HealthFirst

Health Plans

Lunch & Learn
Tapestry Link (TapLink).

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Welcome.

Tari Fazekas, Director, Provider Network and Engagement

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Agenda.

- Welcome, live, and scheduled features.
- Website or Provider Portal?
- Guest access.
- Claims and eligibility status.*
- Login and new requests.
- Quick Links.
- Managing users.
  - Change a user's password.
  - Verify, deactivate, and unblock users.
  - Update facility contact information.
  - Reset user's two-factor authentication.
- Members and member snapshot.
- Eligibility, coverage, and benefits.
- ID cards.
- In Basket messaging.*
- Happy Together with Health First Health Plans.*
- Explanation of Benefits (EOB) and accumulators.*
- Authorizations.*
- Q & A and closing.

    * Scheduled features: January 1, 2026.

Live features.

INN Providers

🔍 Verify eligibility.

📷 Member snapshot.

👥 Demographics.

💓 Coverages & benefits.

⚛ Homepage Quick Links.

ONN Providers

🔍 Verify eligibility.

Guest Access

🔍 Verify eligibility.

Scheduled features: January 1, 2026.*

INN Providers

Claims & RA.

Authorizations.

CRM view submitted.

Customer Service messaging.

EOP.

Guest Access

Claim status.
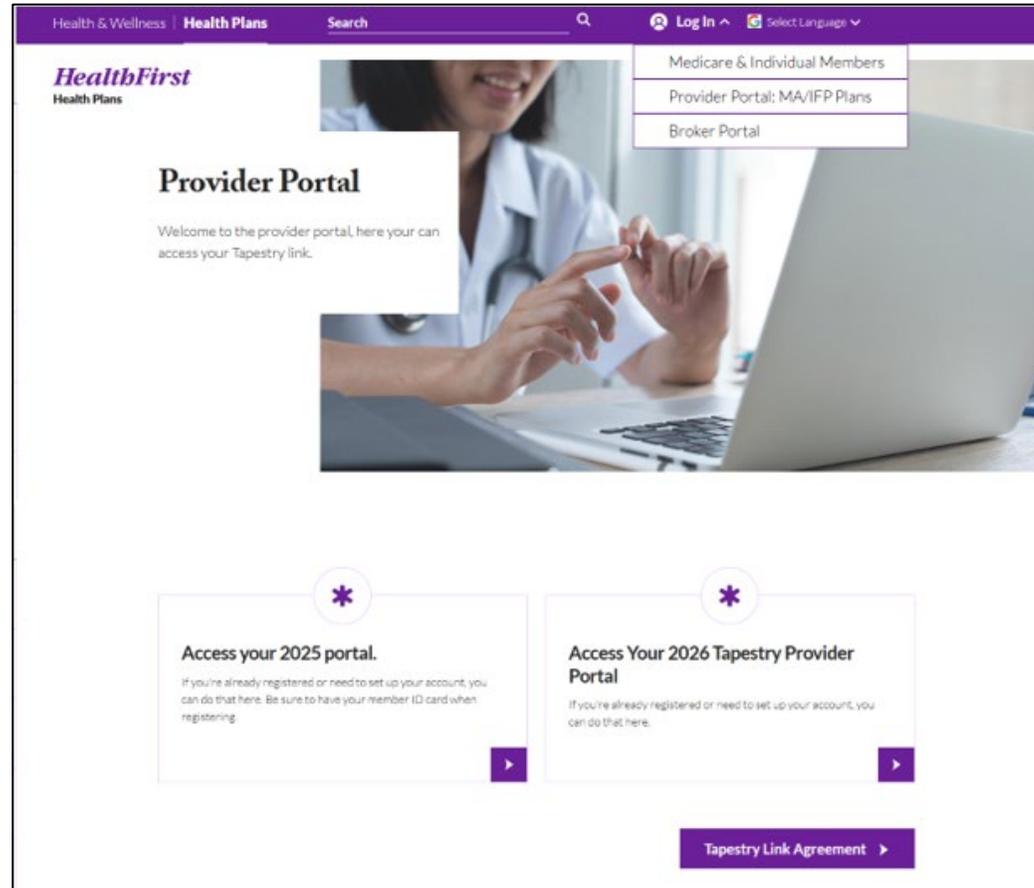
Guest Access

Claim status.

Website or Provider Portal?

- Website: **hf.org/healthplans**.

  - Public domain.

  - Anyone logging in can access information such as Prior Authorization Lists, Provider Directories, Prescription Formularies, and numerous other resources.

- Provider Portal: **hf.org/4providers**.

  - Links directly to the landing page with provider portal login links.

  - Secure portal that requires Username and Password to login.

  - Access to Protected Health Information (PHI).

  - Patient benefits, eligibility, medical authorizations, claims, and other resources.

Website or Provider Portal?

Guest access.

Guest access and eligibility.

All network providers are granted guest access to a Tapestry Link. This access enables providers to efficiently check the status of claims submitted to HFHP and verify member eligibility.

The provider may access the portal by visiting **https://tapestrylink.hf.org.**

The following activities are enabled for use by guests. (i.e., All network providers, providers without active HFHP portal logins). A portal login is not required for guest access.

- **Check Claim Status** – Track the progress of submitted claims in real time.

- **Verify Eligibility Status** – Quickly verify if a member has an active HFHP and understand their benefits.
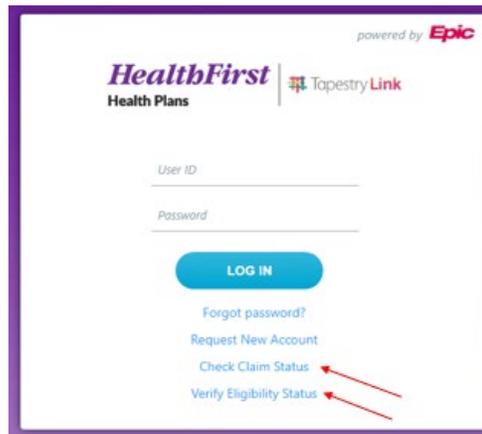
Claim and eligibility status.*

Claim status.

