Table of Contents

THP MyCarePath Member Portal .................................................................................................3
THP MyCarePath Member Portal Login ....................................................................................3
THP MyCarePath Member Portal Dashboard .............................................................................3
THP MyCarePath Care Team .....................................................................................................4
My Messages ............................................................................................................................6
My Opportunity ........................................................................................................................8
My Care Plan ............................................................................................................................9
Care Team Plan ......................................................................................................................12
My Calendar ............................................................................................................................14
My Health Record ..................................................................................................................17
My Health Assessment ..........................................................................................................19
My Health Tips .......................................................................................................................20
THP MyCarePath Member Portal

THP MyCarePath Member Portal, is a secure, user friendly, web-based platform that enables members to collaborate and connect with care managers, providers and selected caregivers regarding their health improvement efforts. THP MyCarePath is designed to empower members enrolled in care management programs to become active participants in their care plans.

THP MyCarePath Member Portal Login

1. Access THP MyCarePath Member Portal through the link, THP MyCarePath, located on our secure member portal, MyPlan.healthplan.org.

If you need help registering for a THP MyPlan account, please refer to the Member Portal Quickstart Guide, located at the back of this document.

THP MyCarePath Member Portal Dashboard

After logging in, My Dashboard with the following “widgets” is displayed.

- **My Opportunity** - Displays the opportunities/gaps in care identified for a member.
- **My Messages** - Displays the messages a member has received/sent.
- **My Care Plan** - Displays the overall progress of a member’s care plan.
- **My Calendar** - Displays the daily events scheduled by a member or the Care Team.
- **My Health Record** - Displays a member’s health summary.
- **My Health Assessment** - Displays a member’s assessments.
- **My Health Tips** - Displays health tips for a member.
- **My Care Team** - Displays the Care Team of a member.
• **New Alerts** - Displays the alerts. An alert gets triggered in **New Alerts** when a member receives a new record in any of the dashboard widgets. Also, the alert count is displayed on the right top corner of the widget.

Clicking 🔄 from any section/page will redirect a member to the My Care Team page.

Clicking 🏡 from any section/page will redirect a member to the Dashboard.

Members can access any of the above sections directly from the Dashboard by clicking the required section, or from the left menu, which provides quick links to access these sections.

**THP MyCarePath Care Team**

This section displays a member’s care managers and providers. It also allows a member to send secure messages and request a care manager to add designated caregivers.

1. Click **My Care Team** in the top pane of Menu or the My Care Team widget in the Dashboard.

2. The panel displays care managers assigned to a member with an option to send secure messages.
**Sending Secure Messages to Care Managers**

1. To send a secure message to a care manager, click **Send Secure Message**. A Send Secure Message pop-up window appears.

2. By default, a care manager’s name appears in the **To** field.

3. Enter **Subject** of message.

4. Enter information in the **Message** box.

5. To attach a health record summary, check **My Provider has requested a DIRECT Message**.

6. A new row will be displayed at the bottom of the window showing the options of attachments – **Attach My Health Record Summary: Year to Date, Last to Year, Full History**.

7. Click **Send Secure Message**.

8. To cancel, click Cancel or X.
My Messages

THP MyCarePath Member Portal enables members to communicate with providers and care managers in a secure manner. When a provider or care manager sends a message to the member, they will receive a notification under **My Messages** in the **Received** panel.

**My Messages** displays received messages as the default view along with the following options:

**Create**
Create/compose a new message to send to a care manager.

1. **To create a new message, click Create**

2. **Send Secure Message** pop-up window appears. Fill out the information to send a message to a care manager
**Received**
Displays messages received by a member.

1. To view a received message, in **My Messages**, click **Received**. The content of the message appears

2. To reply to the message, click **Reply**

3. Enter details in the **Subject** and **Message** text area

4. To cancel, click **Cancel** or ✗

5. To archive the message, click **Archive**

**Sent**
Displays all messages sent by a member.

1. To access this page, click **Sent**. The sent messages appear

2. To view any message, click the message
My Opportunity

This section displays a list of opportunities/gaps in care identified by the Care Team for a member.

Click the Dashboard tile to view the opportunities.

