create Password, Security Question and Security Image page.



8. Enter the Password according to the requirements mentioned below the field.
9. Enter the Password again in the Repeat new password field.
10. Choose a security question and provide an answer for the same.
11. The answer should be easier to remember and should also help you in recovering your password, incase you forget.
12. Select a security image from the group of images displayed.
13. Click “Create Account.”
14. Your account is now registered.

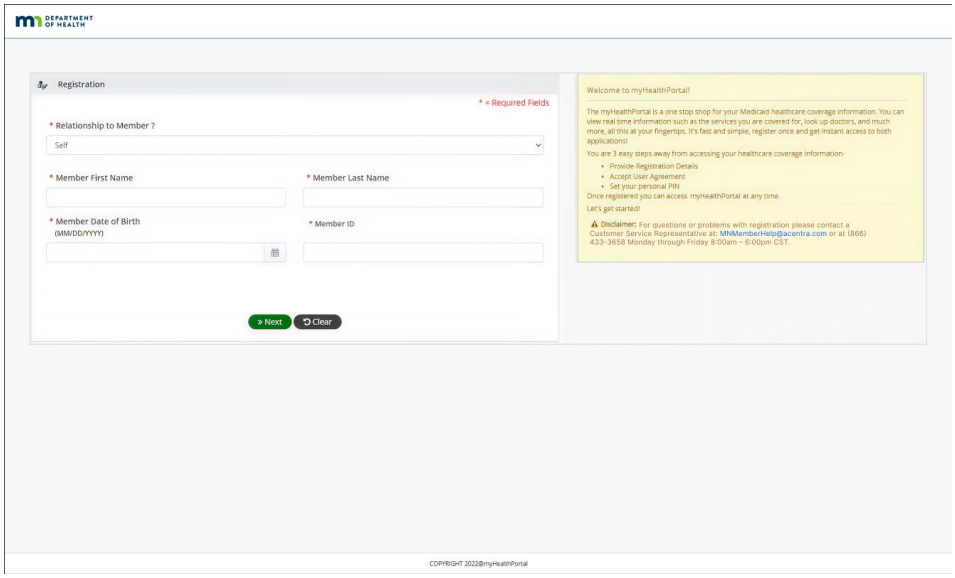
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myHealthPortal Registration

Once you are registered, the next step is to connect yourself to the MyHealthPortal in order to access the application.

Follow these steps to register for myHealthPortal:

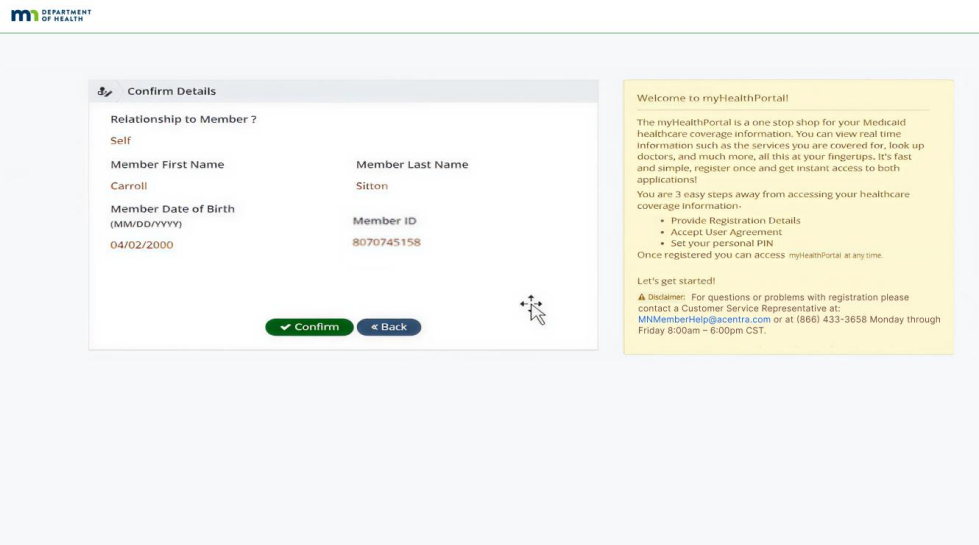
1. Once the button is clicked, the MyHealthPortal registration page will be displayed.



