

CompassConnect™

Member User Guide

Payer Compass' transparency platform

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What is CompassConnect?

CompassConnect is a tool for finding medical providers in your area.

Using this tool, you will know the following information about a provider before you schedule an appointment:

- whether the provider accepts your healthcare benefits plan
- whether the provider specializes in a particular type of care
- the provider's location and contact information
- the provider's quality rating based on how other patients have rated this provider
- the cost of the procedure when performed by a particular provider (This feature will be released July 1, 2022.)

Getting Started

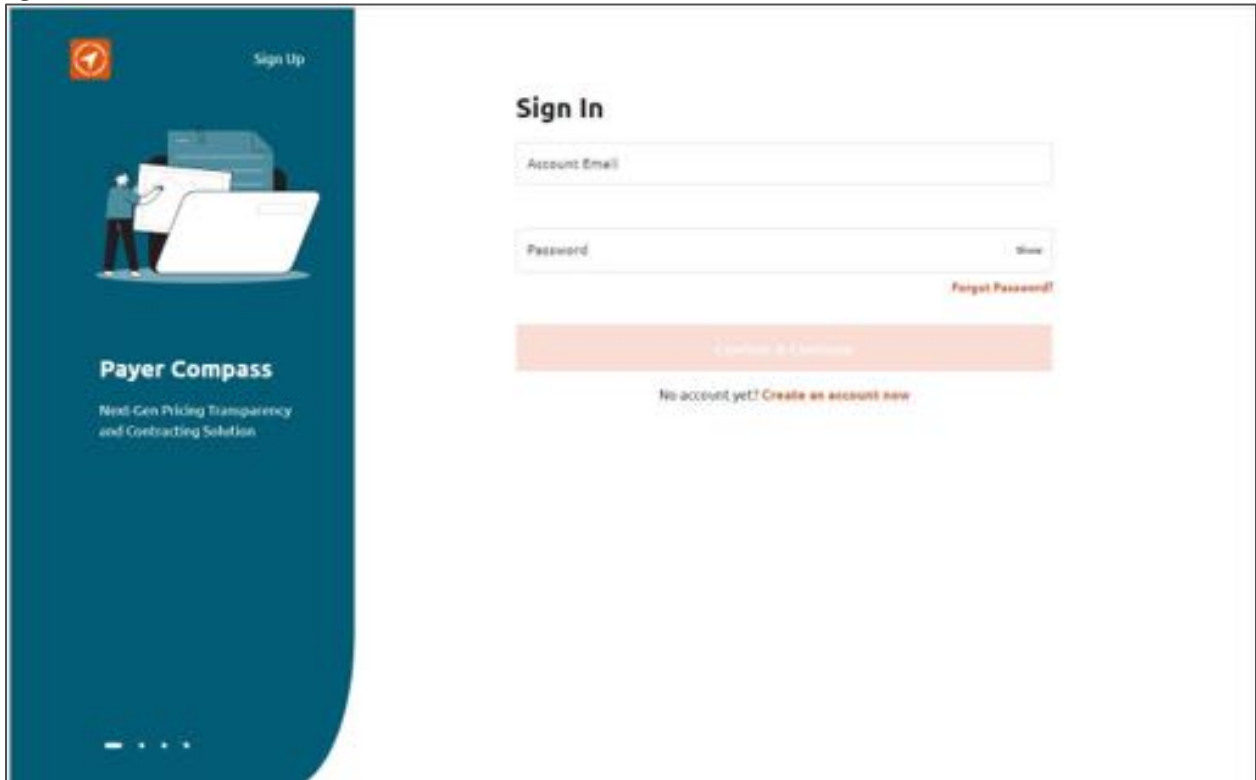
To start using CompassConnect, you will need to set up an account using the following information found on your member ID card:

- ID Number
- First Name
- Group Number
- Date of Birth
- Zip Code

To set up your CompassConnect account

1. Have your member ID card available.
2. Access the CompassConnect website using the URL provided by your health plan administrator.

Sign In screen



3. Click on **Create an account now** to begin the registration process, which consists of providing some basic information about yourself, setting up your user ID and password, and then confirming this information.

Personal Information screen

Support Sign Up

Registration process

- 1 Personal Information
Your basic information
- 2 Account Information
Account details with which you will log in
- 3 Confirmation
Confirmation of registration with the information you provided

Personal Information

First Name Birth Date

Id Number Group Number

Zip Code

Back Continue

4. Enter your personal information as found on your member ID card.
5. Click **Continue**.

Note: If your personal information is not found in our system, you will receive a message to confirm the information you have entered and try again.

Account information screen

Registration process

- 1 Personal Information
Your basic information
- 2 Account Information
Account details with which you will log in
- 3 Confirmation
Confirmation of registration with the information you provided

Account information

Enter the data that will be used to login in the future.

Phone Number

Account Email

Account Password

Password Show

More than 7 characters At least 1 number() At least 1 symbol()

Confirm password Show

Back Continue

6. On the **Account information** screen, enter your phone number, your email address, and a password.

Note: The email address and password you enter during the registration process will be your CompassConnect login credentials.