1. Click the **Check Claim Status** button.

2. Enter one of the following:

   - Provider NPI or

   - Vendor tax ID.

3. Enter one of the following:

   - Member's ID + Billed amount of the claim.

   - Member's ID + Earliest date of service.

4. Complete the reCAPTCHA.

5. Select **Search**.

Verify eligibility.

1. Click the **Verify Eligibility** Status button.

2. Enter one of the following:

   • Provider NPI or

   • Vendor tax ID.

3. Enter one of the following:

   • Member's ID + Billed amount of the claim.

   • Member's ID + Earliest date of service.

4. Select the date you want to verify eligibility for.

5. Complete the reCAPTCHA.

6. Select **Search**.

Login and new requests.

Provider Portal login and new requests.

- Existing HealthTrio users.

  Password sent via HealthTrio message.

  Username sent via email.

- New users.

  Submit a request to establish an account by selecting **"Request New Account."**
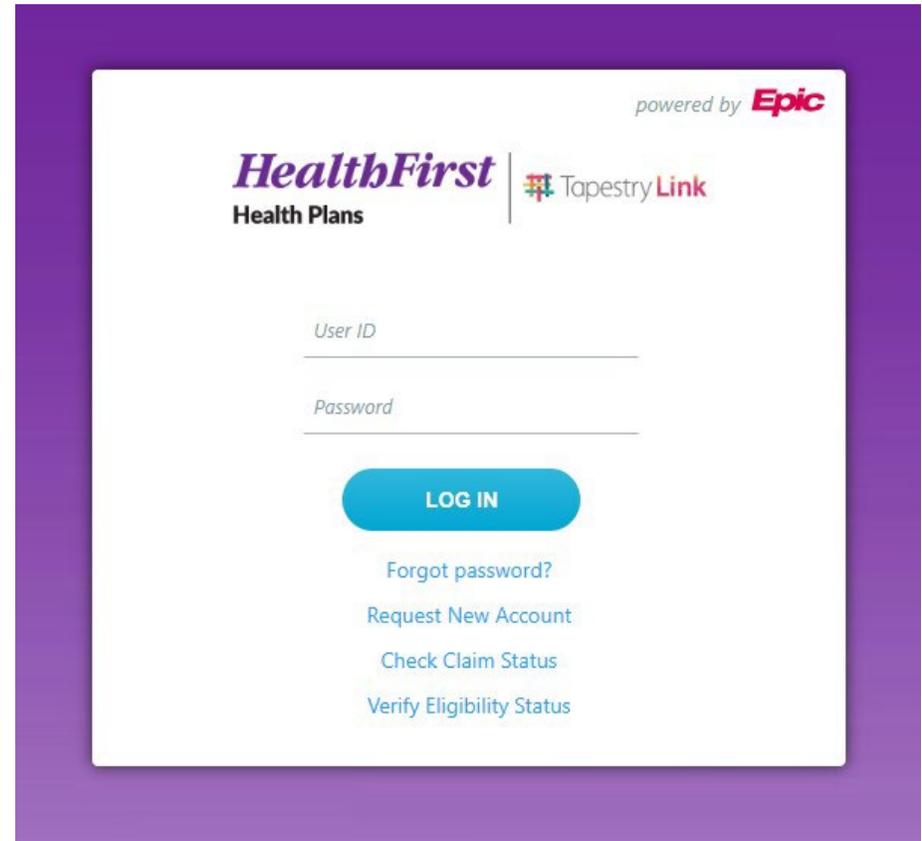
Provider Portal login and new requests.
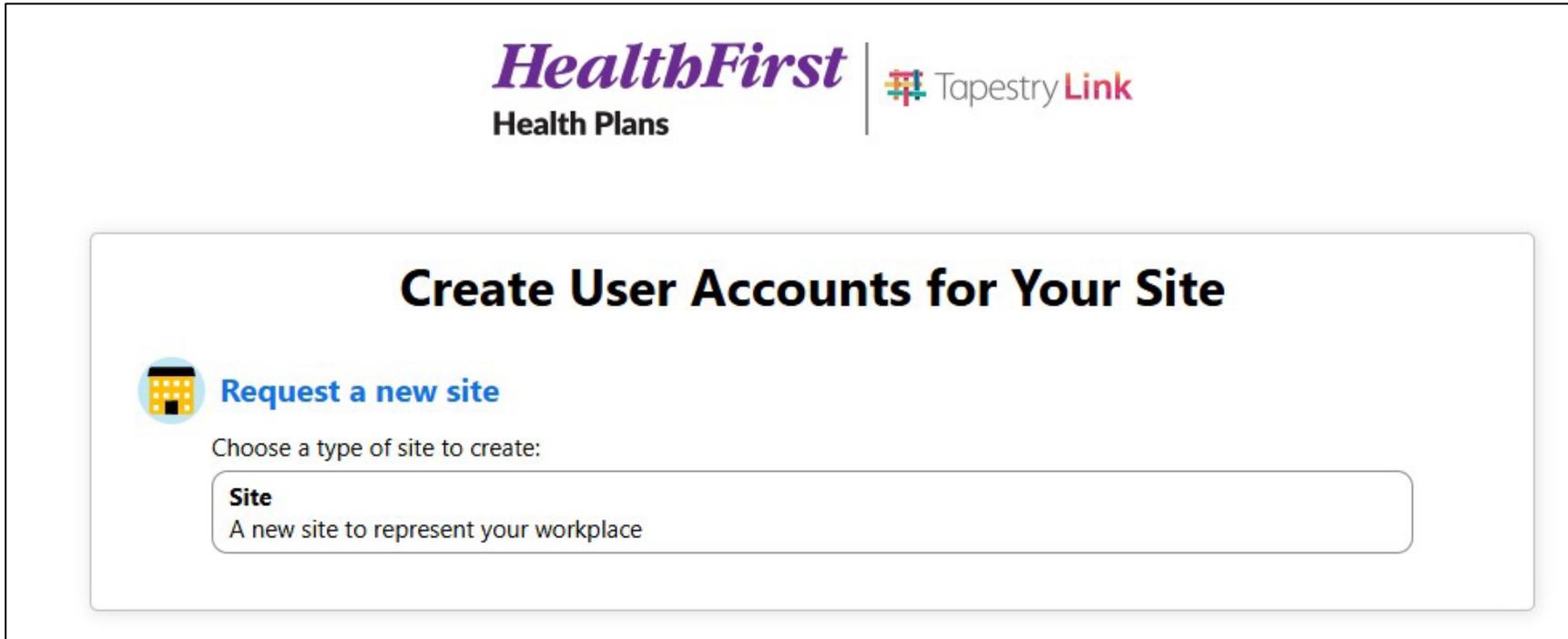
Select **Site**.