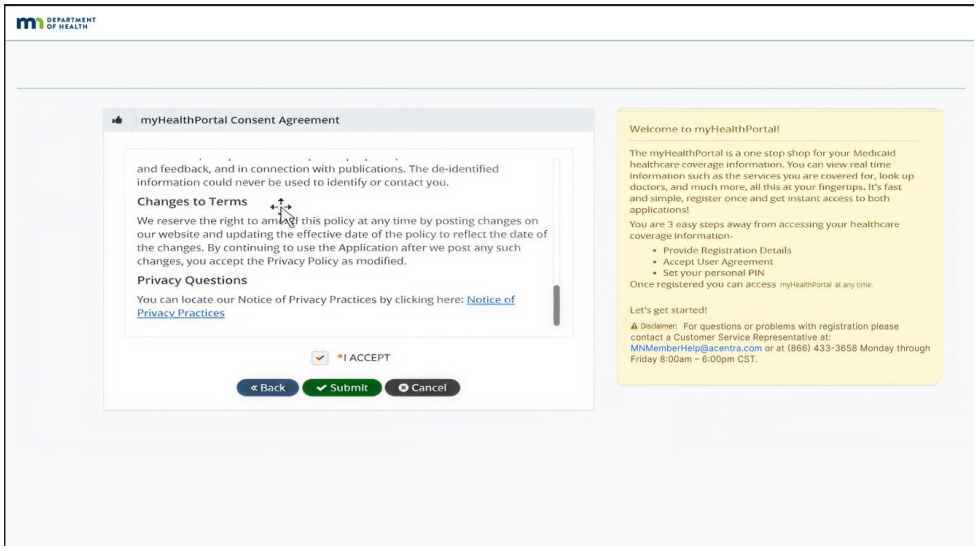
2. Enter the details below on the Registration page:
    a. Relationship to Member (mandatory).
    b. Member First Name (mandatory)
    c. Member Last Name (mandatory)
    d. Member Date of Birth (mandatory): Format MM/DD/YYYY
    e. Member ID (mandatory)
3. The disclaimer contains the contact number for support in case any assistance is needed during the time of registration.
4. Click on the “Clear” button to clear the entered details on the screen.
5. Click on “Next” button to proceed with the next step of registration.
6. The Confirm details screen will be displayed with the details that were entered in the previous screen.

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	The “Relationship to Member” field will always be defaulted to “Self” and will be a read-only field.



7. Click “Back” button if there are changes to the details.
8. Review the details and click the “Continue” button if the details are correct.
9. The User Agreement screen is displayed.