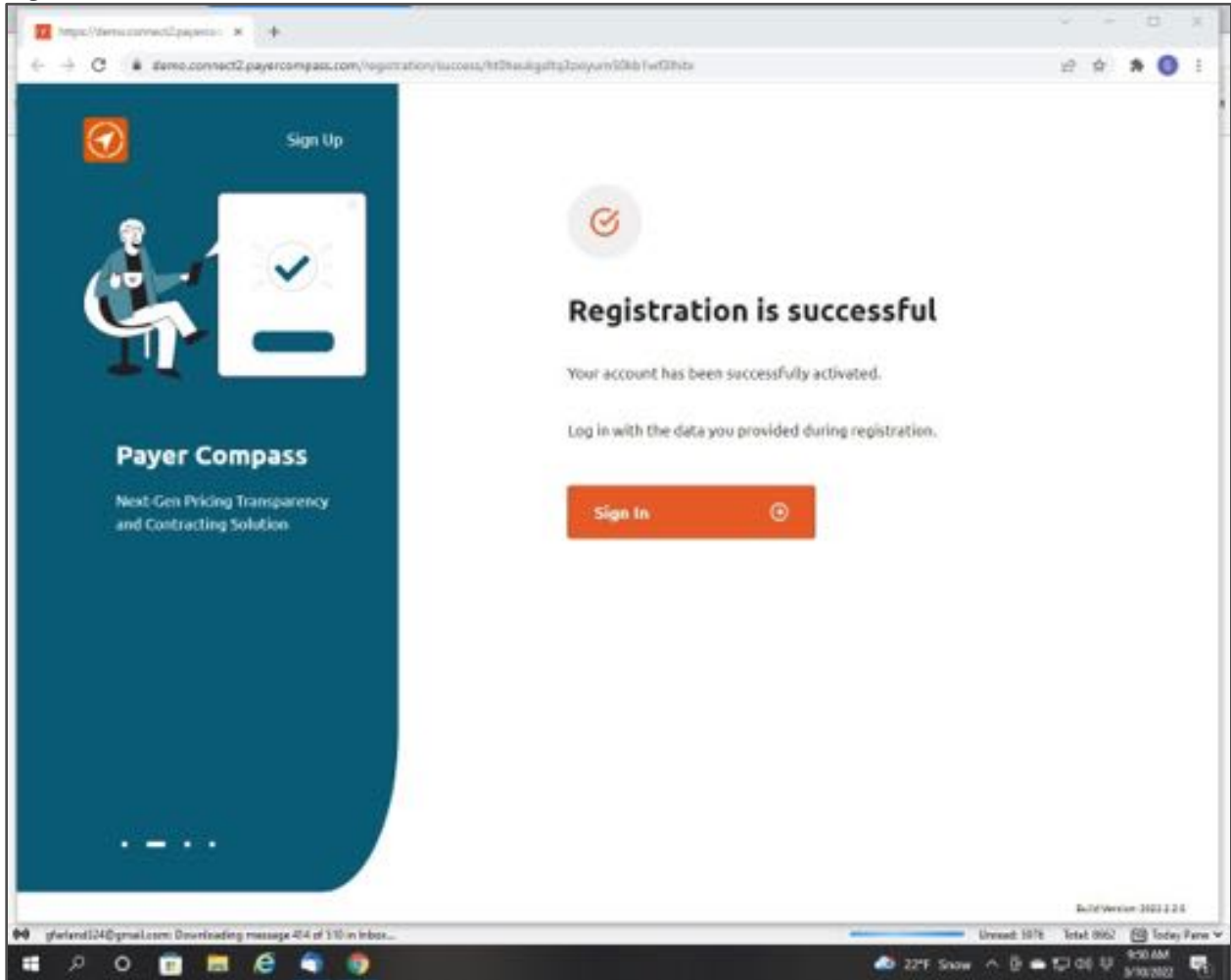
7. Click **Continue**. You will receive an email asking you to confirm your account.

Email to confirm account



8. Click the link in the email to activate your account. You will receive a message that your account has been activated.

Registration Successful



You are now ready to use CompassConnect.

To access your CompassConnect account

1. Use the URL provided by your health plan administrator to access the CompassConnect website.
2. Sign into your account using the email address and password you provided during the registration process. The **Welcome** page's **Dashboard** will appear.

Note: The first time you sign in to your CompassConnect account, you will be asked to agree to the service disclaimer. You must click **I Agree** to use the application.

Service Disclaimer

The screenshot shows a registration process sidebar on the left with a 'Sign Up' button and a progress indicator for 'Compass Connect Service Disclaimer'. The main content area is titled 'Please approve' and contains a warning that the application cannot be used until approved. Below this is the 'Compass Connect Service Disclaimer' text, which states that Payer Compass cannot guarantee the accuracy of provider quality information or reimbursement rates. At the bottom, there is an 'I Agree' button with a refresh icon.