Provider Portal login and new requests.

Enter **Site Information**.

- Fields noted by a red stop sign are required fields.

- Fields with a yellow caution symbol are recommended fields.

Click **Next**.

Provider Portal login and new requests.

Select **Site Admin** if you are the user that will be responsible for managing the user accounts for your provider site.

Select **Site User** if you are not a Site Administrator and are requesting access to a provider site.
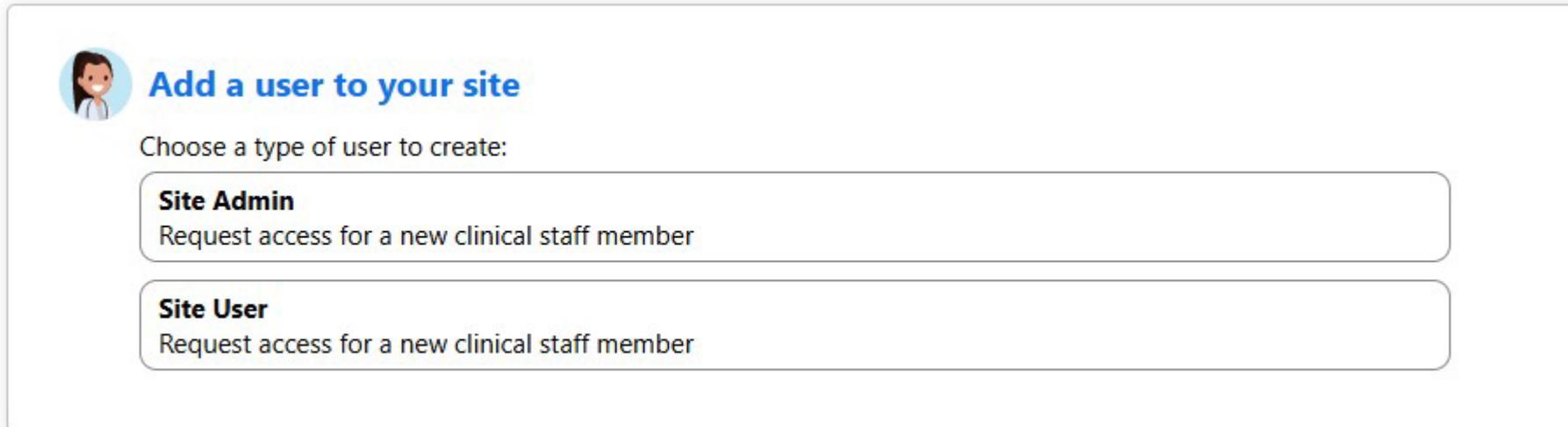
User information.

Enter **User Information**.

- Fields noted by a red stop sign are required fields.

- Fields with a yellow caution symbol are recommended fields.

User information.

If applicable, click on the open box to **Make this user a site administrator.**
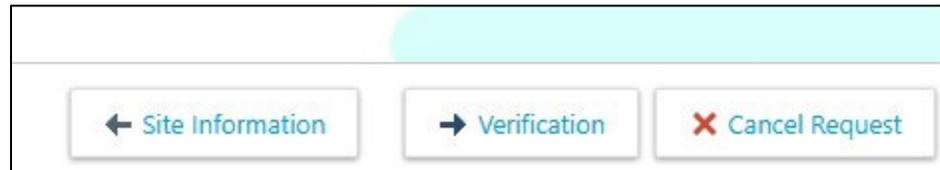
Click **Accept.**

Verification.

Click on the open circle next to the user name.

Click **Verification**.

Terms and Conditions.

Read the **HEALTH PLANS TAPESTRY LINK TERMS AND CONDITIONS**.

Click on the open box next to **I agree to the Terms and Conditions above.**

Click the open box that indicates **I'm not a** robot.

Enter name in the **Request by** field.

Select the **Primary contact** from the drop-down options.

Click on **Submit Request.**

Confirmation.

An email confirmation will be sent for the user to verify the email address used when requesting the account.