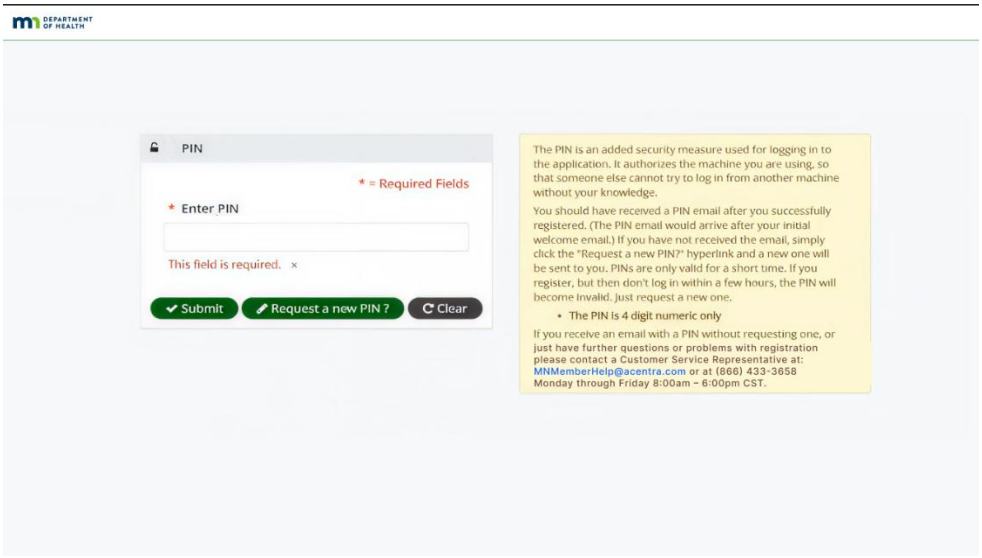


10. Review the agreement and check the “I Accept” checkbox if you agree.
11. Click the “Back” button to go previous screen.
12. Click the “Submit” button to navigate to the PIN page.

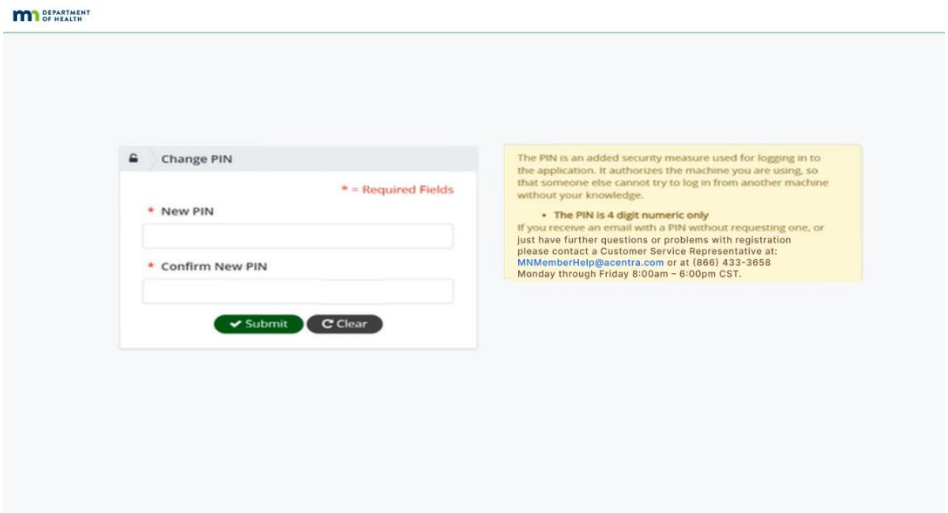
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13. You will receive two emails:
    a. Welcome email
    b. Temporary PIN email

14. Enter the temporary PIN that is sent in via email in the Enter PIN Page.



15. Click on the “Submit” button.
16. You will be re-directed to the “Change PIN” screen.



17. Setup the new PIN that you can remember.
18. Click the “Submit” button to proceed.
19. You will be logged into the Member Portal landing page.

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Signing In to myHealthPortal

Once registered, you will be able to login to MyHealthPortal.

1. Click on the following link: https://mhcp.acentra.com/
2. You will be redirected to the Homepage of Minnesota Healthcare Programs.