Sign Up

Registration process

1 Compass Connect Service Disclaimer

Please approve

You can't use this application before approve

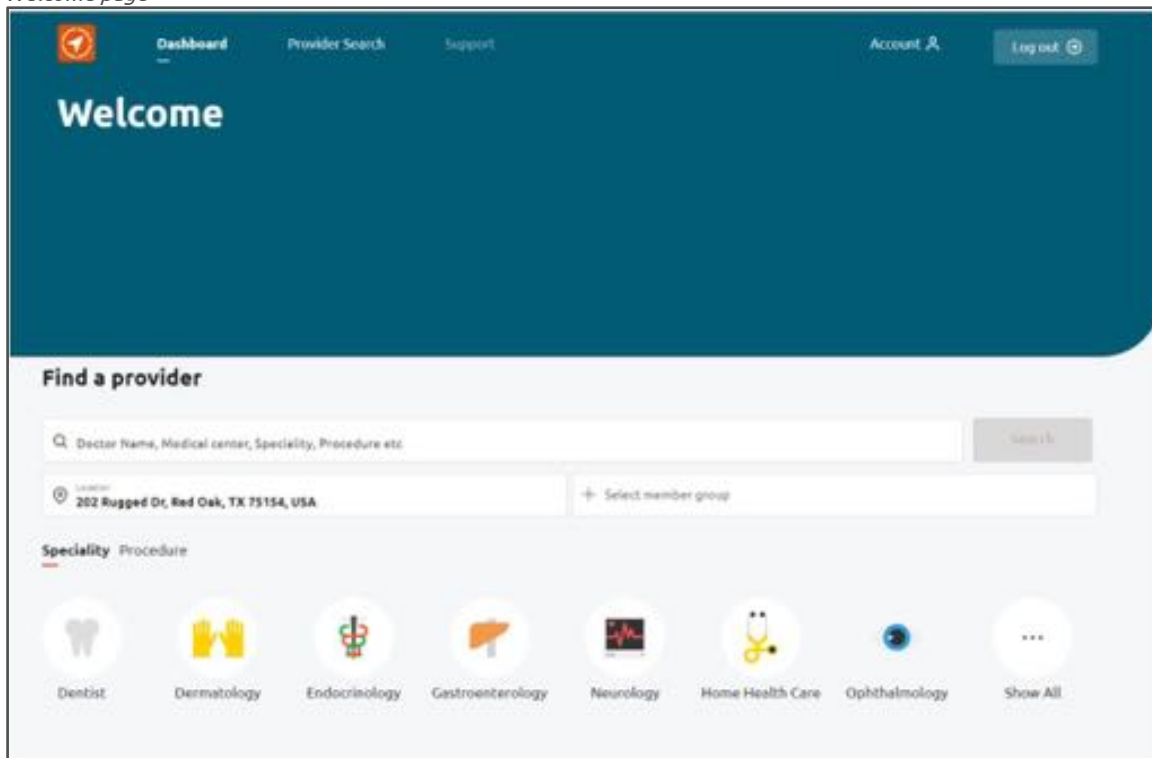
Compass Connect Service Disclaimer

CompassConnect's Provider Dashboard contains provider quality information obtained from the Centers for Medicare & Medicaid Services. Payer Compass cannot guarantee the accuracy of this information due to regulatory reporting cycles and regulatory errors. The Provider Dashboard also contains provider location and map data obtained from the National Plan and Provider Enumeration System. Payer Compass cannot guarantee the accuracy of this information due to individual provider reporting cycles and reporting errors. Payer Compass does not guarantee that any particular provider will accept a plan's reimbursement rates at the time services are rendered. Payer Compass does not provide medical advice, guarantee the quality of service, or guarantee the level of service from any provider. In the event that a provider has communicated historically that it will accept a plan's reimbursement rate, this in no way guarantees that the provider will accept the reimbursement rate in the future nor does Payer Compass recommend any such provider for care. Members are solely responsible for choosing the best provider for their medical care. Payer Compass does not quote or verify benefits or eligibility. Payer Compass is not a Preferred Provider Organization ("PPO") or a "provider network" as defined by applicable laws or regulation and does not credential or enter into written contracts with providers. Payer Compass disclaims any liability in connection with using CompassConnect. By clicking "I Agree" below, you acknowledge that you have read, understand, and agree to these limitations.

I Agree

From the **Welcome** page's **Dashboard**, you can search for a provider (See Searching for Providers on page 13).

Welcome page



To reset your CompassConnect password

You can reset your CompassConnect password by clicking **Forgot Password** on the **Sign In** screen.

1. On the **Sign In** screen, click **Forgot Password**. The **Please enter your email** screen appears.
2. Enter the email address associated with your account.
3. Click **Send Email**. You will receive an email with a link to reset your password.

Email with link to reset password



4. Click on the link inside the email. The **Please enter your new password** screen appears.

Enter new password

Sign Up

Password reset

- 1 Email information
Please, enter your email
- 2 Enter new password
Enter new password
- 3 Confirm password reset
Confirm password

