# MED D – MHK Fusion Work Instructions (HP, JE)

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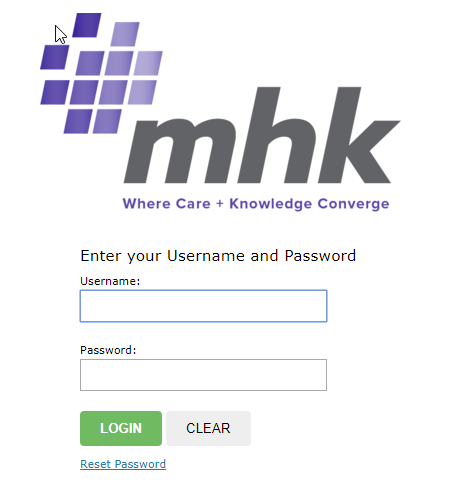
**Description:**Outlines various processes in the MHK Fusion system.

 Unless directed otherwise, follow [MED D - Grievances in PeopleSafe for Health Plans, JE (formerly MHK Fusion) (040884)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=731c1bac-3039-46da-85e1-0e49a8c9721d).

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| Logging into MHK Fusion |

Use the following link to log in to MHK Fusion: <https://prod1.cvsmhk.com/medhok/index.html>

**Result:** The **MHK Fusion** log in screen will display:



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| MHK Fusion User Profile Set Up |

Perform the following steps:

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| **Step** | **Action** |
| **1** | Log into [MHK Fusion](https://prod1.cvsmhk.com/medhok/index.html). |
| **2** | Click the drop-down to the right of your ID and select **Security Questions**.    **Result:** The **Setup/Change Security Questions** window displays. |
| **3** | Ensure your email address is correct.  **Note:** If your email address is incorrect, have your Supervisor send a request via email to the [MedHOK User Access mailbox](mailto:MEDHOKUSERACCESS@CVSCaremark.com) to have this updated. |
| **4** | Choose your own **5-digit** PIN and confirm the PIN. |
| **5** | Complete all highlighted fields in **Setup/Change Security Questions**:  **Reminder:** Choose questions and answers that are easy for you to remember and difficult for others to guess.  cid:image002.jpg@01D67D2A.2A351A70 |
| **6** | Select **Save** button and review the confirmation window to acknowledge challenge question and answer change.  **Result:** A **pop-up** displays confirming the setup of your profile. |
| **7** | Select **OK**. |

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| Reset Forgotten Password |

**Notes:**

* You must set-up your user profile BEFORE you need to use the password reset function. This must be done while in the application.
* **DO NOT attempt logging in more than 3 times.** Your account may become locked.
  + If your account becomes **locked**, have your Supervisor send a request via email to the [MedHOK User Access mailbox](mailto:MEDHOKUSERACCESS@CVSCaremark.com) to have your account unlocked.

Perform the following steps if you do not remember your password:

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| **Step** | **Action** |
| **1** | Click the link for **Forgot Password** on the login screen.  cid:image003.jpg@01D67D2A.2A351A70 |
| **2** | Enter your Login ID. |
| **3** | Answer the Security Questions.  **Note:** You will receive an email that should arrive within 5 to 10 minutes from System@MedHOK.com. If it has not arrived, check your junk mail as well. |
| **4** | Type the provided password into the field.  **Note:** DO NOT copy and paste the password from the email. It sometimes copies an extra space at the end that will cause the password to fail.  **Reminder:**You are only able to change your password once within a 24 hour period. If you receive an error message telling you contact your system administrator, have your Supervisor send an email to have your password reset to the [MedHOK User Access mailbox](mailto:MEDHOKUSERACCESS@CVSCaremark.com). |

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| Reset Password while Logged In |

Perform the following steps :

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| **Step** | **Action** |
| **1** | Click the drop-down to the right of your ID and select **Change Password**.    **Result:** The **Change Password** window displays. |
| **2** | Enter current password, then new password you selected, and the new password again.    **Note:**   * New password requirements:   + Minimum of 12 characters long   + Should not match previous 5 passwords   + Contain at least 1 uppercase and 1 lowercase letter   + Contain at least 1 number   + Contain at least 1 special character (!,@,#,$,^)   + No more than two consecutive repeating characters/numbers   + Cannot include user name, partial user names, user first/last names, role names, organization names |
| **3** | Click **Update**.  **Reminder:**You are only able to change your password once within a 24 hour period. If you receive an error message telling you contact your system administrator, have your Supervisor send an email to have your password reset to the [MedHOK User Access mailbox](mailto:MEDHOKUSERACCESS@CVSCaremark.com) or wait the 24 hour period before attempting again. |

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| Locating the Beneficiary in MHK Fusion |

To locate the beneficiary in **MHK Fusion**, the CCR will:

Icon - ImportantWhile in **MHK Fusion**, the CCR **WILL NOT** attempt to access any cases **OR** **read aloud** any documents which do not specifically apply to the beneficiary’s issue.

