

HIP One Provider Portal

User Guide (NJ WISeR Model)

A friendly, step-by-step guide for providers and facility administrators

Introduction

Welcome to the HIP One Provider Portal for the CMS WISeR (Wasteful and Inappropriate Service Reduction) Model in New Jersey. This guide will help you navigate the portal and submit prior authorization requests effectively.

About the WISeR Model

The WISeR Model is a voluntary CMS Innovation Center program designed to reduce unnecessary or inappropriate services in Original Medicare (Part A & B). Genzeon serves as the Model Participant for New Jersey, partnering with Novitas Solutions as the Medicare Administrative Contractor.

Program Launch Date: January 5, 2026

Services Requiring Prior Authorization

The WISeR Model covers 17 specific low-value medical services:

- **Nerve Stimulation Services:** Electrical Nerve Stimulators, Vagus Nerve Stimulation (VNS), Phrenic Nerve Stimulators, Sacral Nerve Stimulation (SNS) for Urinary Incontinence, Hypoglossal Nerve Stimulation (HGNS) for OSA, Induced Lesions of Nerve Tracts
- **Pain and Spine Services:** Epidural Steroid Injections for Pain Management, Percutaneous Vertebral Augmentation (Vertebroplasty/Kyphoplasty) for VCF, Cervical Fusion
- **Skin and Tissue Substitutes:** Bioengineered Skin Substitutes/CTPs for Lower-Extremity Chronic Wounds
- **Other Services:** Incontinence Control Devices, Diagnosis and Treatment of Impotence, Arthroscopic Lavage/Debridement for Osteoarthritic Knee

For complete details, including CPT/HCPCS codes and NCD/LCD basis, refer to the Appendix of [the WISeR Model Provider Supplier Operational Guide](#).

The [HIP One Provider Portal](#) is your go-to place for submitting Prior Authorization (PA) requests and responding to Additional Documentation Requests (ADRs) under the CMS WISeR Model in New Jersey.

This guide walks you through everything from creating your account to submitting your first PA.

Getting Started

Portal Access

You can access the portal anytime at:

<https://portal.hip.one>

Submission Channels

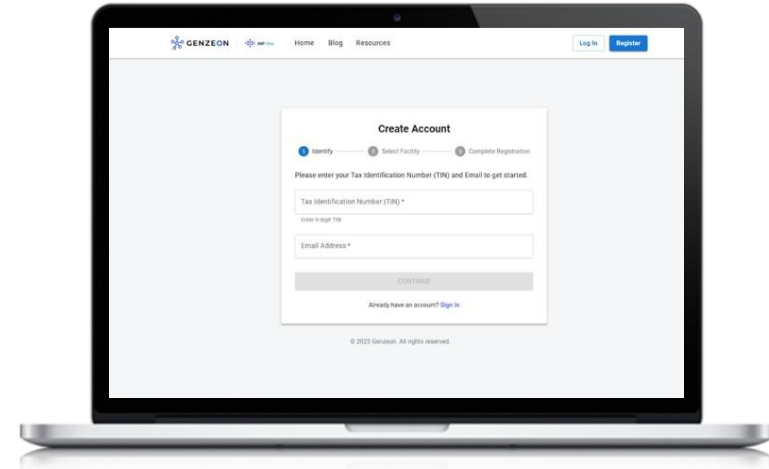
Starting **January 5, 2026**, you can submit prior authorizations through:

- **Portal (recommended)**
- **Fax:** (484) 200-2155
- **Mail:** Genzeon Corp., 256 Eagleview Blvd, Suite 509, Exton, PA 19341

Creating your Facility Account in the Portal: Step 1 — Enter TIN & Email

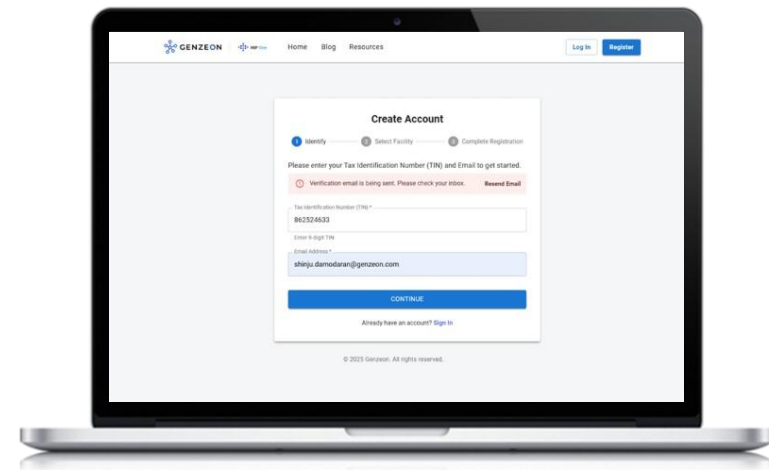
You'll start by entering:

- Your facility's **Tax Identification Number (TIN)**
- Your **work email address**



Step 2 — Verify Your Email

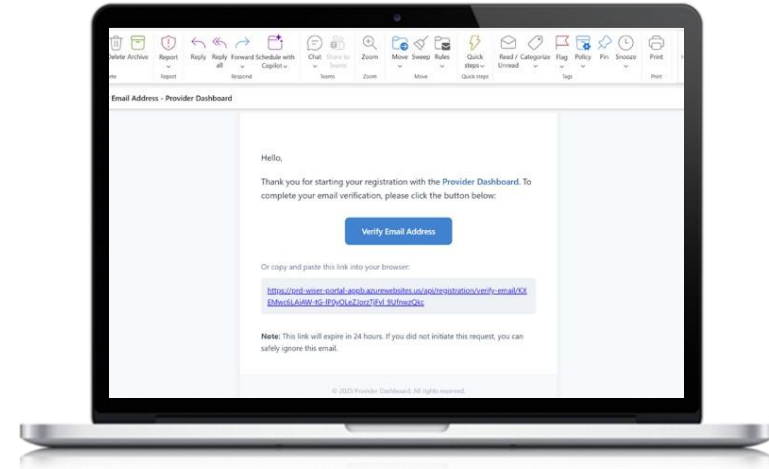
You'll receive an email with a verification link.