Please enter your new password

Password: Show

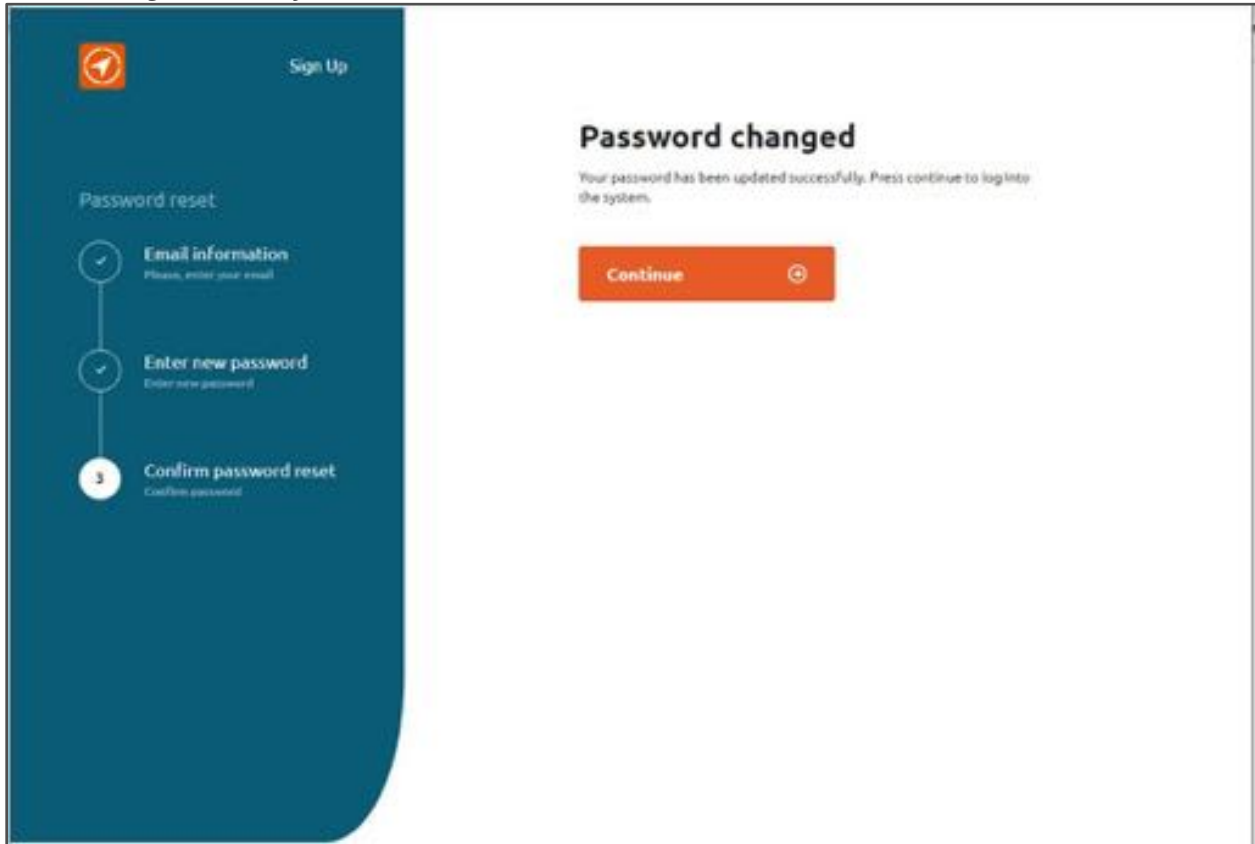
More than 7 characters At least 1 number() At least 1 symbol()

Confirm password: Show

Set New Password

5. Enter your new password ensuring that it follows the minimum requirements provided.
6. Confirm your new password by entering it again.
7. Click **Set New Password**. You will receive confirmation that your password has been changed.

Password changed successfully



8. Click **Continue** to log in using your new password.

Managing Your Account

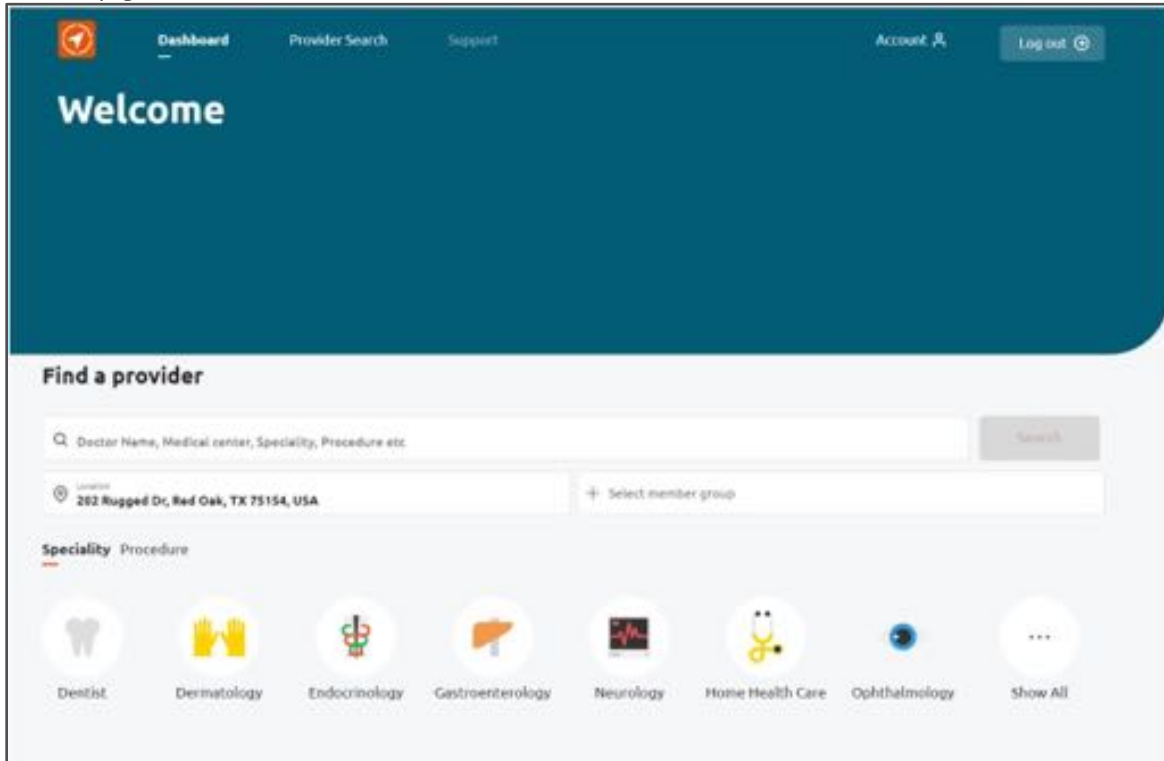
Initially, your account profile consists of the email address you entered during the registration process. If desired, you can add a phone number to your profile and manage whether you receive account notifications via email, text, or both. By default, you will receive account notifications via email.

Through your account profile, you can also change your account password.