* Per HIPAA guidance, the CCR should only access documents specific to his/her job function.
* Documents in **MHK Fusion** may contain delicate information which should **NOT** be discussed with the beneficiary if it does not pertain to his/her specific request.

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| **Step** | **Action** | |
| **1** | Log into [MHK Fusion](https://prod1.cvsmhk.com/medhok/index.html).    **Note:** The CCR does not have to log out of MHK Fusion to file another Grievance. Select **Add** to do another. | |
| **2** | Click the **Member** tab to open a search window. | |
| **3** | Enter the search criteria (e.g., MBI or Beneficiary ID) in the appropriate field, check the **View Termed/Future Eligibility** box and then click the **Search** button.  **Process Notes:**   * If ID does not pull up beneficiary account, click **Advanced Search** checkbox.   + Error message may display even if account pulls up: **Account is read-only and not able to enter a Grievance**. * If unable to locate beneficiary with an ID, use an MBI.   + Error message may display even if account pulls up: **Account is read-only and not able to enter a Grievance**. * If MBI does not pull up beneficiary account OR the **read-only** pop-up displays, search by name and DOB.     **Result:** Beneficiary’s information will display in the search window. | |
| **4** | View the search results. | |
| **If the search result is…** | **Then…** |
| In black print | * The beneficiary’s eligibility is current and should be worked in **MHK Fusion**. * Proceed to [Step 5](#BeneStep5).   **Note:** Multiple lines of active eligibility may appear. In this instance, be sure to use the active profile where the eligibility is Primary which is indicated with a “P”. |
| In red print and the date of service is **prior to or on** the term date.  **Example:** The beneficiary’s coverage with the plan termed on 03/02/20 and the date of service is 02/24/20. | Proceed to [Step 5](#BeneStep5). |
| In red print and the date of service is **after** the term date.  **Example:** The beneficiary’s coverage with the plan termed on 03/02/20 and the date of service is 03/24/20. | * This shows the date that the coverage ended. * The beneficiary would have to contact the new prescription drug plan for assistance.   **Exception:** Beneficiary may have an issue that occurred prior to the termination of coverage and may still be within the 60-day reporting timeframe. In this circumstance, you may use the line of eligibility in red print. In this case, proceed to [Step 5](#BeneStep5) and ensure **View Termed/Future Eligibility** is selected. |
| Highlighted blue | This is not a **MHK Fusion** beneficiary. |
| **5** | Select the beneficiary by double-clicking on the appropriate line.  **Result:** The screen populates with the beneficiary’s information.  **Note:** If filing a Grievance, refer to [Compass MED D - Grievances Index (062962)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70034f51-77df-49a4-ae97-7d3d63b216b3) | |

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| Supervisor Process: MHK Fusion Account Troubleshooting |

Before contacting the MHK Fusion User Access Mailbox, please consider the following:

If you receive the message “**The credentials you provided cannot be determined to be authentic**” when logging into MHK Fusion, you will need to clear your browser history. Depending on your browser, you will need to find in the browser the point where your history/cookies are stored. Once you determine that point, clear the history, click out of the browser then back into the browser and the URL for MHK Fusion.

When setting up your password, you must follow these rules:

* Your new password will need to contain at least 8 characters, be alpha-numeric, and contain at least one​ uppercase letter, one lowercase letter and 1 number.
  + The password may contain special characters but it is not required.
* You may not re-use a password that you have used in the MHK Fusion system in the past.

Your credentials are only active for 30 days. You must log into MHK Fusion at least once every 29 days. On the 30th day, regardless of what day of the week it is, or if it is a holiday, your access is disabled. You will then need to work with your manager/supervisor to submit a new IT-001 form to re-instate your access.

The following are possible error messages that may be received:

* Account Locked if too many resets are attempted
* Account locked – too many unsuccessful attempts
* Failed Attempt (1st or 2nd attempt to answer security questions)
* Account Locked when Attempting to Login
* Account is Termed when Attempting to Login

**Supervisor Process:** Contact the [MedHOK User Access Mailbox](mailto:MEDHOKUSERACCESS@CVSCaremark.com) for assistance in the above scenarios.

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| Related Documents |

**Parent Document:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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