Step 2 — Verify Your Email

Click the [Verify Email Address](#) link to confirm your email.

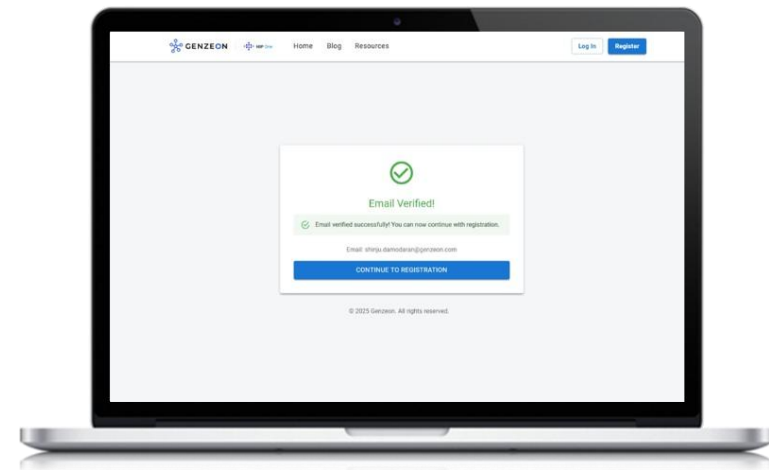
Request your IT Systems Administrator to add genzeon.com and portal.hip.one domains to the trusted domain list for your organization.



Step 2 — Start Registration

After verifying the email, click on the link to

[CONTINUE TO REGISTRATION](#)



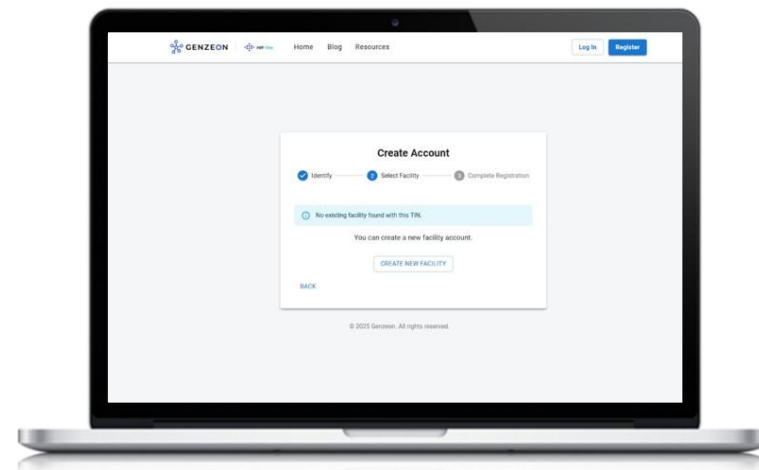
Step 3 — Facility Lookup

The portal checks whether your facility already exists.

- If it does, you can request to join.
- If it doesn't, an administrator will need to create it.

If the facility administrator has not already registered the facility, this screen will be displayed, inviting the administrator to register it.

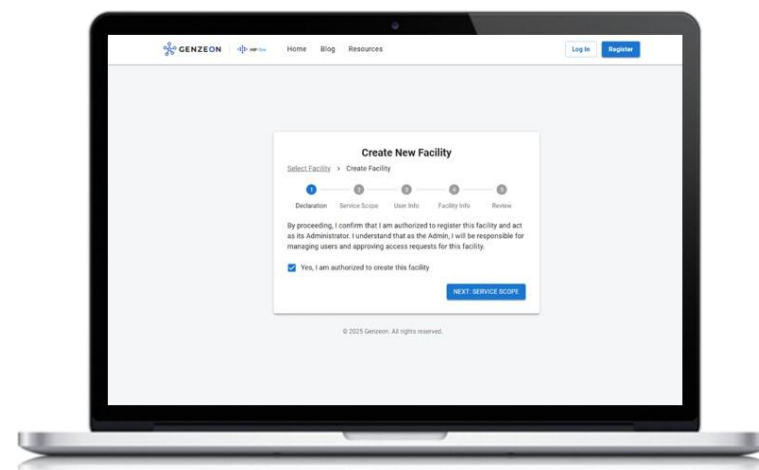
If you are not the administrator for the organization, **STOP**. Please contact your administrator and ask them to register the facility.



Step 2 — Create New Facility (Admin Only)

The administrator is the first person to create an account for your organization and is responsible for managing users.

The administrator of a facility can certify that they are authorized to register for the facility as the admin and will be responsible for managing the users and approving new users to this facility.