To update your phone number or email address

1. On the **Welcome** page, click **Account**.

Welcome page



2. On the **Profile** screen, update your phone number or email address. The **Save Changes** button will be activated next to the information that you update.

Account screen with Profile selected

Account Profile

Account Phone

The phone number used to contact you and receive notifications

(999)999-9999 Save Changes

Account Email

Email used to login and receive notifications

connectdemo01@payercompass.com Save Changes

Account Password

Password used to login to system

Current Password Show

New Password Show

More than 7 characters At least 1 number(s) At least 1 symbol(s)

New Confirm Password Show

Save Changes

3. Click **Save Changes**. The **Confirm your account** screen will open so that you can enter the confirmation code that was sent to your phone or your email address, depending on the contact information being changed.

Confirmation code

Confirm your account

An activation confirmation code was sent to: connectdemo01@payercompass.com

Confirmation code

9 0 1 3 2 4

If the code has not been sent, please make another request or select another method of confirmation.

Resend confirmation

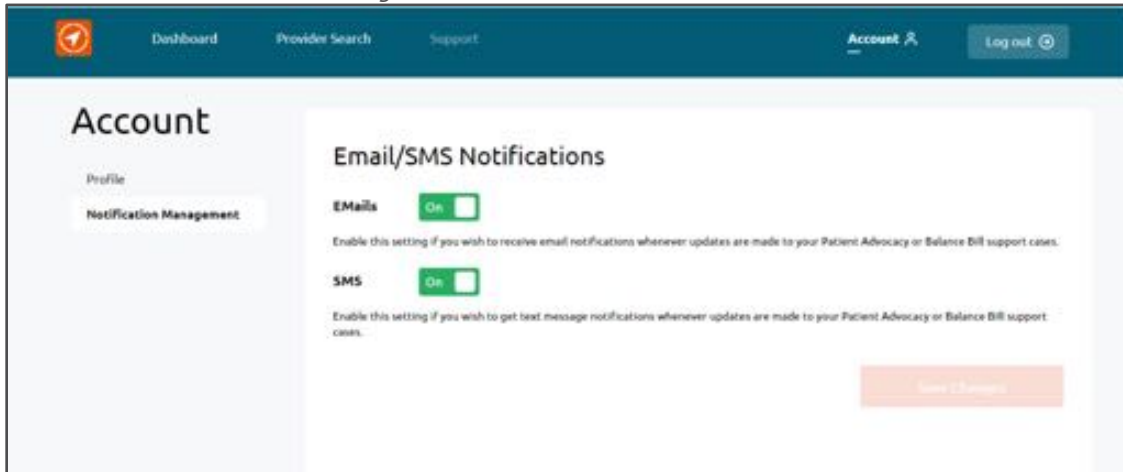
Cancel Validate

4. Enter the confirmation code and click **Validate**. Then, log out for the changes to take effect.

To update how you receive notifications

1. On the **Account** screen, click **Notification Management**.

Account screen with Notification Management selected



2. By default, you will receive notifications via both email and text. Click to set either **On** or **Off**, depending on your preference.
3. Click **Save Changes**.

To reset your CompassConnect password

You can reset your CompassConnect password through your account profile.

1. On the **Profile** screen, enter your current password.

Resetting account password

The screenshot shows the 'Account Profile' page in the Payer Compass system. The page has a dark blue header with navigation links: 'Dashboard', 'Provider Search', 'Support', 'Account', and 'Log out'. The main content area is titled 'Account Profile' and includes a sidebar with 'Profile' and 'Notification Management'. The 'Profile' section contains three main sections: 'Account Phone', 'Account Email', and 'Account Password'. Each section has a description, a text input field, and a 'Save Changes' button. The 'Account Password' section includes three radio buttons for password requirements: 'More than 7 characters', 'At least 1 number(s)', and 'At least 1 symbol(s)'. There are also 'Show' and 'Hide' buttons for each password field.

2. Enter your new password ensuring that it follows the minimum requirements provided.
3. Confirm your new password.
4. Click **Save Changes**.

Searching for Providers

You can search for a provider by name or by specialty.

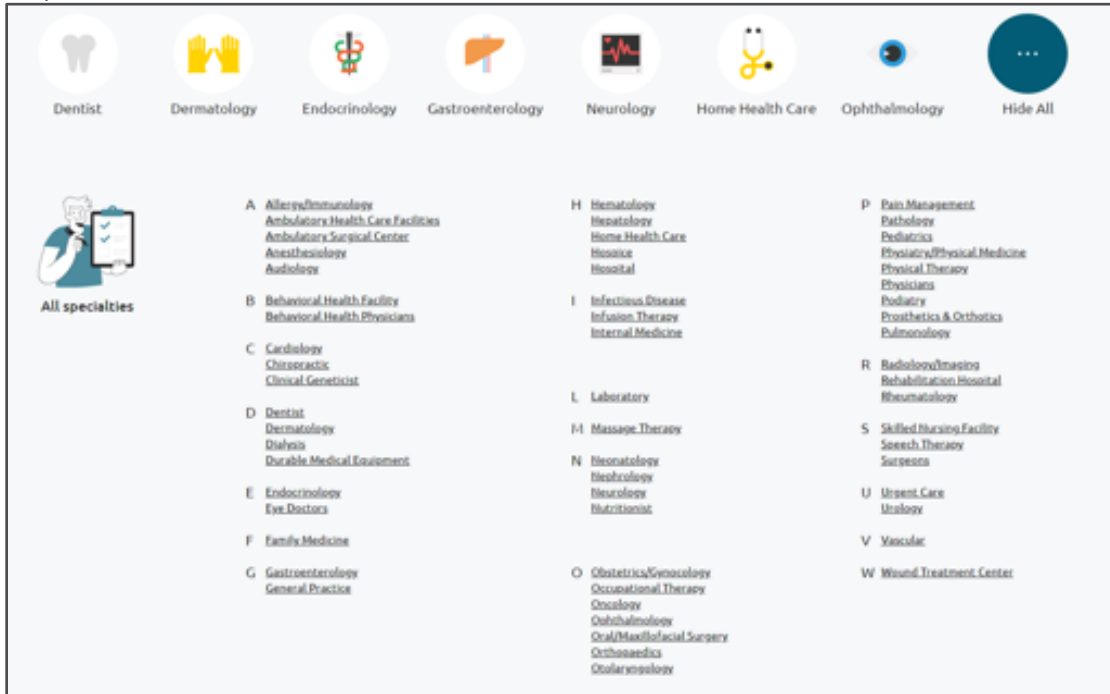
Note: The ability to search by the name of a procedure will be made available in Q3 of 2022.