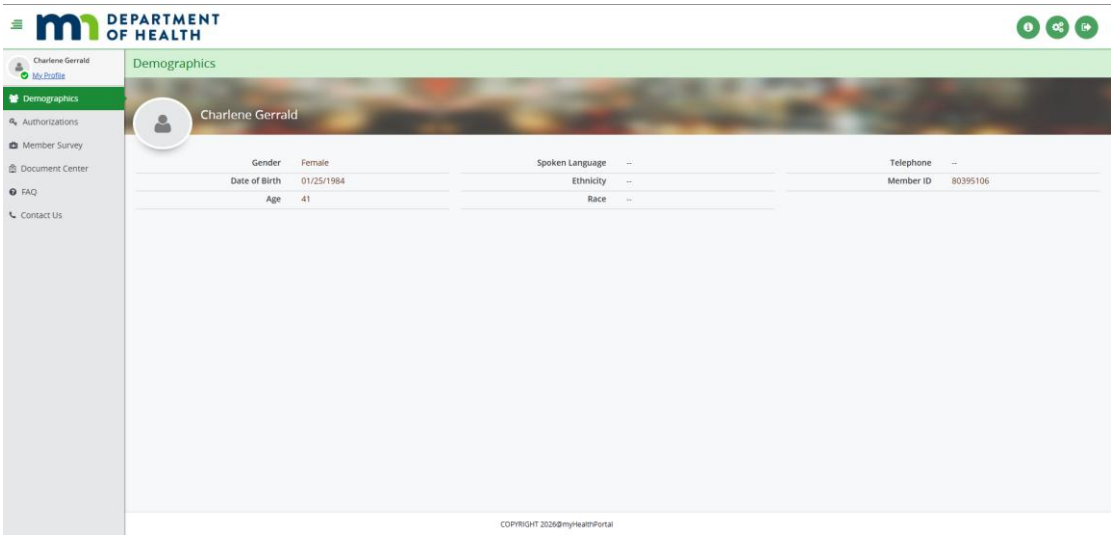


3. Click on the “MyHealthPortal” button on the home page.
4. You will be redirected to the Login Page.
5. Enter your username and password.
6. Click the “Sign In” button.
7. You will be redirected to the PIN page.
8. Enter the newly setup PIN and click the “Submit” button.
9. You are now signed in to myHealthPortal.

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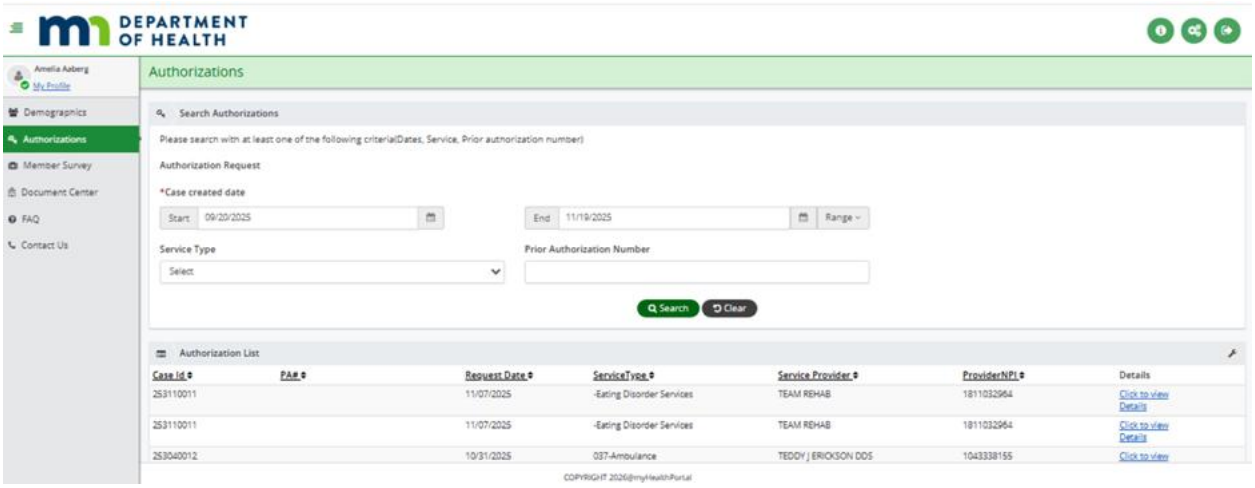
Demographics Screen (Landing Page)

The Demographics screen displays your demographics details such as name, gender, DOB, Age, Member ID, etc. Demographics can be updated by contacting your county worker.



