



NY PHP Participant Portal

Login Page

- From the login page, existing users can sign in to their registered account, access our self-service tools to reset a forgotten password and access public documents. New users can initiate the automated registration process.

PHP
PARTNERS
HEALTH PLAN

Log In

User Name
Password

Sign in

Self Service Tools

- Provider Registration
- Member Registration
- I Forgot My Password
- I need my User Name


Welcome to **Partners Health Plan**
Where Members, Providers and Clients can access, claims and eligibility information.

[Privacy Policy](#)

Participant Registration

- Automated Participant registration allows new web-users near instant access. Automated registration is available for all active NY PHP Participants.
- Password requirements will be listed below the registration box.

Complete the information below to register.
If you do not know your Member ID or Group Number, please refer to your ID card.

 Register

*Member ID

*Group Number

*First Name

*Date of Birth
Month Day Year

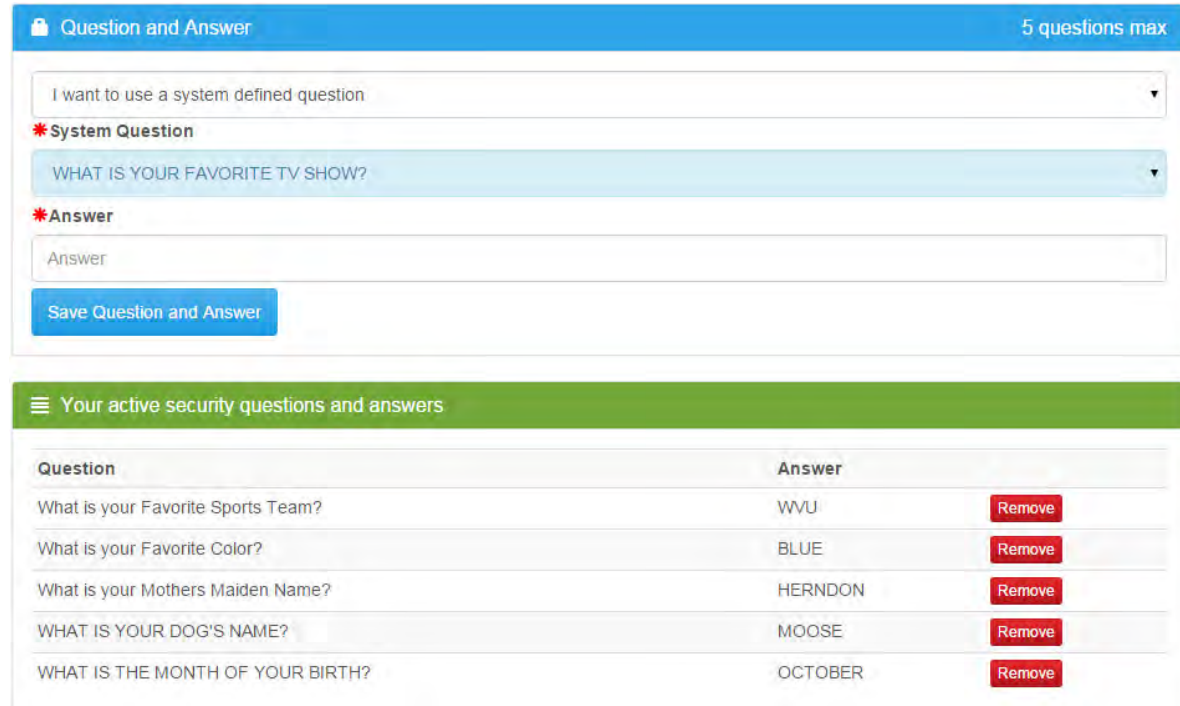
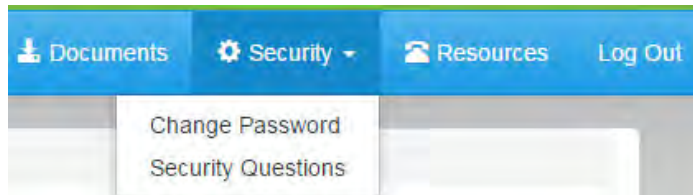
*User Name

*Password

*Confirm Password

Forgotten Password Service

- Once registered, a user can set their FPS questions and answers, which will allow them to unlock and reset their password should they ever forget it.