When searching by specialty, you can enter the name of the specialty, you can select one of



the specialty icons, or you can select the **Show All** icon () to see an alphabetical listing of all specialties and select from this list.

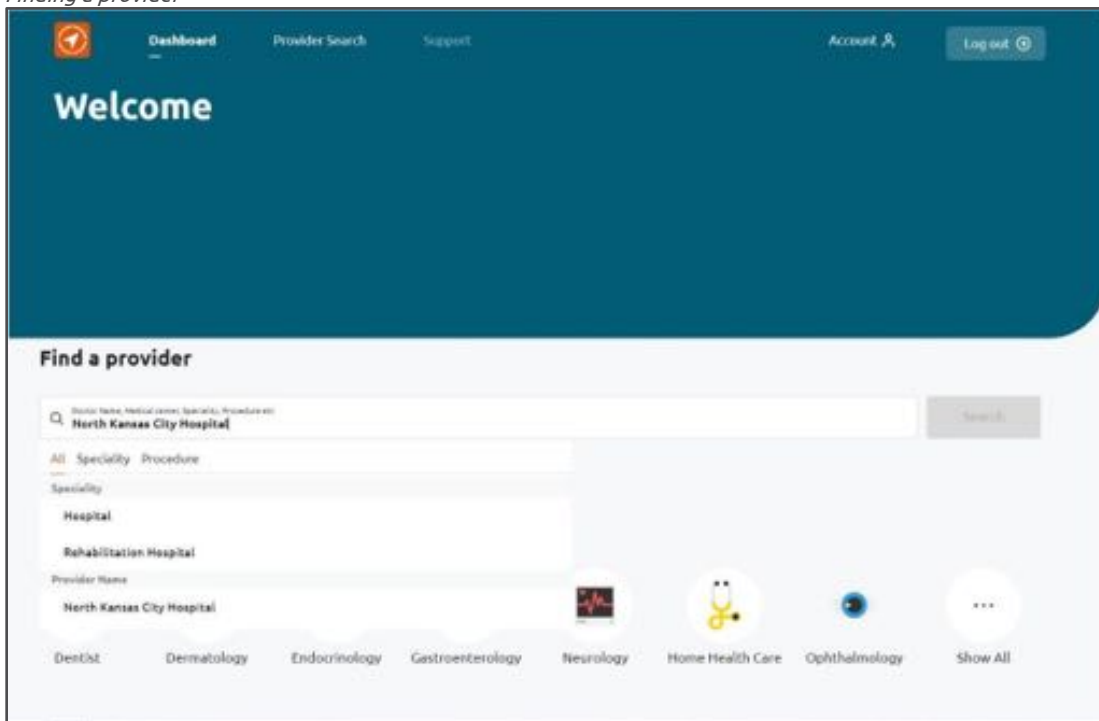
All specialties listed



To search for a provider

1. Begin typing the name of the provider or the specialty. When the name or specialty appears in the list below the search field, select it.