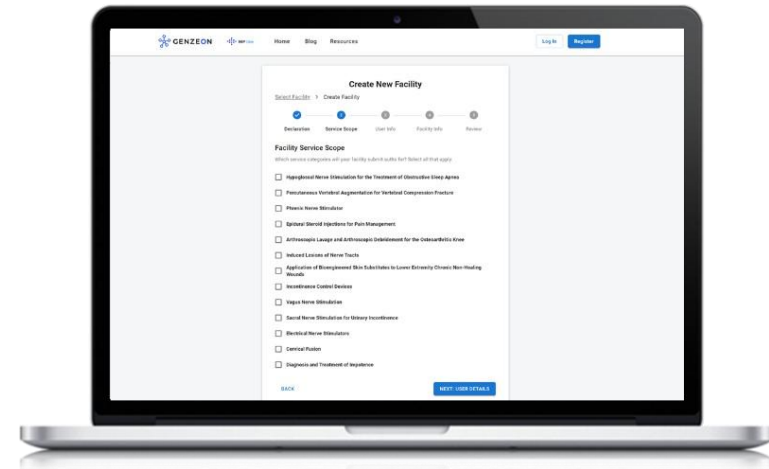
Step 2 — Select the Service Details for the facility (Admin Only)

The administrator creates the facility account with all the necessary details

Choose the services that the facility usually performs. If not sure, choose everything.

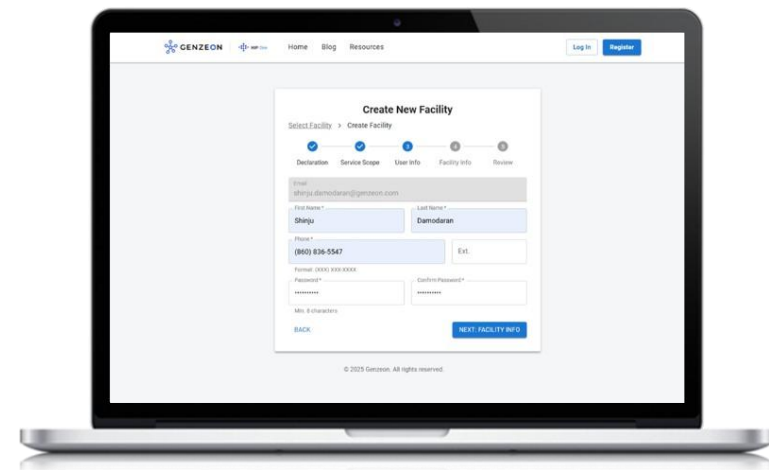
Choosing only the services performed by the facility will make selecting the appropriate service during the prior authorization submissions phase easier, as you will have only a limited set of services to scroll through, rather than the entire list of WISeR services.

The Facility Admin can modify this selection later in the facility management section.



Step 2 — User Profile Creation (Admin Only)

The Admin's contact details are entered on this screen. A unique User Password is created. The user's email ID (*already entered on the first screen*) will be the login ID.



Step 2 — Facility Details (Admin Only)

The Admin enters the facility details on the next screen: Facility type, **Facility NPI registered in NJ**, Facility CCN/PTAN, and NJ Address.

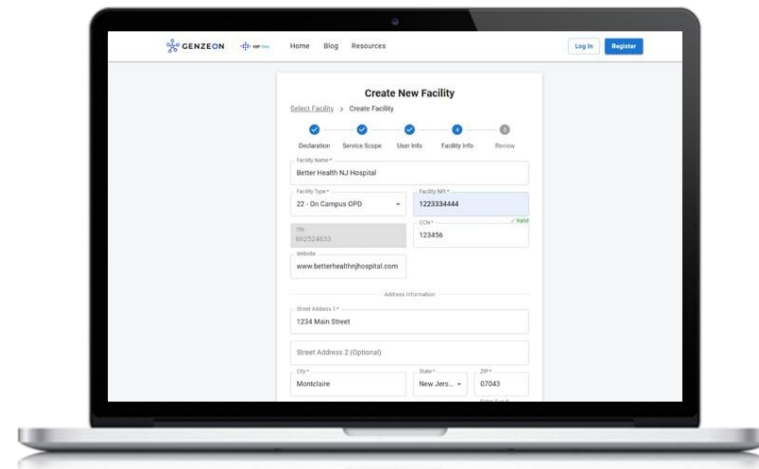
On-Campus and Off-Campus Hospital Outpatient Departments (HOPD) will be entering the CCN, and ASC, the Physician’s office, and the Home setting will be entering the PTAN in this field.

Organizations with multiple locations under the same TIN and PTAN enter the primary practice address in NJ as registered with the NPI.

The Facility NPI will be verified against the Provider Enrollment Chain and Ownership System (PECOS) and must be registered in New Jersey to be valid.

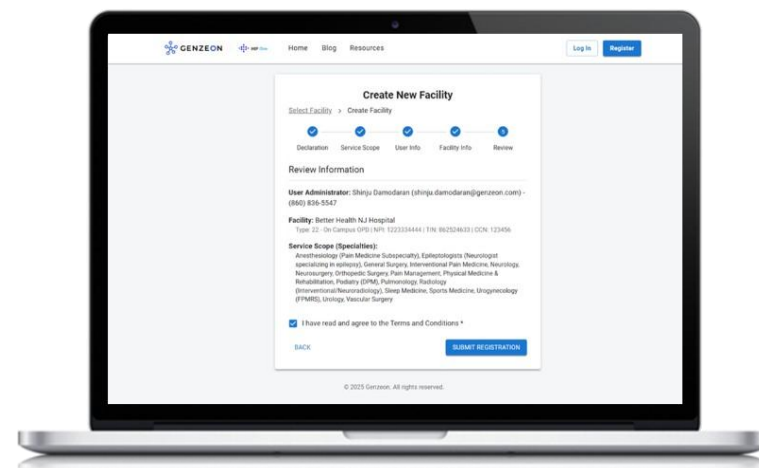
PTAN – Provider Transaction Access Number assigned by the Medicare Administrative Contractor (MAC), Novitas.

