

CompHub Helpful Hints & Tips

CompHub Medical Claims Processes



Assign Org. Representatives

- A user with the "Subscriber" designation has the ability to add additional representatives or revoke existing ones from a Healthcare Provider.
 - An existing CompHub user can be found using the search tool.
 - New users can be assigned by providing their name and email and will receive a CompHub registration link. When they complete registration they will be able to access the system with the appropriate permissions.
 - Use this process to make any adjustments to notification preferences.

Medical Claims

- CompHub allows users to submit the electronic C51 (Prescription, Prescription & Medical, or Surgical (ASC)
 - A user may submit a Medical Claim for an Existing Claim, in which case CompHub will populate the form with information from the Claim File.
 - A user may submit a Medical Claim not associated with an existing claim; in this scenario, the submitter will enter the Claimant's biographical information and claim details.
- CompHub allows users to withdraw Medical Claims by simply going to the Start Form of the Medical Claims process and checking the option to withdraw the Claim.

Request for Access

- CompHub now allows a user to file a "Claim Access Request". this process allows a Healthcare Practitioner to access a summary of Claim information in order to facilitate proper medical treatment for a Claimant.
 - Justification for access is required.
 - Access lasts 180 days unless an extension is approved in that time frame.

Self Services

- Any biographical information (e.g. Name, Date of Birth, Address) can be edited through the Update Profile Process.
- You may change your username (i.e. email address assigned to account) through the Update Profile process,
- To change the phone number associated with your account you must contact the CompHub support team at CompHubSupport@wcc.state.md.us. Please include "MFA Phone Number Change" in the subject line.

Helpful Hints

- All CompHub cases are comprised of a prefix of the process abbreviation and a suffix of the number (e.g. RFA-123 is Request For Access case # 123). It is useful to keep a record of these numbers as you can search for these cases from the CompHub inbox.
- Do not submit duplicate requests for the same action (e.g. filing two Registration applications on the same account). Doing so will block you from submitting another request.
- Cancel any cases you do not plan to submit: Click cancel request on the right hand sidebar under "Events" or in the bottom right hand corner if using Claim at a Glance.
- Remember to assign TPAs as representatives using the Assign Organization representatives process.