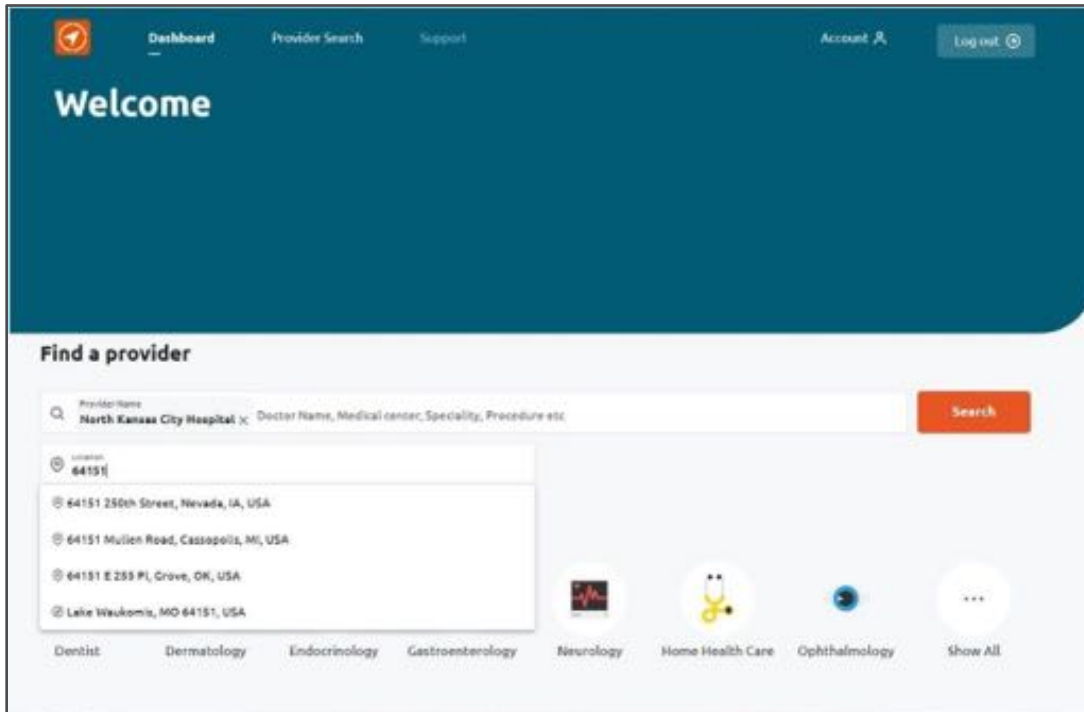
Finding a provider



- The **Location** field defaults to your actual current location if you have allowed your browser to access this information. If not, location is based on your account information.

To search in a different location, enter location information such as a street address, the name of a city, or a ZIP code. A list of locations meeting the criterion will appear. Select the location to use for the search.

Location field



- Click **Search**. The top 25 providers that match your search criteria will be displayed on the **Provider Search** page. These providers are listed in order by acceptance status, quality rating, and distance from your location.

Search results

The screenshot shows the Payer Compass Provider Search interface. At the top, there are navigation links for Dashboard, Provider Search, and Support, along with Account and Log out options. The search criteria are set to Specialty: Cardiology and Location: Plano, TX, USA. The search results show 25 providers found. The list includes:

- ARJUN NAIR M.D.**: Physician/Cardiovascular Disease (Cardiology), 3001 W 15TH ST BLDG B, SUITE 320, PLANO, TX 75075, Phone: (972) 985-8838. Potential program acceptance: Not Rated.
- BHUPINDER SINGH MD**: Physician/Cardiovascular Disease (Cardiology), 1488 CORT RD SUITE 207, PLANO, TX 75075, Phone: (972) 612-0385. Potential program acceptance: Not Rated.
- BRIAN BLATT DO**: Physician/Cardiovascular Disease (Cardiology), 1488 CORT RD STE 304, PLANO, TX 75075, Phone: (972) 612-4730. Potential program acceptance: 1.
- MARC PIENIEK MD**: Physician/Cardiovascular Disease (Cardiology), 3001 W 15TH ST BLDG B, SUITE 320, PLANO, TX 75075, Phone: (972) 985-8838. Potential program acceptance: Not Rated.

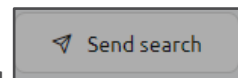
A map on the right shows the location of the providers in the Plano, TX area.

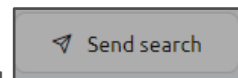
Understanding your search results

Search results display the following information about the providers that meet your search criteria:

- Name
- Distance from the location entered, which can be a ZIP code, street address, or city/state
- Address
- Phone Number
- The provider's likelihood of accepting your health plan/program
- Quality rating (if enough data exists)

Emailing your search results



You can get an email that contains your search results by clicking . This email will be either from support_public@payercompass.com or your health plan. The subject of this email will be "Your CompassConnect provider results." If you cannot find the email in your Inbox, check your Spam or Junk folder.

Viewing Provider Information




You can click on a provider icon on the map to view the provider's name, program acceptance, and quality rating. Clicking on this icon will highlight the provider in the search results list.


Search results

The screenshot shows the Payer Compass Provider Search interface. The top navigation bar includes Dashboard, Provider Search, Support, Account, and Log out. A search bar contains 'Behavioral Health Facility' and 'Lake Waukomis, MO 64151, USA'. Below the search bar, a list of providers is shown with details like name, address, phone, and program acceptance status. A map on the right shows the location of the selected provider, with a pop-up window displaying the provider's name and acceptance status.


A provider's likelihood of accepting your health plan is indicated across from the provider's name in the following way (The actual wording may vary):

 Safe harbor provider


Provider has agreed to accept the program's health plan. The provider is listed as "safe harbor."

 Potential program acceptance

The provider has accepted the program's health plans in the past.