CCN - CMS Certification Number issued by CMS



Step 2 — Review the information and submit (Admin Only)

Review all the information entered about the Facility. Read and agree to the terms and conditions, and **SUBMIT THE REGISTRATION**.

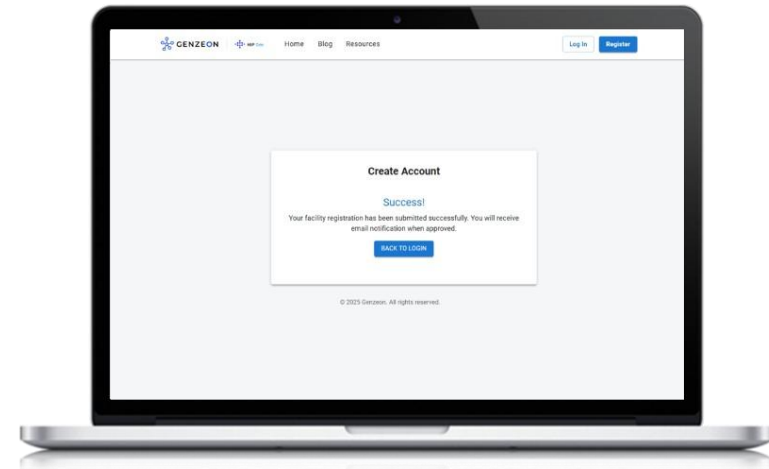


Step 2 — Await review and approval by Genzeon (Admin Only)

After all necessary facility or practice information is entered, the admin submits the request for review and approval to create the organization's account.

Other users in the organization will be able to create their own login credentials after the organization account is created by the admin.

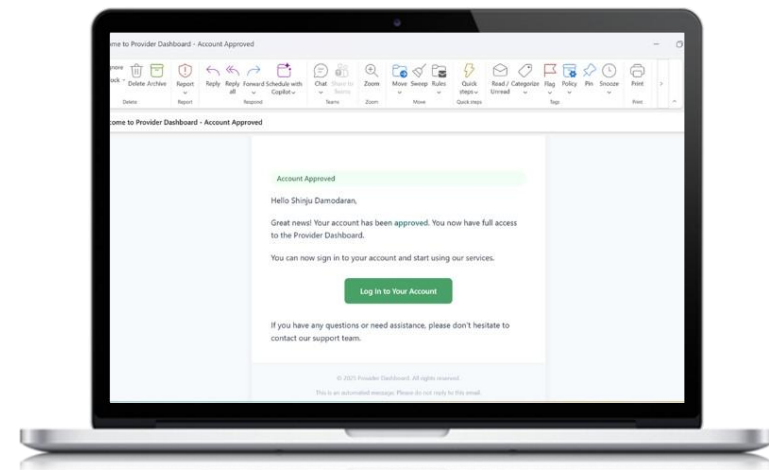
The admin will be able to manage users in the organization.



Step 2 — Email notifying of the account creation (Admin Only)

After Genzeon's review, the admin will receive an email notifying them that the account has been approved.

Clicking the link in the email takes you to the HIP One portal login page.

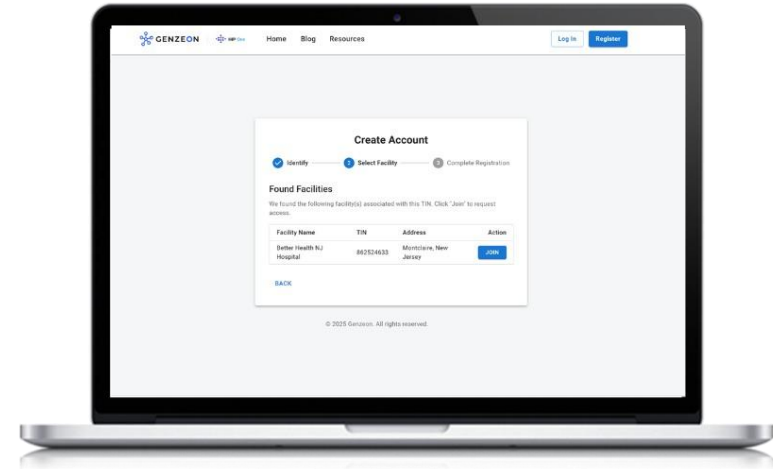


Step 2 — Facility User Creating an Account

Once the admin has created the facility, others in the organization can create their user IDs by attaching their credentials to it.

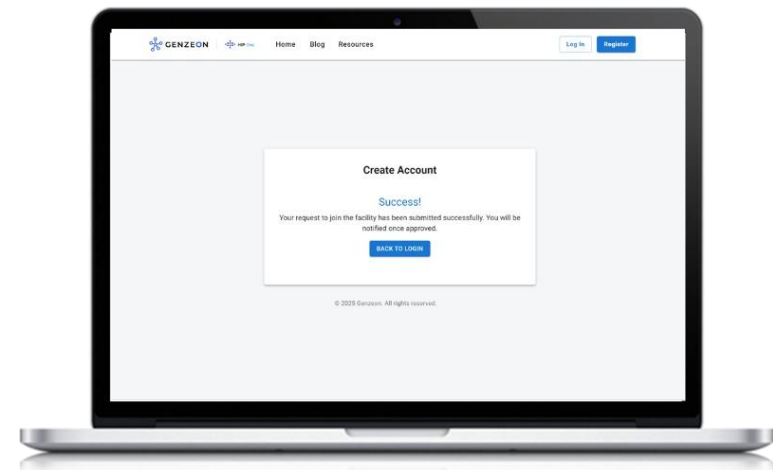
When the new user enters the TIN and their email, if the facility has already been created successfully, they will see their facility listed.