Authorizations

Authorization Screen:



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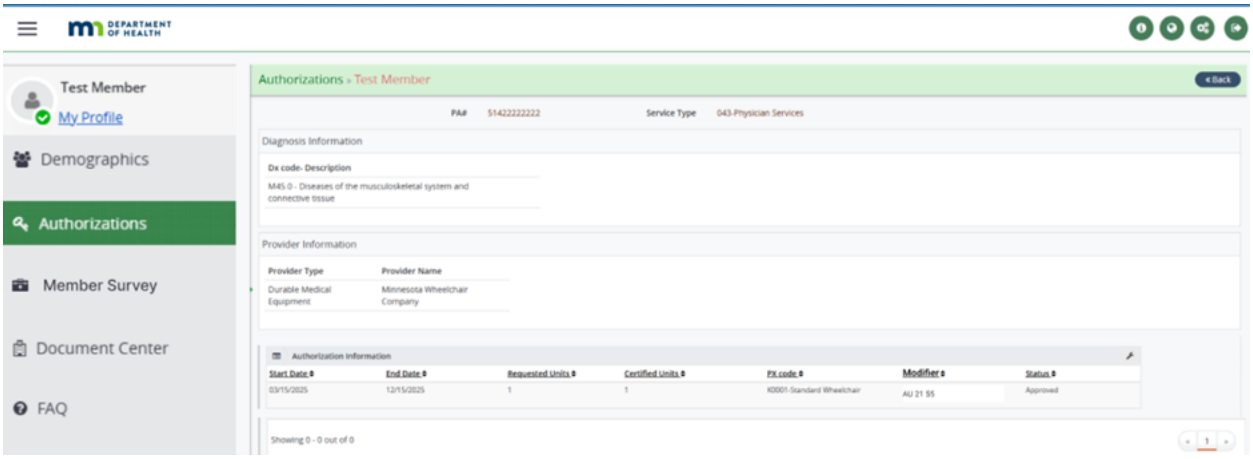
Authorization List Table



The results below will be available on the table:

- Case ID
- PA - (Authorization Number)
- Request Date
- Service Type
- Servicing Provider
- Provider NPI
- Details - Click to View Details - Hyperlink - On click of the link will land into details page

Authorization Details Screen:

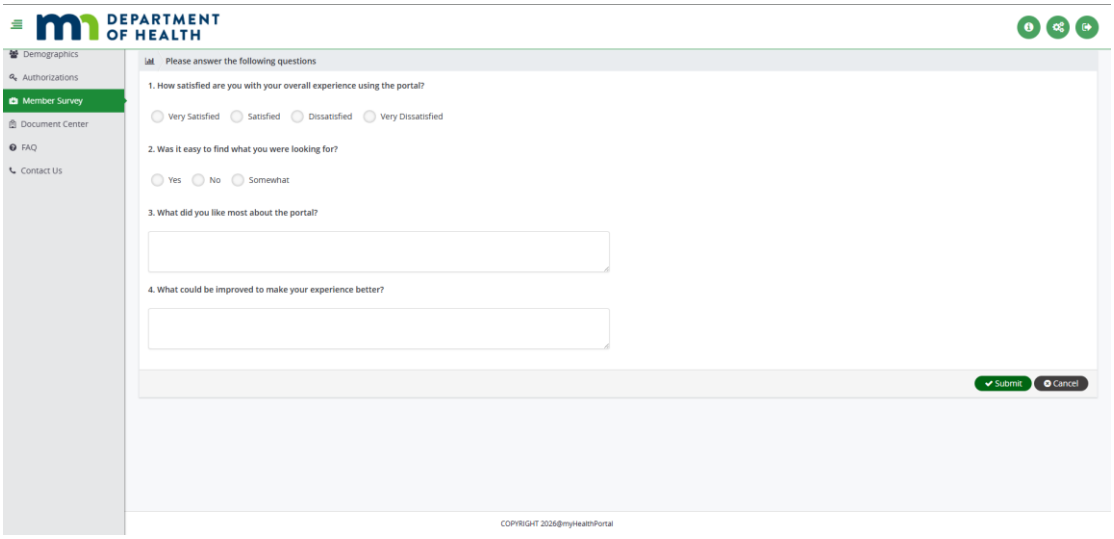


- Clicking on “Click to View Details”- Hyperlink on the specific Case ID, will land on the Authorization details screen, where the status of the procedure codes will be available.

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Member Survey

This screen allows you to answer questions related to the experience with application usage.