<table>
<thead>
<tr>
<th>OPPORTUNITY</th>
<th>DATE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consider educating the member on benefits of alcohol reduction</td>
<td>11/26/2018</td>
<td>Added</td>
</tr>
<tr>
<td>Assistance required with ACLs</td>
<td>12/10/2018</td>
<td>Removed</td>
</tr>
<tr>
<td>Assistance required to meet care needs</td>
<td>12/04/2018</td>
<td>Added</td>
</tr>
<tr>
<td>Incomplete Preventive Services</td>
<td>12/00/2018</td>
<td>Removed</td>
</tr>
<tr>
<td>Self Reported Pregnancy</td>
<td>12/00/2018</td>
<td>Removed</td>
</tr>
<tr>
<td>Self Reported Pregnancy</td>
<td>12/00/2018</td>
<td>Removed</td>
</tr>
<tr>
<td>Self Reported Pregnancy</td>
<td>12/00/2018</td>
<td>Removed</td>
</tr>
</tbody>
</table>

The grid displays the following columns:

- **Opportunity** - Displays the opportunities identified for a member
- **Date** - Displays the date on which the opportunities were triggered for a member
- **Status** - Displays the status of the opportunity
My Care Plan

This section allows a member to view their care plan.

It displays the following:

- **Goal** – Displays the goal with which the care plan is being performed.
- **Action Step(s)** – Displays the action steps that a member must perform in order to complete the care plan.
- **Progress** – Displays the progress of the care plan records. A member has the ability to keep track of overall progress.
- **Edit** – Enables a member to edit a care plan.
Editing Care Plans

1. Click **Accept** to begin a care plan

   ![Care Plan Image]

2. Click **Edit**

   ![Care Plan Image]

3. An **Action Step** pop-up window is displayed

   ![Action Step Pop-up]

   ![Care Plan Image]
Members can enter new comments/notes on top of assigned goals, in a new editable text area (with a word limit of 500 characters). This text box is known as ‘Member Comments.’ This function also has a scrollbar to adjust the view of comments.

- Enter Member comments
- Care Staff Comments field is disabled
- Select appropriate option from Status drop-down list
- Click Save

The progress bar in the My Care Plan grid will be updated.

The progress bar under Progress varies according to the Action Status

<table>
<thead>
<tr>
<th>Action Status</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is a new action</td>
<td>0%</td>
</tr>
<tr>
<td>I have accepted this action</td>
<td>0%</td>
</tr>
<tr>
<td>I have started this action</td>
<td>50%</td>
</tr>
<tr>
<td>I have completed this action</td>
<td>100%</td>
</tr>
</tbody>
</table>
Care Team Plan

This section displays **My Care Plan** records that are new/active/completed.

Each care plan record is displayed in a separate tile with the following details:

- **Eligibility Level Name** – Displays the name of the eligibility level name under which a member is enrolled.
- **Goal Group** – Displays the name of the goal group.
- **Goal** – Displays the goal of the care plan.
- **Intervention** – Displays the intervention to be performed to improve a member’s health as per the care plan.
- **Status** – Displays the status of the care plan (New, In Progress, On Hold and so on).
- **Start Date** – Displays the start date of a care plan.
- **Target Date** – Displays the target date of a care plan.
- **Term** – Displays the term of the care plan. The care plan term can be short or long term.

**Signing Off a Team Care Plan**

A member can sign off a care plan record by clicking the **Sign Off on Care Team Plan** button. A My Care Plan pop-up window is displayed.
1. Click **Sign Here**

2. Capture Signature

3. Click **Send**. A display reads: Your information has been saved
My Calendar

This section displays the daily events scheduled by a member or Care Team. Members can view the list of all activities/appointments for a particular date. The calendar can be viewed by Day, Week or Month.

The current date is displayed at the top. Appointments/Events are displayed with a color. When a member creates an Event, it is displayed in blue and when the Appointment/Event is created by a care manager/provider, it is displayed in orange.

Members can view the events scheduled by a care manager in the My Calendar panel. Members can use the member portal to request an appointment for a particular date and time. Members can also cancel scheduled appointments/events from the My Calendar panel.

Adding Event

1. To add an event, double-click on the required date in My Calendar panel. An Event pop-up window appears.
2. Enter **Title** of the event

3. The date and time clicked in the My Calendar panel is displayed by default. If they need changed, select **Date** and **Time** from the calendar to change them.

4. Enter **Description**

5. Click **Save**
Deleting Event
Cancel/delete a scheduled event before the due date.

1. Access the event through My Calendar
2. View the Appointment Details
3. Click Delete. A warning message appears: Are you sure want to delete this event?
4. Click Delete

Agenda
The Agenda tab displays the scheduled events according to date and time. Events scheduled by a member are marked in blue while those scheduled by the Care Team are marked in orange.
My Health Record

Members can view their health summary including medical information, diagnosis, most recent visits, and medications.