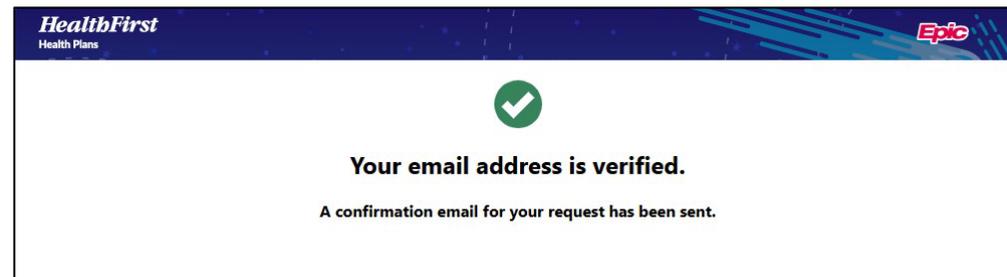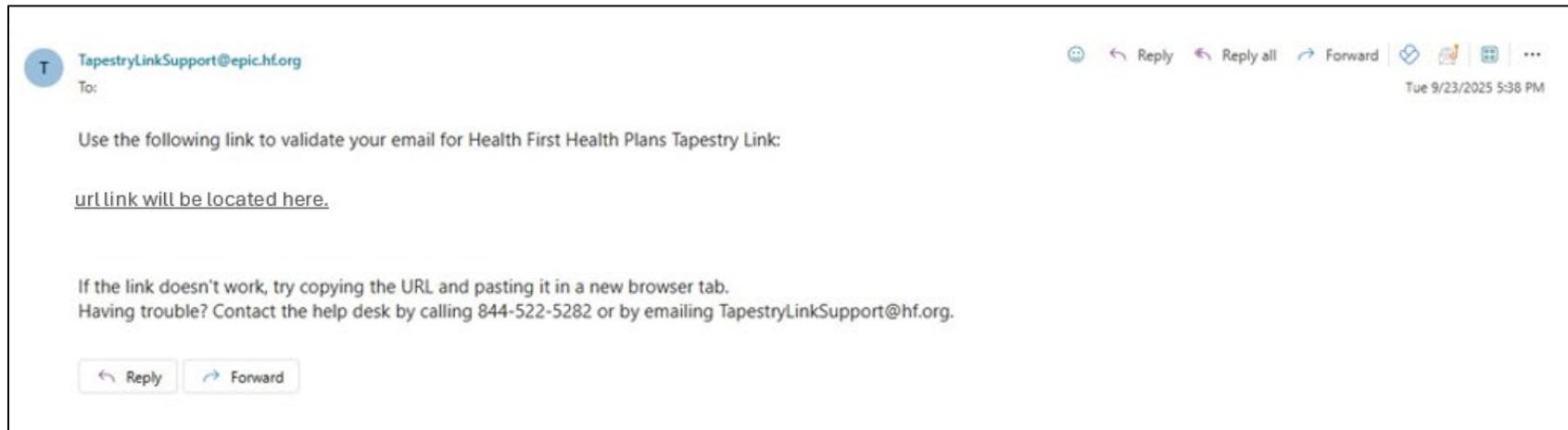# Email verification.

An email will be sent with a link to validate your email. **Click the link** to verify your email.

A second email will be sent verifying the email address was verified.

Email acknowledgment of request.

An email with a **reference number** will be sent acknowledging the request has been sent to the HFHP Provider Network Operations team for review.

IMPORTANT: Keep this email. The reference number will be needed to verify the account.
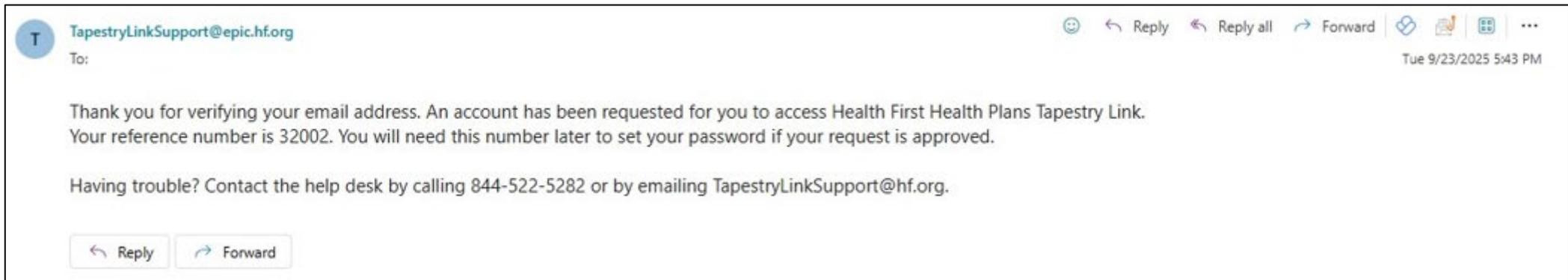
Email with link to complete account setup.

When the account has been approved, an email will be sent to indicate an account has been created.

Click on the link in the email to complete account setup.

Identity verification.

Enter **User ID**.

Enter the **Reference Number** provided in the acknowledgment email.

Click on the **Accept** button.

Password setup.

- Enter a new **Password**.

- Re-enter the same **Password**.