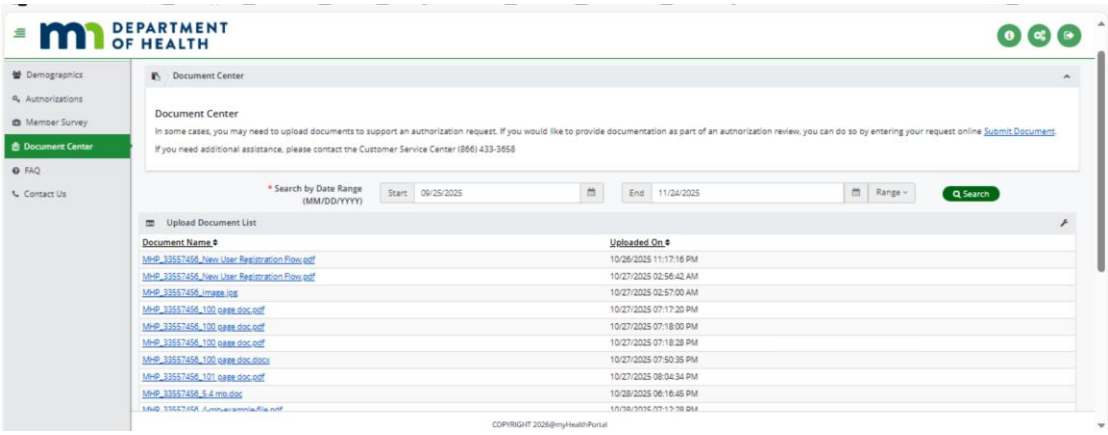
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Document Center

You can upload supporting documents and search and download previously uploaded documents. There are two sections to this module.

1. Document Center: Briefs about the module and lists some helpline numbers in case you face any trouble uploading documents. You can upload documents by clicking the “Submit Document” link.

2. Upload Document List: This section displays the list of documents uploaded by you.



Searching a Document

You will be able to search for documents with the following criteria:

1. Specific Start and End Date

2. Date Range: Where you will be able to select an option to look for documents uploaded.

3. By Default, the last 60 Days calculated and captured the Start date and end field. (Start Date -60 Days from System current date)

4. If selecting the range as “Last 30 Days”, then the system will auto update the start date and end date field based on the current date.

5. Once the search criteria are defined, click the Search Button.

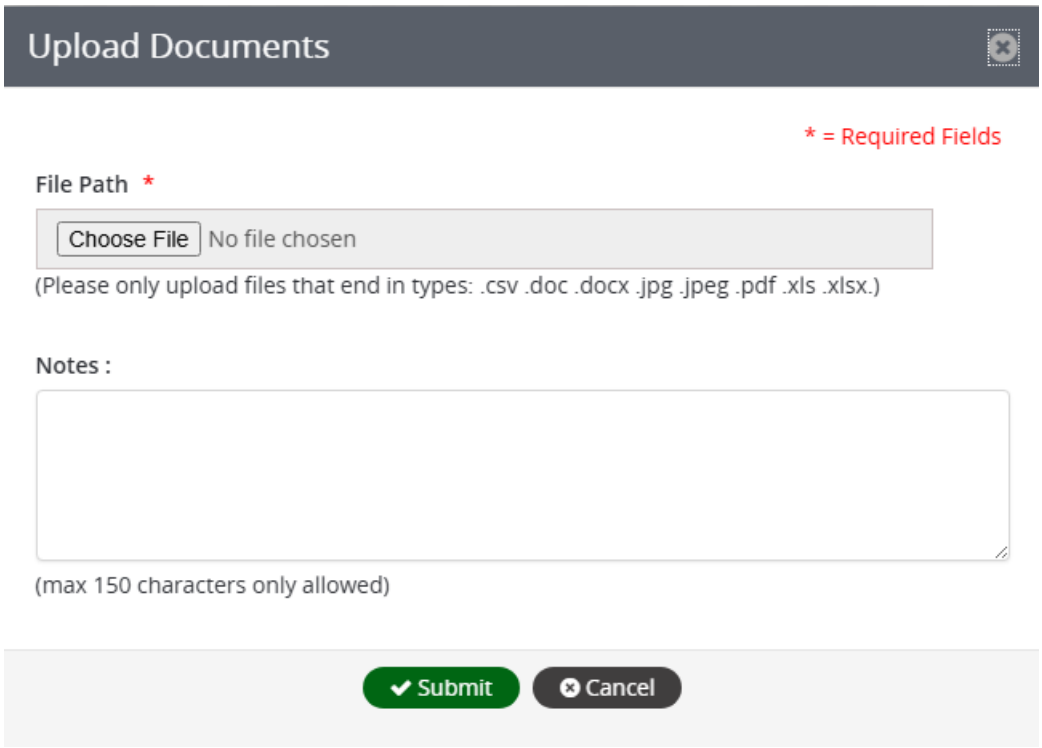
6. The list of documents with the following details will be displayed