*Medical Info* includes demographic information and a medical summary.

**Diagnosis** includes:

- **Managed Medical Conditions** - Displays the medical conditions for which a member is receiving care through the care management system.
- **Managed Behavioral Conditions** - Displays the behavioral condition for which a member is receiving care through the care management system.
- **Conditions from Medical Claims** - Displays the medical/behavioral conditions with which a member has been diagnosed.

**Visits** displays the visits made by the member to a provider/facility with the following:

- **Status** - Displays the visit status of a member.
- **Date** - Displays the date of visit.
• **Visit Type** - Displays the type of visit.
• **Provider** - Displays the name of the provider whom a member met during the visit.
• **Reason** - Displays the medical reason for which a member visited a particular service unit.
• **Amount Paid** - Displays the total amount paid for the visit.
• **Approved Amount** - Displays the amount approved by the payer for a member’s visit.
• **Member Cost** - Displays the amount paid by a member for the visit.
• **Source** - Displays the source from where the visit details were captured.
• **Added Date** - Displays the date on which the visit details are added.

**Medications** displays the medications entered by the Care Team. This section has two widgets – **Medications Entered by My Care Team** and **Medications from Claims**.

The **Medications from Claims** grid has the following columns:
• **Name** - Displays the name of medicine.
• **Quantity** - Displays the quantity of the medicine prescribed.
• **Days** - Displays the number of days for which the medication was prescribed.
• **Provider** - Displays the name of the provider who prescribed the medication.
• **Added Date** - Displays the date on which the medications are added.
Medications Entered by my Care Team is a view-only setting. The grid has the following columns:

- **Name** - Displays the name of the medicine.
- **Dosage** - Displays the dosage of the medicine.
- **Quantity** - Displays the quantity of the medicine prescribed.
- **Days** - Displays the number of days for which the medication was prescribed.
- **Start Date** - Displays the date from which a member has been taking the medication.
- **Target Date** - Displays the date till which a member has to take the medication.
- **Frequency** - Displays the frequency of the medication to be taken.
- **Added Date** - Displays the date on which the medications are added.

**My Health Assessment**

From this section, members can select the assessment they want to run. Members have the ability to exit at any point of time and finish the assessment later from the same section.

The My Health Assessments page displays **New Assessments** and **Current Assessments**. Assessments that have been completed by a member are displayed in **Completed Assessments**.

Members can print and sign the assessments from the member portal in order to stay informed and actively participate in their care.

Completed assessments can be viewed in PDF format.
My Health Tips

Care managers educate members by sending health tips to members through email. This section displays the health tips related to different conditions such as heart, lung, kidney, liver, diabetes, joint and muscle etc.

My Health Tips displays the following columns:

- **Article Title** - Displays the title of the health article.
- **Description** - Displays a brief description of the health article.
- **Source** - Displays the source of the article.
- **Date Added** - Displays the date on which the article was shared with a member.
- **Click to Open** - Click “View” hyperlink to view the article. A member can search health articles by article type or list. Health articles can be viewed in thumbnail view or list view. By default, the list view is displayed.
The Health Plan’s member portal is convenient and easy to use.

- Search for an EOB
- View current enrollment status, coverage type, and coverage start date
- Access deductible amounts and copays

**HOW DO I GET ACCESS TO THIS PORTAL?**

Select **Secure Login** from [healthplan.org](http://healthplan.org) or log on to [myplan.healthplan.org](http://myplan.healthplan.org)

- **First-time users:** Click **Register** and choose **Member Registration** from the following page
Member Portal QuickStart Guide

• Enter your member HID or social security number (SSN) to verify your identity
• Follow the instructions onscreen on how to create your password
• Once all password rules turn green, click ‘Register’

NOW WHAT?
• You will receive a ‘Thank You’ screen with instructions on verifying your email
• Check your email for a noreply@healthplan.org message and follow directions on how to verify your email

CONGRATULATIONS!
• You can login and view your claims, coverage and benefit information

NEED HELP?
• After clicking ‘Need Help,’ click on one of the links for the help you need

FORGET YOUR USER ID or PASSWORD?
• It happens to the best of us. Click on ‘Forgot User ID,’ or ‘Forgot Password,’ follow prompts and enter your email address to recover
WHAT CAN I SEE?

- You can view your claims, benefit information, plan coverage and explanation of benefits (EOB) and more.

* Dashboard may vary depending on type of plan coverage