The screenshot shows two parts of the interface. The top part is a form titled 'Question and Answer' with a '5 questions max' indicator. It includes a dropdown menu for selecting a question type, a 'System Question' dropdown, an 'Answer' input field, and a 'Save Question and Answer' button. The bottom part is a table titled 'Your active security questions and answers'.

Question	Answer	
What is your Favorite Sports Team?	WVU	Remove
What is your Favorite Color?	BLUE	Remove
What is your Mothers Maiden Name?	HERNDON	Remove
WHAT IS YOUR DOG'S NAME?	MOOSE	Remove
WHAT IS THE MONTH OF YOUR BIRTH?	OCTOBER	Remove

Forgotten Password Service

- To unlock and reset the password, the user must simply answer the questions with the answers they previously saved.

Self Service Tools

-  Provider Registration
-  Member Registration
-  **I Forgot My Password**
-  I need my User Name

🔒 Please answer your security question.

Question	Answer
What is your Favorite Sports Team?	WVU
What is your Favorite Color?	BLUE
What is your Mothers Maiden Name?	HERNDON
WHAT IS YOUR DOG'S NAME?	MOOSE
WHAT IS THE MONTH OF YOUR BIRTH?	OCTOBER

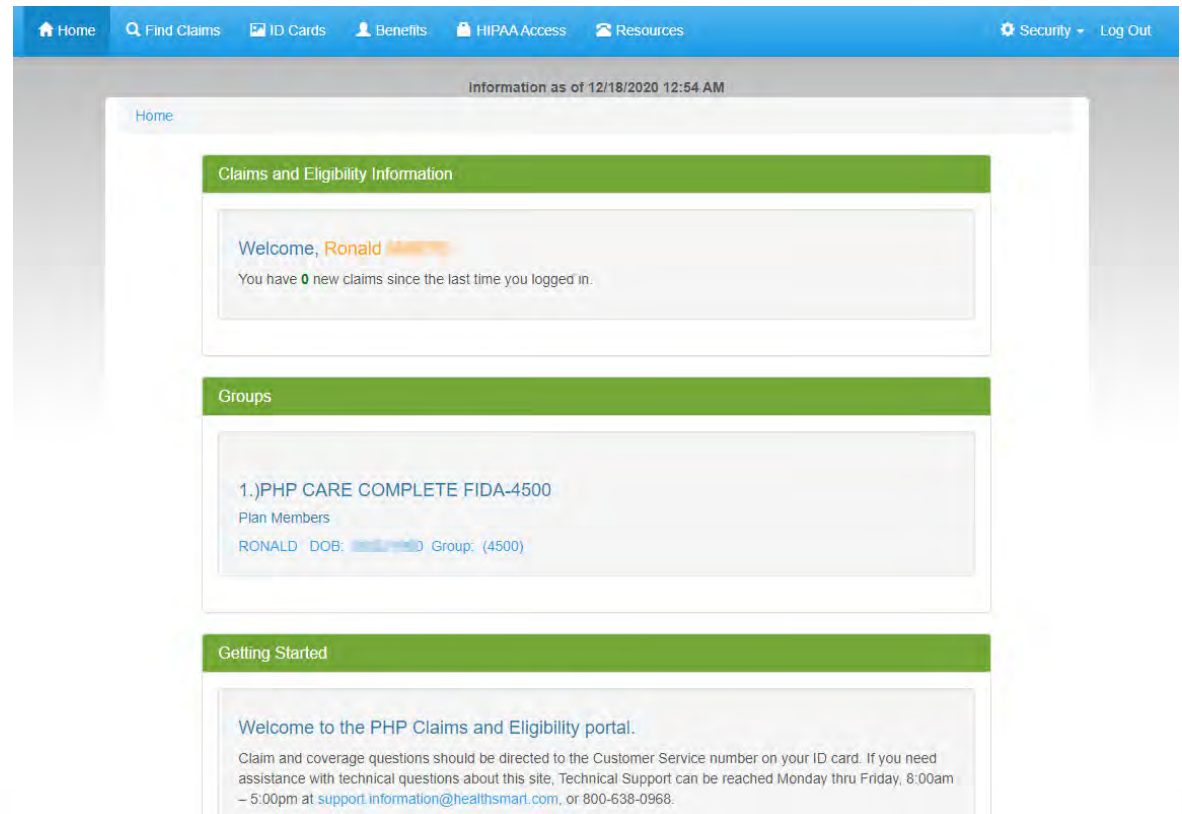
Next Step

🔒 Define your new Password

Change Password

Participant Home Page

- The participant home page is the entry point to all features of the portal. These include claims searches, ID card downloads, benefits, reporting and other plan resources.