The new user will be able to join the existing facility and create their own password.



Step 2 — Facility User Creating an Account

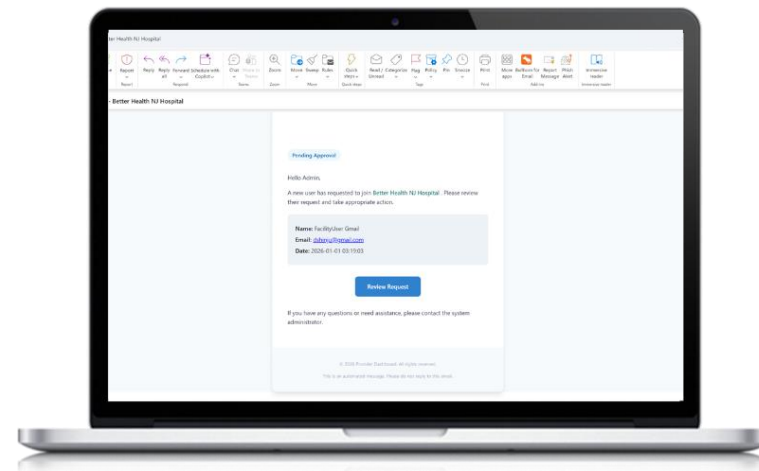
Once the facility user creates their User ID and password, they get a message that they will be notified by email when their administrator approves their request.



Step 2 — The Facility Admin is alerted by an email about a pending user approval request **(Admin Only)**

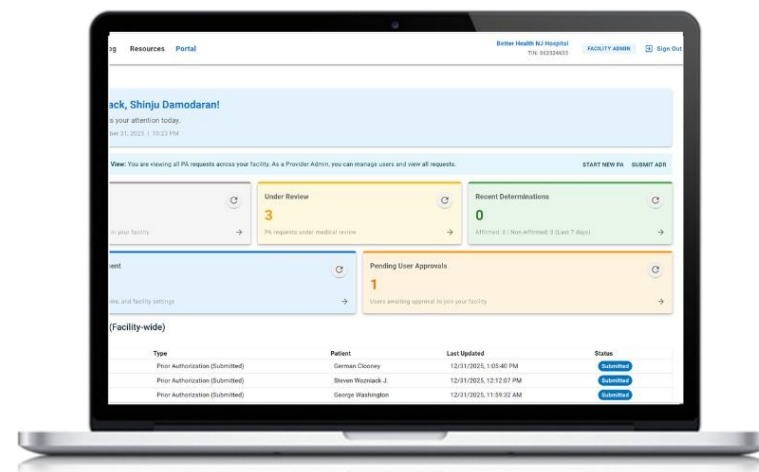
After the user creates their facility user account request, the administrator gets notified by email to review the request.

The link in the email takes the admin to the portal, where the admin can review and either accept or reject the request.



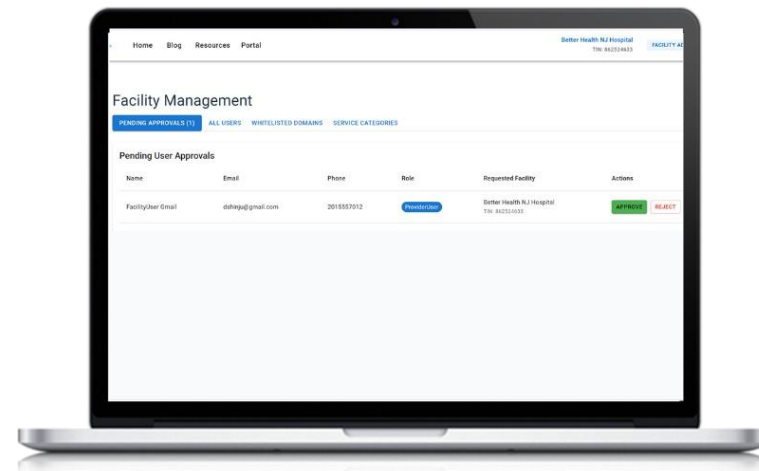
Step 2 — Facility Admin gets the user request for approval **(Admin Only)**

The Facility Admin will receive all new user requests for their facility. They can review the request and process the pending approvals on their dashboard.



Facility Admin approves new facility user requests on the pending approvals page **(Admin Only)**

The facility admin reviews the new facility user request and can approve or reject the request.