Uploading a Document

To upload a document, click the “Submit Document” link in the Document Center.

1. Click on the “Submit Document” link.
2. The “Upload Documents” Modal is displayed.

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3. Click on the “Choose File” button.
4. Select the desired document from the windows screen that is opened.

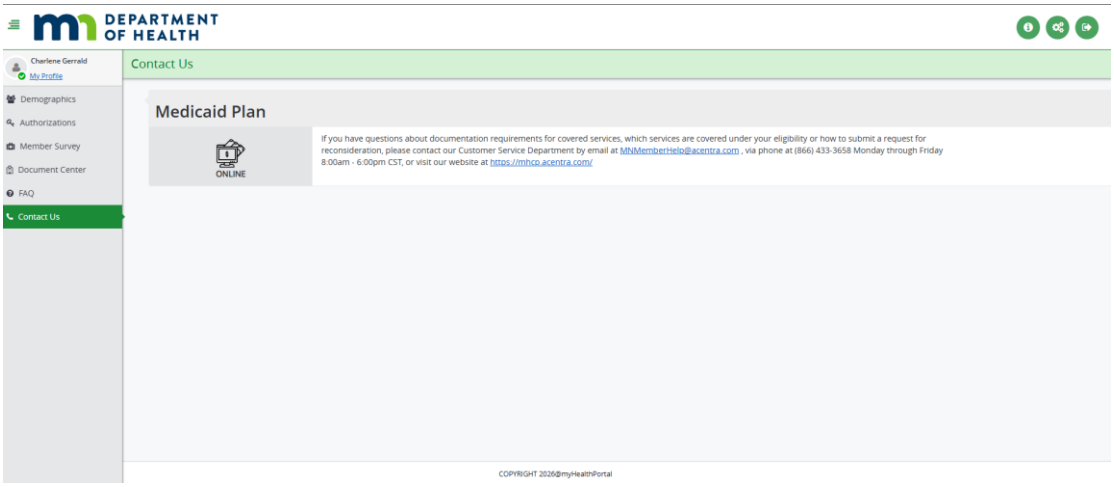
	The following are the document types that are allowed: CSV, .doc, .docx, .jpg, .jpeg, .pdf, .xls, .xlsx

5. The file must be 5 MB or smaller.
6. You can add a note of up to 150 characters.
7. Click on the “Submit” button to upload the document.
8. The success message “Document has been uploaded successfully” will be displayed.
9. To Cancel the upload of the selected document, click the “Cancel” button.

Contact Us

This page provides the agency and contact details if you have further questions about Medicaid. It lists the agency name, phone number, email, website, and the issues supported by the agency.

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Utility Icons

You will be able to see three icons at the top right-hand side of the screen:



1. **Help Icon:** You can click on this icon to open the online help pages. The Help Page will open in a new window. You will be able to find information related to the modules available in the application.
2. **Settings Icon:** You will be able to reset your PIN using this icon. Clicking on this icon will display the screen where you can reset your PIN for the MyHealthPortal application.
3. **Logout Icon:** You will be logged out of MyHealthPortal when you click on this icon.

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