- Click on the **Accept** button.
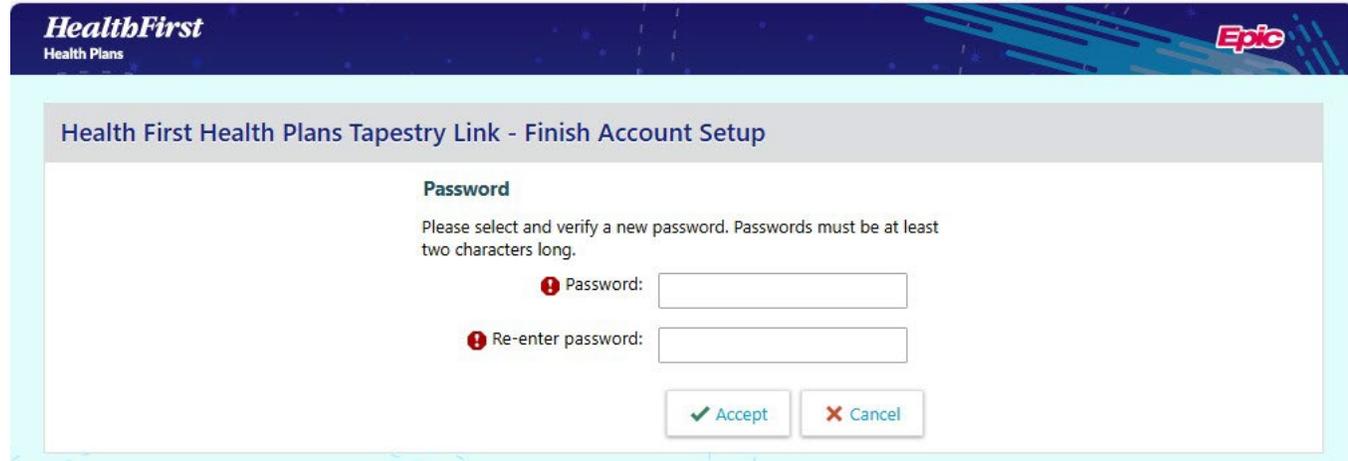
The user will receive an email from **TapestryLinkSupport@epic.hf.org** advising of the password change.

Log in screen.

- Enter **User ID.**

- Enter **Password**.

- Click on the blue **LOG IN** button.
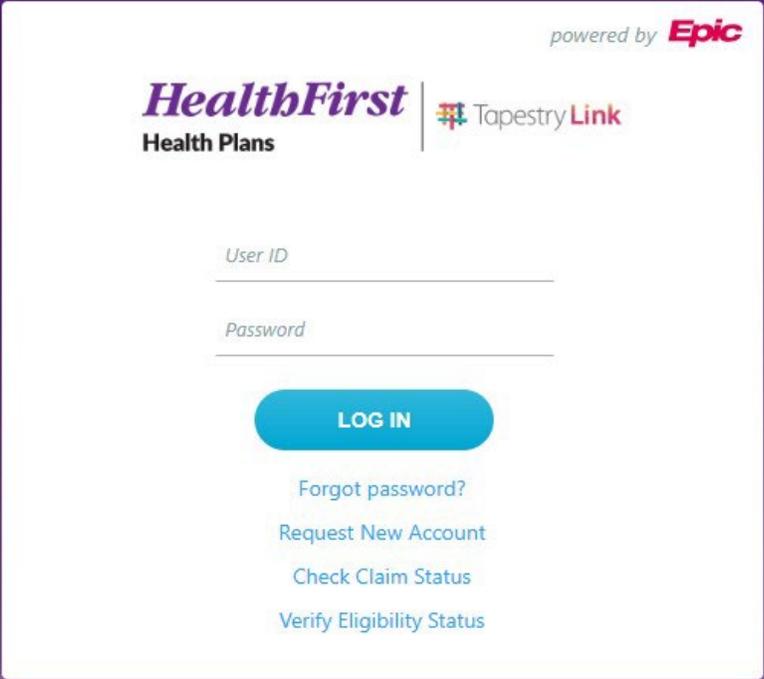
Quick Links.

Quick Links.

Access to practice management and administration documents, policies, guidelines, and instructions previously retrieved through the **Provider Toolbox** will now be available in TapLink **Quick Links**.
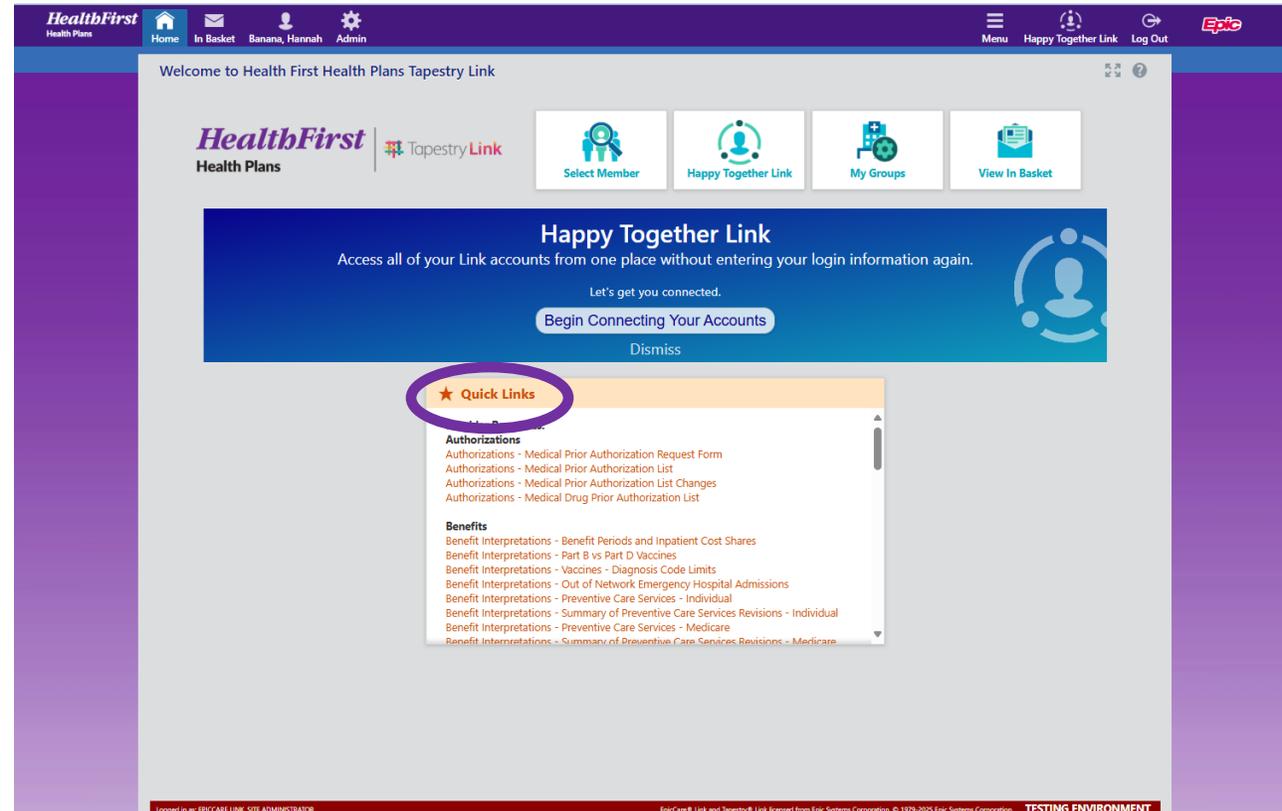
Managing users.