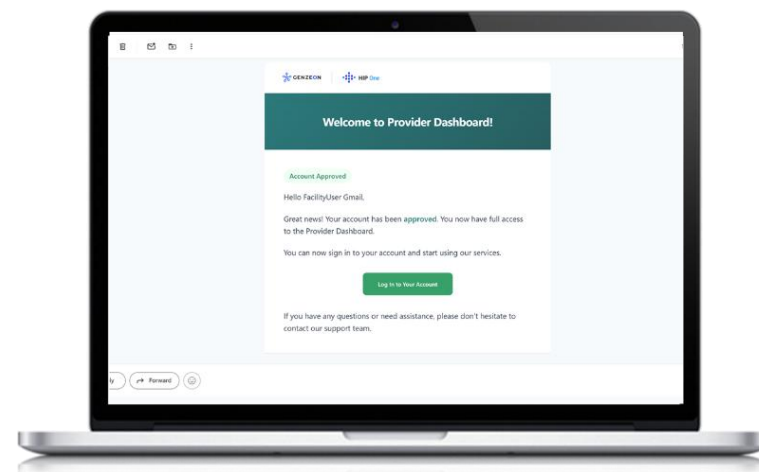
Facility User is notified of the approvals by email

After the Facility Admin approves the request from the facility user, they are notified by email and can sign in using their credentials.

The facility user will have access to all the prior authorization requests and ADR uploads created by any other user in the facility.

The facility user will also be able to create a prior authorization request for any beneficiary or respond to ADR letters.

The facility user will not be able to manage or approve other user requests or manage the list of services the facility has selected.

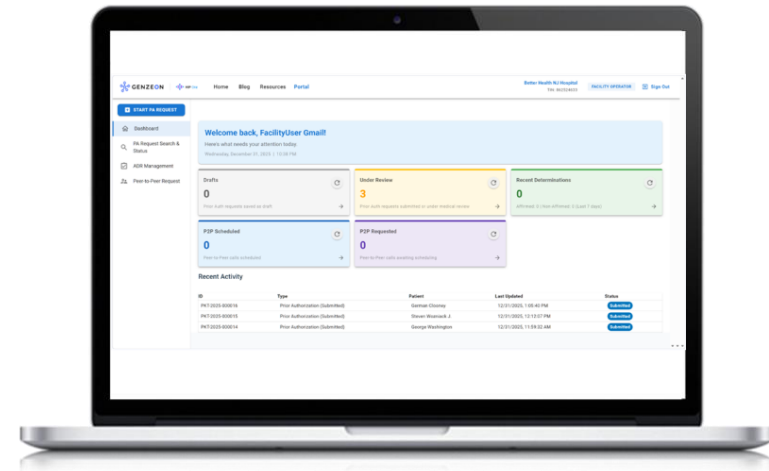


Facility Operator Dashboard View

The Dashboard View for the facility user is different from that of the Facility admin.

Facility Operator can:

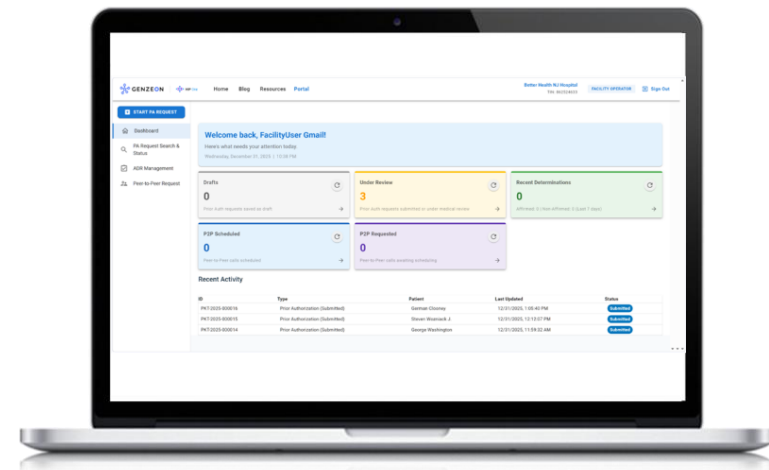
- Submit PA requests
- Upload ADR documentation
- Request Peer-to-Peer calls
- View PA history



Facility Admin Dashboard View

Admins can:

- Submit PA requests
- Upload ADR documentation
- Request Peer-to-Peer calls
- View PA history
- Manage users
- Update service categories
- Whitelist domains for the facility

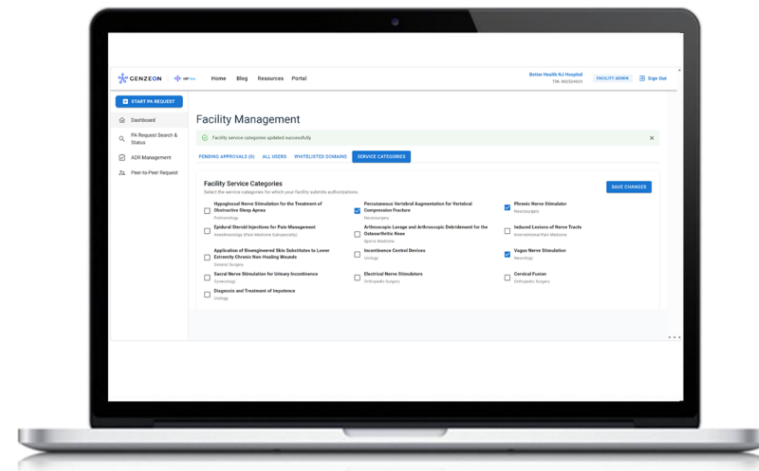


Service Category selection (Admin Only)

The Facility Admin can select the various services usually serviced by the facility.