The screenshot displays the participant home page of the NY PHP Participant Portal. The page features a blue navigation bar at the top with links for Home, Find Claims, ID Cards, Benefits, HIPAA Access, Resources, Security, and Log Out. Below the navigation bar, the page is titled "Home" and shows the date and time "Information as of 12/18/2020 12:54 AM". The main content area is divided into three sections: "Claims and Eligibility Information", "Groups", and "Getting Started".

Claims and Eligibility Information

Welcome, Ronald [redacted]

You have 0 new claims since the last time you logged in.

Groups

1.) PHP CARE COMPLETE FIDA-4500

Plan Members

RONALD DOB: [redacted] Group: (4500)

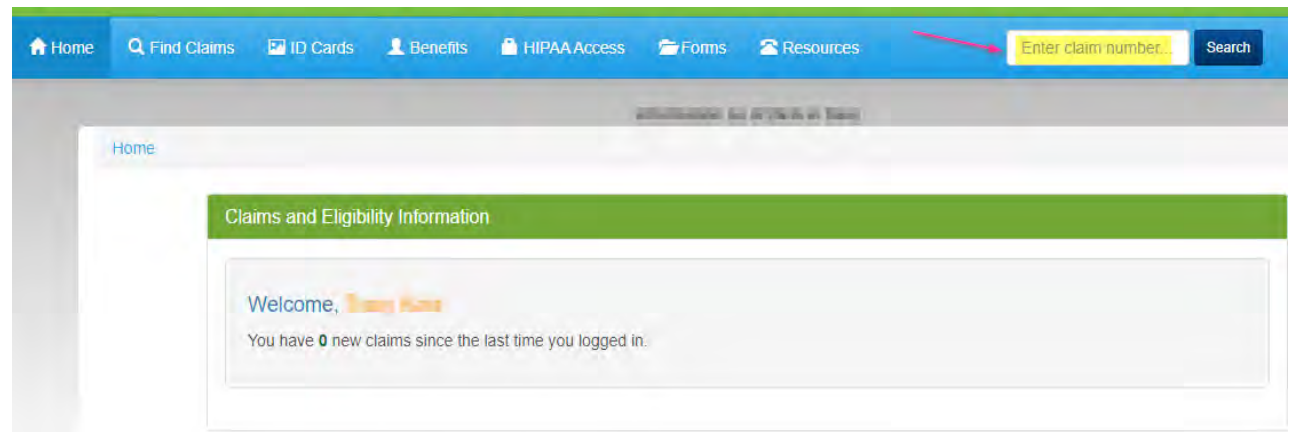
Getting Started

Welcome to the PHP Claims and Eligibility portal.

Claim and coverage questions should be directed to the Customer Service number on your ID card. If you need assistance with technical questions about this site, Technical Support can be reached Monday thru Friday, 8:00am – 5:00pm at support.information@healthsmart.com, or 800-638-0968.

Quick Claim Search

- The main menu bar contains a claim number search box that can be used to quickly view a single claim's detail from any area of the system. If you know the claim number, enter in this box and click Search.



<https://php.healthsmart.com>

Find Claims






- The portal will automatically display the last 12 months of claims for the selected member.
- Use the column filters to narrow the list down to matching claims. Each column can also be sorted by clicking the column label.
- Clicking a claim row will display the claim detail window, and clicking the EOB icon will show the explanation of benefits if available.
- Use the Export to Excel option to produce a spreadsheet of all listed claims.

Claims Search

Please select the member you would like to find claims for and filter by any of the fields below.