Change a user's password.

1. Select the **Admin tab** and click **My Groups**.

2. Click the key icon in the row for a user to change their password.

3. In the **New Password** and **Verify New Password** fields, enter the new password for the user.

4. In the **Password** for <your name> field, enter your password.

5. Click **Accept**.
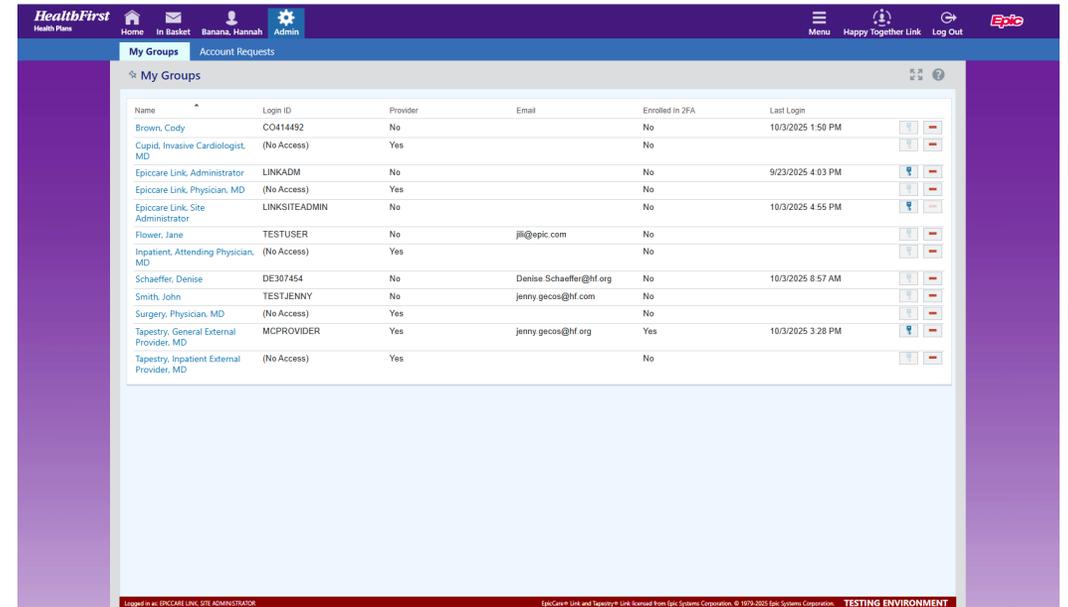
The next time the user signs in using this password, they will be prompted to select a new password of their choice.

Verify active users.

You might receive a **Site Verification** message from your Epic organization asking you to verify all users working at your site are current and active.

1. From the message, you can click **Verify Now** to go to the site verification activity.
2. From the site verification activity, verify that all the users and providers working at your site are current.
   - Deactivate users as needed to prevent unauthorized access by users whose accounts are outdated.
3. In the **Active?** column, select **No** for all the users whose accounts you want to deactivate.

   - Relevant notes can be entered in the **Comments** field.
4. Select the **Acknowledgement** check box to acknowledge you have reviewed and confirmed the list of users.
5. Click ✔ **Verify** to verify the list of users and close the screen.

Deactivate a user.

1. Select the **Admin tab** and click **My Groups**.

2. Click the minus ▬ icon in the row for a user to deactivate them.

3. Enter a comment indicating why the user is being deactivated and click **Deactivate**.

Unblock a user.

1. Select the **Admin tab** and click **My Groups**.

   - A lock icon appears next to any user whose account is blocked.

2. Click to **Unblock** the user.

Update facility contact information.

1. Select the **Admin tab** and click **My Facilities**.

2. Click the name of a facility to update its contact information on the **Basic Demographics** tab, including the telephone number, fax number, and address.

3. Go to the **Extended Demographics** tab to document additional information about the facility, such as its website, organizational description, and the services it provides.

4. After you have finished editing information, click ✔ **Accept**.

> If an active address is not on file, search for a matching address by entering an address and clicking **Find Address**. Alternatively, click **Manual Entry** to enter all address information yourself.

Reset user's two-factor authentication.

The two-factor authentication settings can be reset for a user. For example, if a provider at your clinic gets a new telephone and loses their reset code, the code can be reset for the provider's two-factor authentication without having to contact Health First Health Plans to make the change.

1. Select the **Admin tab** and click **My Groups**.

2. Click ⬚ **Two-factor authentication settings** in the row for the user whose settings you want to reset.

3. Confirm you want to reset the user's settings and click ⬚ **Reset**.

Members and demographics.

Members.

1. Click **Member** to see your member list.

   - If you have access to many members, your members might appear on more than one page. Use the field at the top of the page to search for members by their name. For members to appear on this list, they must be in your patient group.

2. Search for a member base on name or medical record number (MRN).

   - Click **Member** and enter the member's name or MRN. To help refine your search, filter the search by a primary care provider.

   - In the **Search Results** window, click the name of the member once it populates.

Member SnapShot.