If a facility performs only 3 of the WISeR services, then only those three can be selected

That way, the users do not have too many choices to make on the prior authorization creation screen. They will see only the 3 services pre-selected by the admin

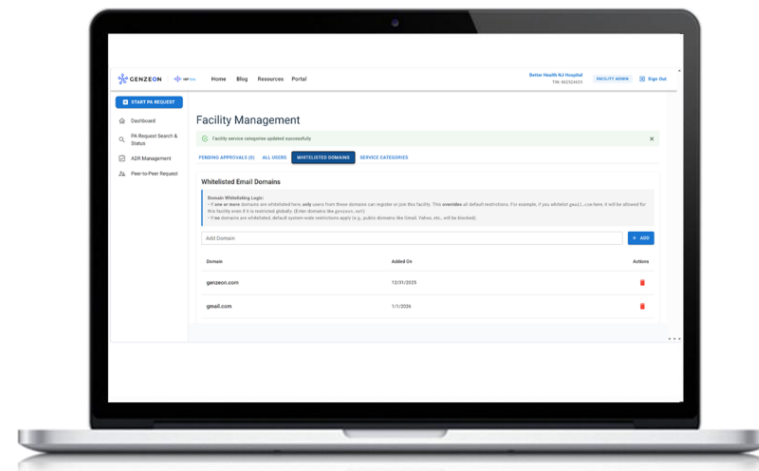


Whitelisting of Domains (Admin Only)

The facility admin's email domain will automatically be added to the facility.

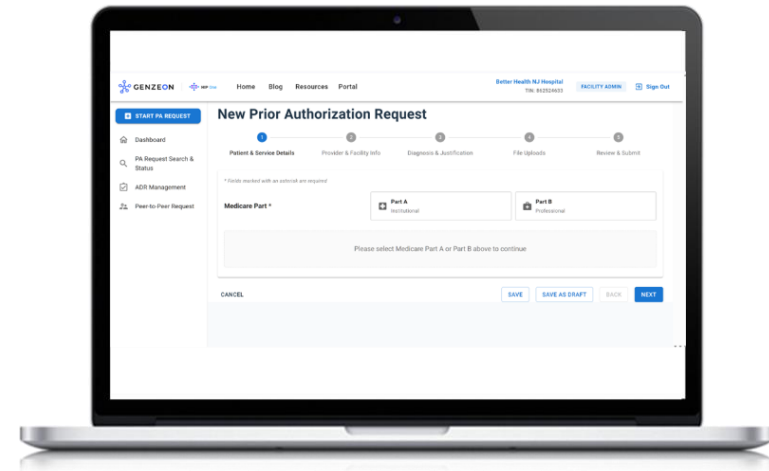
If facility users use more than one domain, the admin must whitelist the additional domains, or users with email addresses in different domains will not be able to join the facility.

Admins can add approved email domains for staff (e.g., hospital.org).



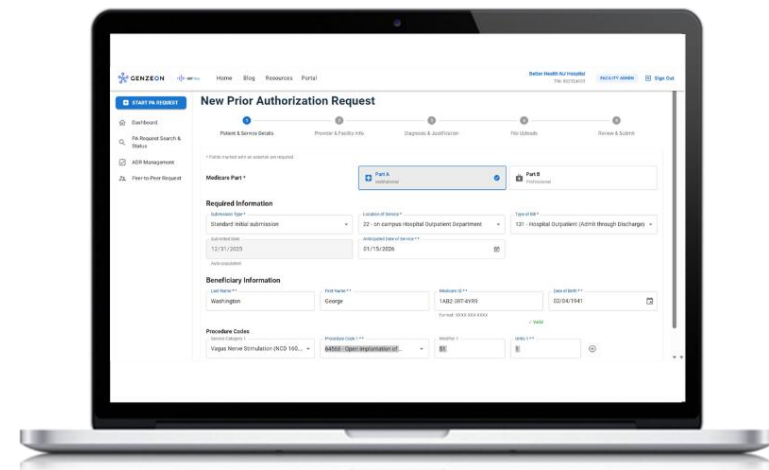
Submitting a Prior Authorization Request

Choose **Part A** or **Part B**.



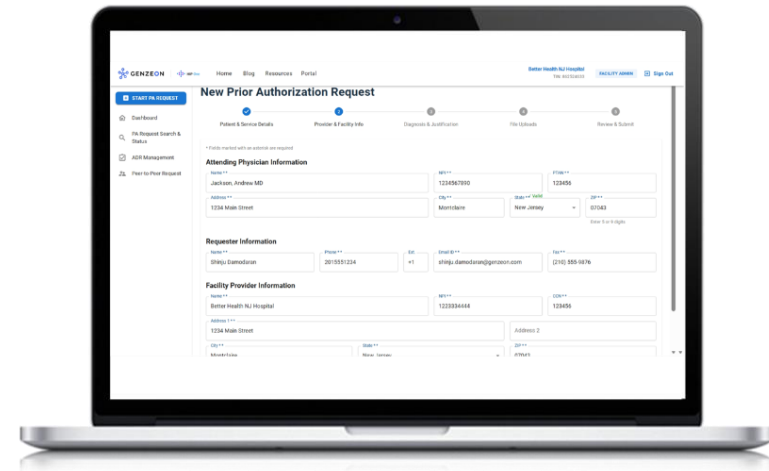
Part A Submission

- Enter the Request type, Location of service, and anticipated date of service.
- Only bill type 13x is allowed for Part A prior authorization requests.
- Enter the beneficiary's information, such as first and last names, date of birth, and MBI.
- Enter the procedure code, modifiers if any, and units of service. If additional lines are needed, clicking on the + will add procedure code lines.
- Enter the diagnosis codes if available for the following services: Vagus nerve stimulation, Sacral nerve stimulation, and skin substitutes.



