



Portal User Step by Step

Portal

The Partners Health Plan Portal is an online resource for members, contacts, and providers to access information about members. Authorized users can access the Portal 24 hours a day, 7 days a week.

At this point, someone from Partners Health Plan should have emailed you with information about accessing Portal. Shown below are the items that should be included in that email:

1. Your username
2. Your temporary password (you will be prompted to change when you log in)
3. The link to the portal site: phpcares.vip

Once this information is given, you can proceed with logging in. On your initial log in, you will need to:

1. Change your password, after entering the temporary one
2. Choose security questions (these are used if you forget your password)

How to Log in

1. Enter the username provided to you in the **Username** box
2. Enter the password provided to you in the **Password** box
3. Click Secure **Login**
4. You will be prompted to the Term and Conditions about Medisked's Portal, click **I Accept** to continue (You are now logged into Portal)
5. If this is your first time logging in, you will be prompted to change your password before accepting the terms and agreement

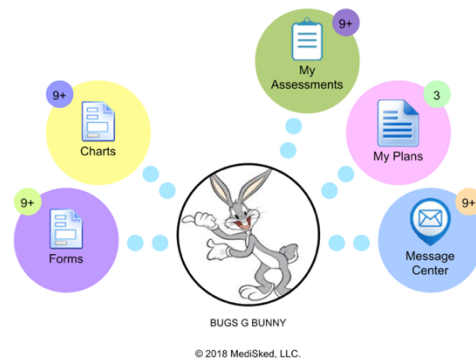
How to View Items in Portal

Depending on how many members you have access to, you will either see a list of names in Portal or just one member's portal profile showing

- a. If a list of member's appears, click on a member's name and you'll be directed to their individual portal profile

From the page that loads after clicking on the member's name, there will be colored bubbles surrounding the member's picture (shown on next page)

- b. Each of these bubbles represent what you have access to for this particular member
- c. When you click on one of the bubbles, you will be brought to a screen that lists all the items within that category



What Each Bubble Represents

1) Forms

- a) Any documents entered into Medisked that are made available in portal
- b) For example: Notification of Change, Notes, DDP2, evaluations, etc.

2) Charts

- a) Health records and observations are found in here (if any are available)

3) My Assessments

- a) All existing assessments, either completed or in progress for that particular member
- b) You are only able to view completed assessments

4) My Plans

- a) All PHP Life Plans, past and present will show in this section. The most recent plan will always be at the top
- b) **If You are Part of a Plan Team**
 - i) You will receive an email explaining a plan is now available for review in Portal
 - ii) When viewing a plan that is “in review”, you will see a green thumbs up and a red thumbs down. Use these icons to indicate if you approve or do not approve the Life Plan.
 - iii) Comments about requested changes can also be added while viewing a plan

Note: Once a plan is put into review, the plan team has 3 days to approve or disapprove. If no response is received within 3 days, the plan will be published as final.

5) Message Center

- a) This is real time communication between everyone who has portal access to the same member as you
- b) Gives you the ability to chat with other plan team members within Portal