Select the **Member SnapShot** tab and click **Demographics** to see information like the member's address, PCP, emergency contacts, and more.

Eligibility, coverage, and benefits.

Proprietary and Confidential | 1/7/2026

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Eligibility, coverage, and benefits information.

View information about the member's eligibility for health plans, coverages, service areas, networks, and more. Expand and collapse the sections in **Services** and use **Jump to search bar** to find services.

1. From a member's workspace, click the **Coverages & Benefits** tab.

2. From the **Coverages & Benefits** workspace, click **Benefits Inquiry** to see the details about the member's specific benefits plan and package.
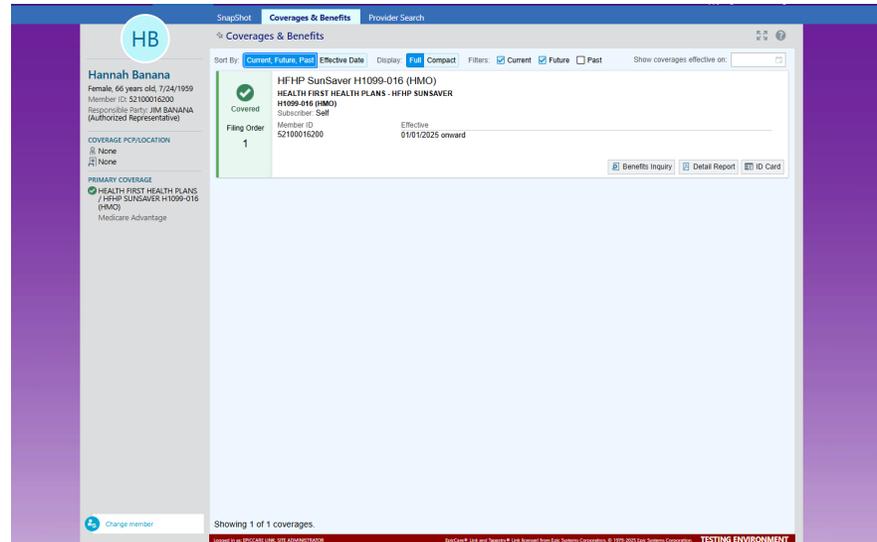
Eligibility, coverage, and benefits information.

3. Click **Go back** to list to return to the **Coverages & Benefits** workspace.

4. Click **Coverage Detail Report** to review information about the member's coverages.

Eligibility, coverage, and benefits information.

You can also see details about a particular coverage on the benefits summary page to:

- Determine whether a particular service is covered in or out of network.
- Determine whether a coverage is active.
- Determine whether benefits for a particular service are metered and what the limits are for each level of benefits.
- Determine what the member portion will be for a particular service.
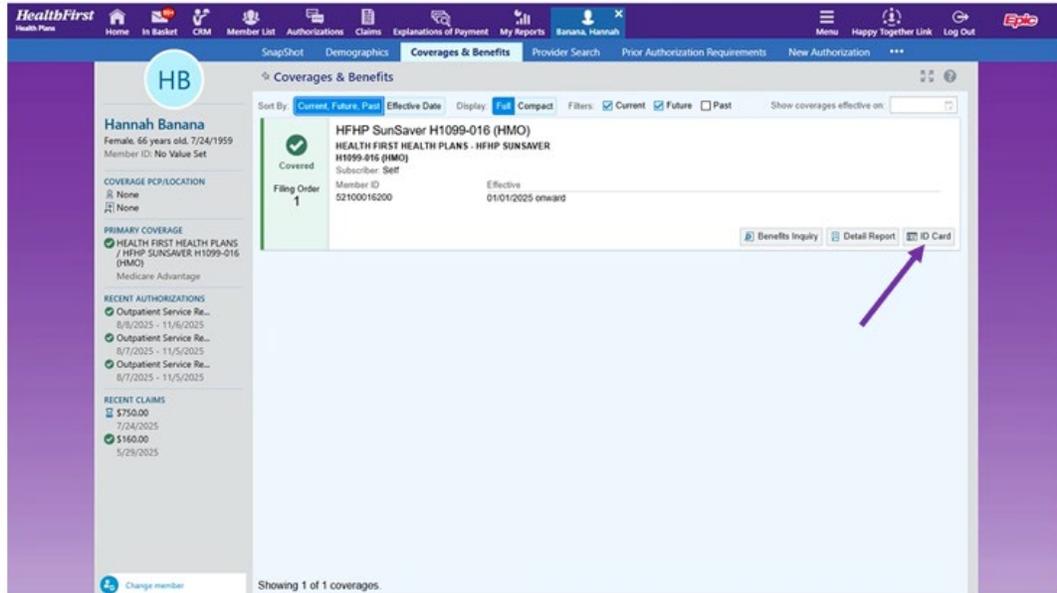- Review a complete summary of benefits.
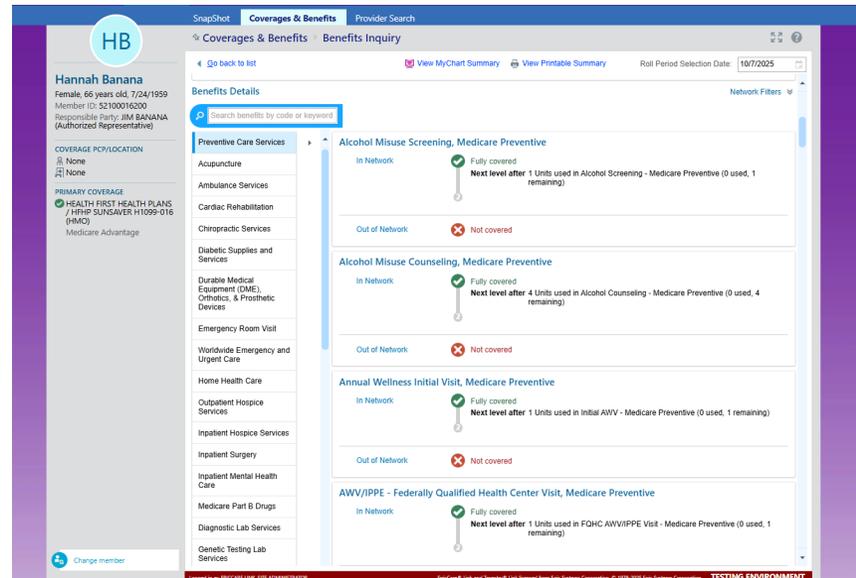
ID cards.