 Not accepting

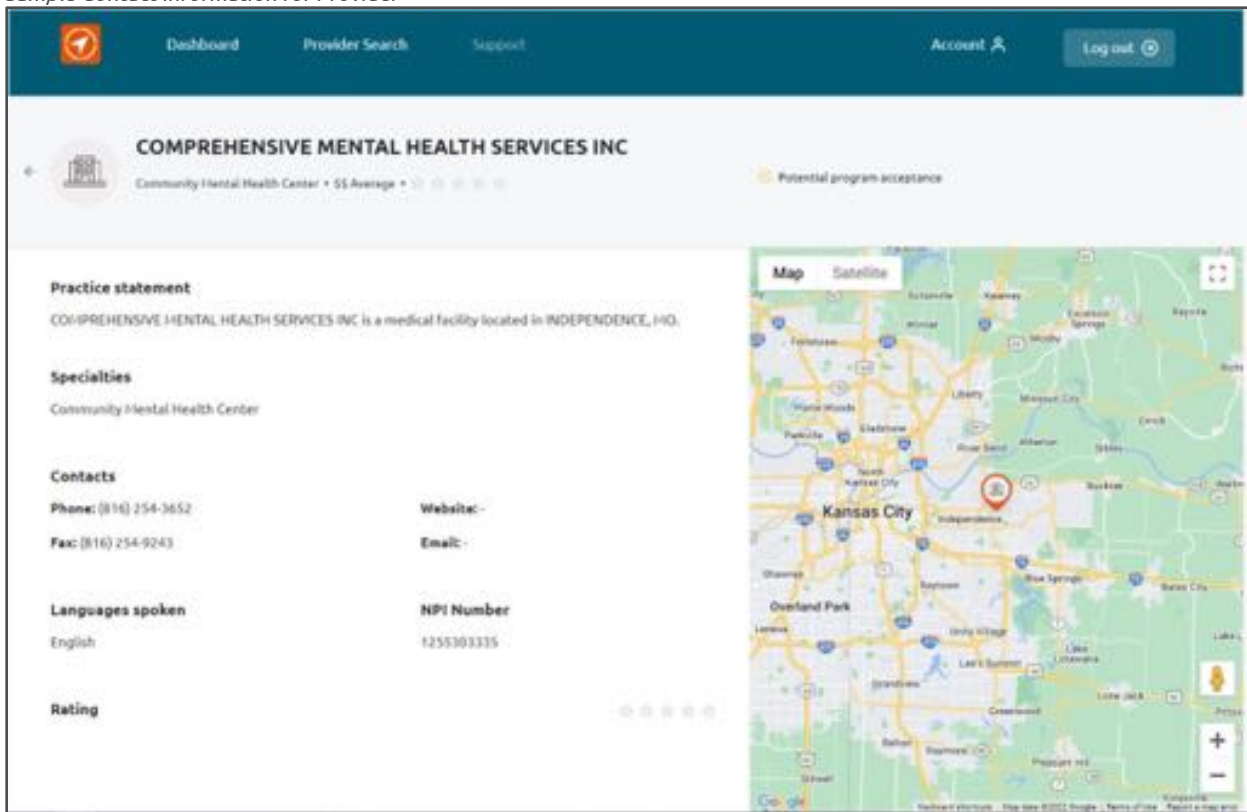
This provider has refused to accept the program's health plans in the past or has sent the member a balance bill.

 Not enough information

Not enough information exists to determine whether this provider is willing to accept the program's health plan.

You can click anywhere in the provider's contact information to learn more about the provider such as hospital affiliations and education.

Sample Contact Information for Provider



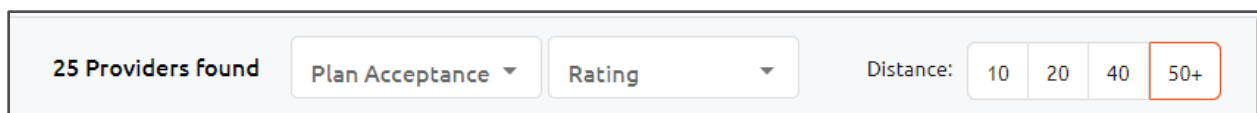
Refining your search results

The initial search results returned use the following base criteria in addition to the specific criteria you specified:

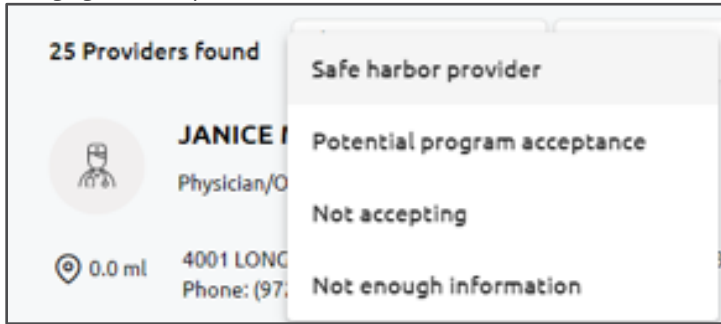
- All plan acceptance levels
- All quality ratings (1 to 5)
- 50+ miles from the specified location

You can change one or more of the base criteria to refine your search results.

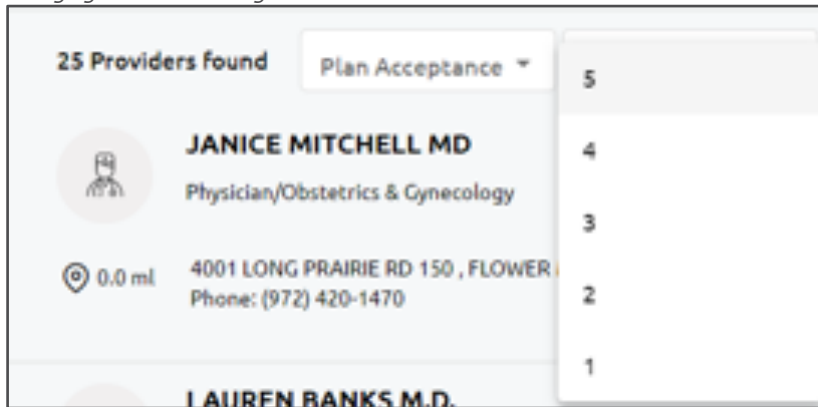
If you change the **Plan Acceptance** or the **Rating**, the search results will be refreshed automatically. If you change the **Distance**, you will need to click the **Search** button to refresh the results.



Changing Plan Acceptance



Changing Provider's Rating



Changing Distance Searched



Clearing your search results

To begin a new search, click the **X** next to the current search criteria, enter your new criteria, and select the **Search** button.