Show claims for RONALD

Show 15 per page [Export to Excel](#)

Type	Claim#	Plan	Group	Provider	From	Thru	Status	Charged	Paid
All					12/18/2019	12/18/2020	All		
	2087489	1	PARTNERS HEALTH PLAN	NYSARC SUFFOLK CHAPTER	12/6/2020 12:00:00 AM	12/6/2020 12:00:00 AM	Processed	\$216.06	\$216.06
	2087488	1	PARTNERS HEALTH PLAN	NYSARC SUFFOLK CHAPTER	12/5/2020 12:00:00 AM	12/5/2020 12:00:00 AM	Processed	\$216.06	\$216.06
	2087487	1	PARTNERS HEALTH PLAN	NYSARC SUFFOLK CHAPTER	12/4/2020 12:00:00 AM	12/4/2020 12:00:00 AM	Processed	\$216.06	\$216.06
	2087486	1	PARTNERS HEALTH PLAN	NYSARC SUFFOLK CHAPTER	12/3/2020 12:00:00 AM	12/3/2020 12:00:00 AM	Processed	\$216.06	\$216.06
	2087485	1	PARTNERS HEALTH PLAN	NYSARC SUFFOLK CHAPTER	12/2/2020 12:00:00 AM	12/2/2020 12:00:00 AM	Processed	\$216.06	\$216.06

ID Card Display

- Clicking [ID Cards](#) in the menu opens a PDF image of the Participant's actual ID card. This image can be saved, emailed, or faxed from the site via the [Select Action](#) menu.

The screenshot shows a web application window titled "ID Card". At the top left, there is a blue button labeled "View ID Card". Below it, a "Select Action" dropdown menu is open, showing three options: "Fax", "Save", and "Email". The main content area is a PDF viewer displaying a participant's ID card. The ID card includes the following information:

- Participant Name:** [REDACTED]
- Participant ID:** [REDACTED]
- PHP Care Complete FIDA-IDD Plan**
- Effective Date:** 05/01/2018
- PCP Name:** JON MICHNOVICZ
- PCP Phone:** 718-434-6600
- Care Manager:** LOUISE BROWN
- Care Manager Phone:** 917-471-0109
- PARTICIPANT CANNOT BE CHARGED**
- Copays:** PCP/Specialist: \$0 ER: \$0 Rx: \$0
- H9869-001**
- RxBIN:** 019587
- RxPCN:** 06480000
- RxGRP:** 343233
- RxID:** [REDACTED]

The ID card also features the "PERFORM" logo and a QR code. At the bottom of the ID card, there is a footer with the text: "In an emergency, call 9-1-1 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you need to go to the ER, call your Care".

Benefits

- Participants can view plan information like the group number, coverage type, eligibility dates, and Primary Care Physicians and Care Managers on the Benefits page.

Eligibility/Benefits

Summary

First Name:

Ronald

Last Name:

XXXXXX

Email Address:

XXXXXXXXXXXX@XXXXXX.COM

Group Number:

4500

Group Name:

PARTNERS HEALTH PLAN

Member ID:

XXXXXXXXXX1767

Gender:

M

Medical Benefits

Effective Date:

5/1/2016

Status:

Active

Primary Care Physician: LAWRENCE XXXXX
| Phone: XXXXX-XXXX

Care Manager Name: MELANIE XXXXX
Phone: XXXXX-XXXX
Email: XXXXX@XXXXXX.COM

Resources and Documents

- The Resources tabs provides access to many commonly used documents, websites and phone numbers related to the plan.

Participant Ombudsman

1-844-614-8800
A free interpreter: 1-844-614-8800
711
www.icannys.org

The Medicaid Helpline is available Monday through Friday from 8:00 am to 8:00 pm and Saturday from 9:00 am to 1:00 pm.

1-877-898-5849 This call is free.

This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.

Medicare

1-800-MEDICARE (1-800-633-4227), 1-877-486-2048 (TTY)

www.medicare.gov

This is the official website for Medicare. It gives you up-to-date information about Medicare. It also has information about hospitals, nursing facilities, physicians, home health agencies, and dialysis facilities. It includes booklets you can print right from your computer. You can also find Medicare contacts in your state by selecting "Help & Resources" and then clicking on "Phone numbers & websites."

How to Contact PHP:

1-855-747-5483 This call is free.

Participant (member) are from 8-8pm EST, seven days a week

We have free interpreter services for people who do not speak English.

711 New York Relay This call is free.

1-800-662-1220 (if you are Out of State)

This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.

