

## **Hawaii Healthcare Information Network (HHIN+)**

### **Phase 1 FAQs**

**Q: What is Hawaii Healthcare Information Network (HHIN+)?**

**A:** HHIN+ is a secure website for HMSA providers and your authorized business associates to view HMSA member plan and benefit information using an assigned HHIN user ID. Examples of the information available include eligibility and benefit details, plan limitations, and claim status.

**Q: Why are you implementing HHIN+?**

**A:** We're implementing HHIN+ to improve your user experience. Simple navigation and a more modern look and feel will be included in Phase 1, while future enhancements will incorporate capabilities for electronic submission of new provider credentialing applications, recredentialing applications, claims documentation, and other data updates and changes.

**Q: How will users benefit from HHIN+?**

**A:** Phase 1 of HHIN+ will offer a modernized look and feel as well as intuitive navigation tools. All existing functions will remain the same. Therefore, there will be little impact to users and minimal need for training. However, guidance will be provided through easily accessible, on-demand online resources to all users before the release of HHIN+.

Through subsequent phases, HHIN+ changes will enhance the experience of our providers.

**Q: What is in scope for the HHIN+ Phase 1 rollout?**

**A:** Phase 1 will provide you a new, modernized look and feel. There will be no changes to existing functionality.

**Q: When does HHIN+ go live?**

**A:** HHIN+ will go live on June 19, 2023. To help ensure a smooth transition, you'll have access to HHIN 2.0 through July 31. We encourage daily use of HHIN+ so that you're ready and comfortable when HHIN 2.0 is disabled Aug. 1

**Q: Will I have to use a new link or icon to access HHIN+?**

**A:** Users may access HHIN+ using this link <https://hhinplus.hmsa.com/>.

**Q: Do I need to re-enroll in HHIN+ and/or create a new user ID and password?**

**A:** No, your login user ID and password will remain the same. Re-enrollment is required only if your user ID has been disabled due to long-term inactivity or change in employment.

**Q: If I haven't logged into HHIN within six months and my account was deleted, how do I set up a new account in HHIN+?**

**A:** If your user ID is no longer working or you've forgotten it, you can contact the HHIN Help Desk at (808) 948-6446.

**Q: Does HHIN+ have any fees or subscriptions associated with it?**

**A:** No, there are no HHIN+ fees or subscriptions. The "plus" represents the improved platform experience for users and enhancements that will be released in future rollouts.

**Q: When will training be available?**

**A:** Since all HHIN+ functionality will remain the same in Phase 1, the need for user training will be minimal. However, easily accessible, on-demand training will be available after the go-live date. You'll receive information on training through HHIN+ homepage announcements, the Provider Resource Center ([prc.hmsa.com](http://prc.hmsa.com)), and the monthly *HealthPro News* newsletter.

**Q: Will there be a systems maintenance schedule for HHIN+? If so, what are the days and times associated with maintenance?**

**A:** Normal systems maintenance such as bug fixes and enhancements will occur after normal business hours at the same time it does now, on Sundays between 10 p.m. and 2 a.m.