ID cards.

In the **Coverages & Benefits** tab, click on **ID Card** link to access the member's ID card.

Once the image populates to the screen, the user will be able to view the card image. Additionally, there are options to view the other side of the card, print a temporary card, or request a new card.

In Basket messaging.*

Demo.

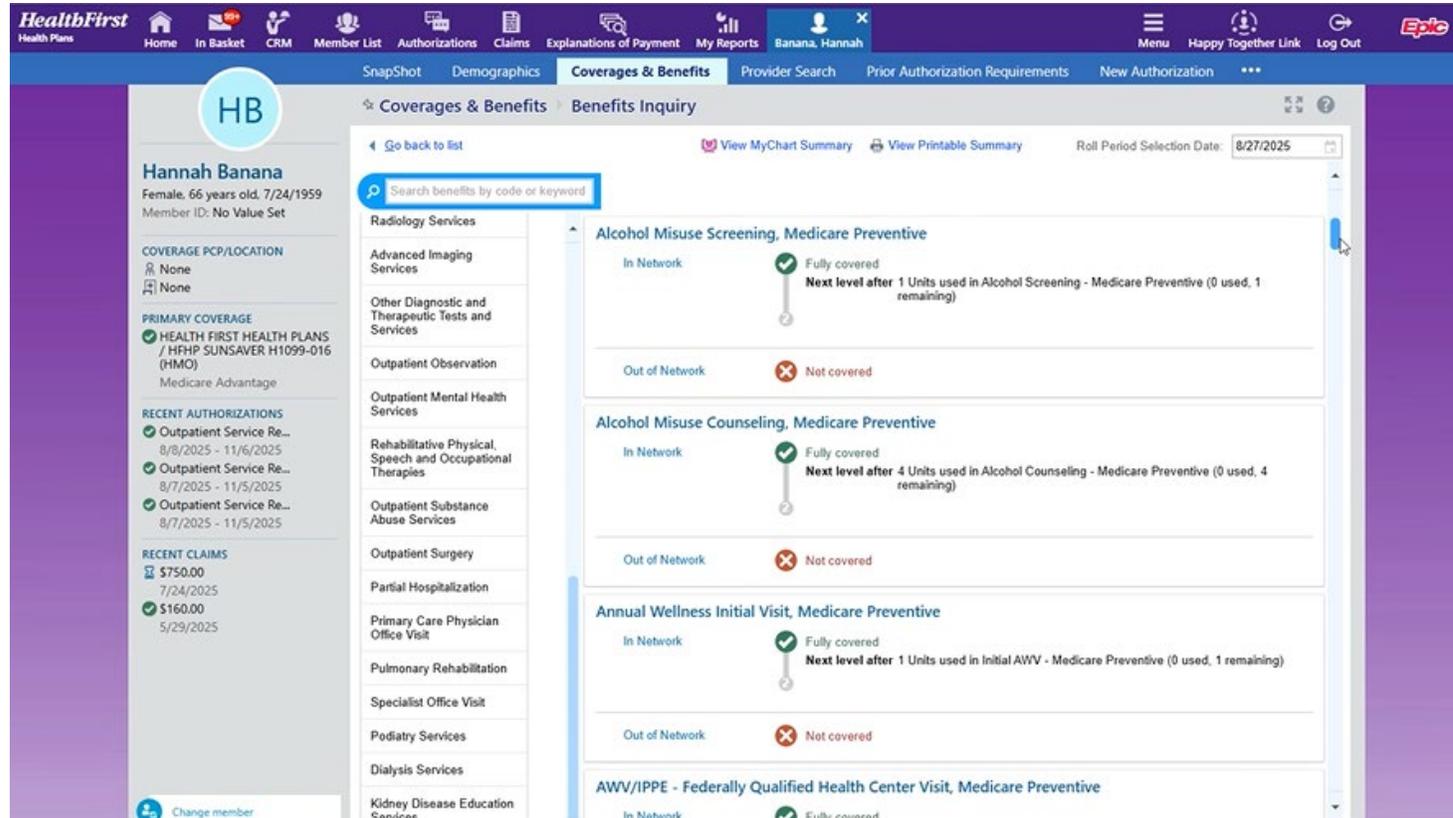# Happy Together with HFHP.*

Demo.

Explanation of benefits (EOB) and accumulators.*

Explanation of benefits (EOB).

In the **Coverages & Benefits** tab, enter a benefit key word or code into the search field and click on the magnifying glass to populate the benefit explanation and coverages.

Accumulators.

In the **Coverages & Benefits** tab, the Deductibles and MOOPs will be visible just above the **Benefits Details**.

Authorizations.*

Need to know more?

Contact:

- General questions from primary care providers (PCPs): **pcp-network@hf.org**.

- General questions from provider network: **providernetworkengagement@hf.org**.

- Your designated provider outreach team, population management advisor, or provider network specialist.

- If you have not received your user ID and password to login to the TapLink portal or need help establishing a new user account, contact **tapestrylinksupport@hf.org**.

Closing.

Questions – providernetworkengagement@hf.org.

Thank you for all you do!

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