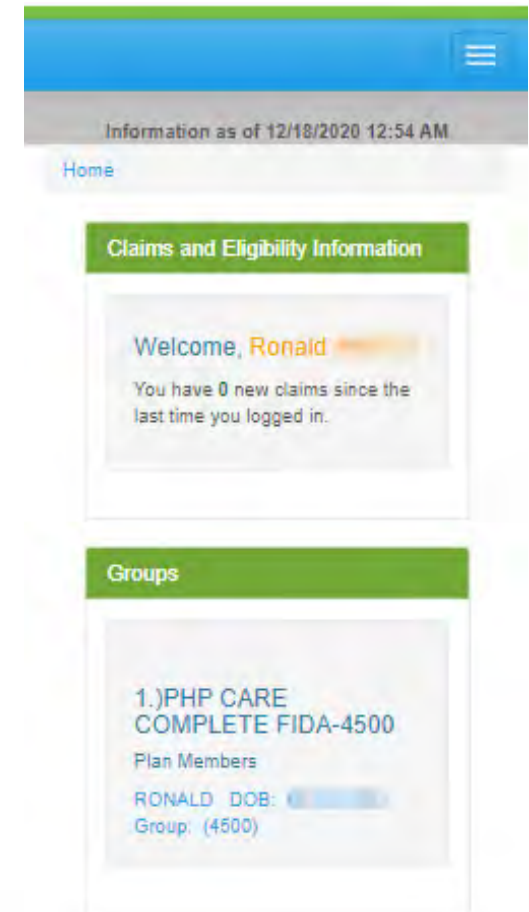
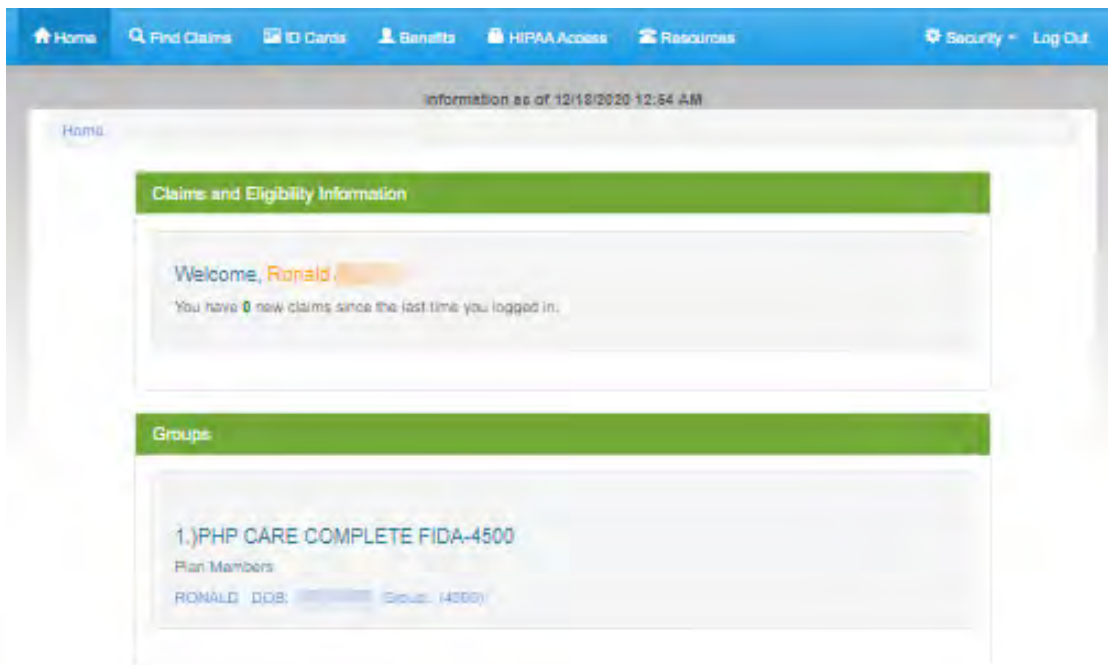
24 hours a day, seven days a week

Partners Health Plan,
55 Broadway, Suite 510
New York, NY 10006-3008
www.phpcares.org

NY PHP Participant Portal

Mobile View

- The site is mobile friendly, and can be accessed using both iPhone and Android web browsers.



NY PHP Participant Portal

The image features a decorative header and footer. The header consists of a blue band with a pattern of small circles, overlaid with several wavy lines in shades of green and orange. The footer is a solid blue band with a similar pattern of small circles, overlaid with several wavy lines in shades of white and light blue. The central text is bold and black.

Thank you!