Part A Submission Attending Physician, facility & requester information

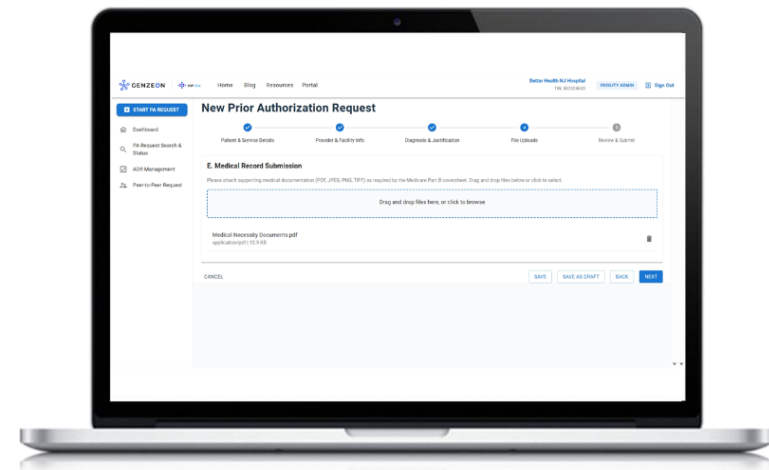
- Enter the attending physician’s details, such as NPI, PTAN, and address
- The requester’s information will be pre-populated from the registration information. These can be modified if needed.
- Facility information, such as NPI, CCN/PTAN, and address, will be prepopulated from the registration information. *For organizations with multiple facilities under the same TIN/PTAN, update the correct facility details by updating the default values.*



Part A Submission Medical necessity documentation upload

After uploading all the documents and verifying from the checklist on the portal blog to ensure completeness and accuracy, click next to review the prior authorization request before submitting.

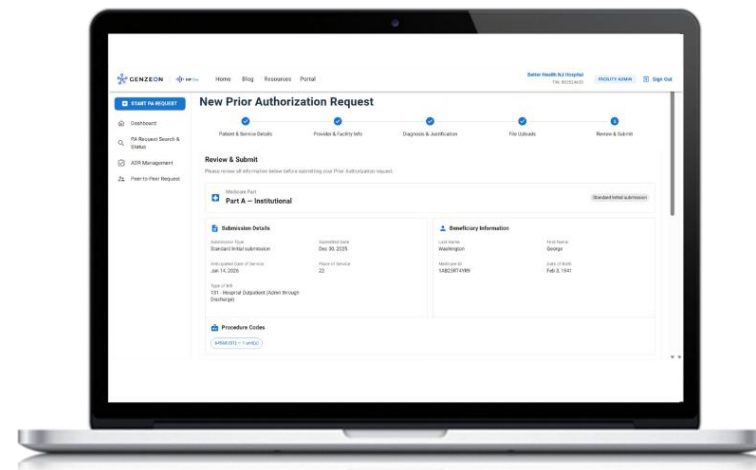
Wrongly uploaded documents can be deleted by clicking the delete icon next to each document.



Review Part A Request before Submission

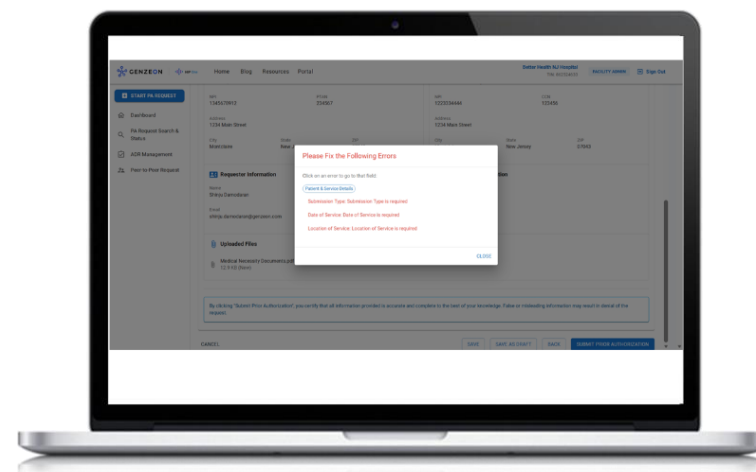
Review the Prior authorization request thoroughly for accuracy and completeness before submitting.

Once submitted, modifications are not possible.



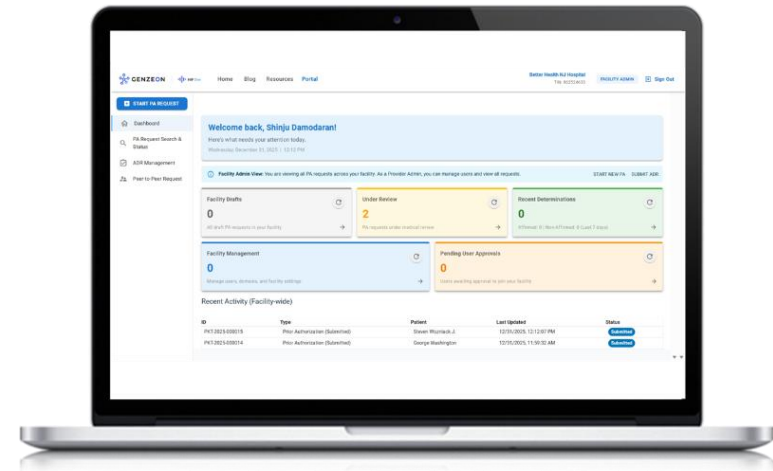
Errors in the prior authorization screens

If there are errors or the required fields are not updated, an error message will pop up prompting the user to go back and correct them.



Submitted Prior Authorizations

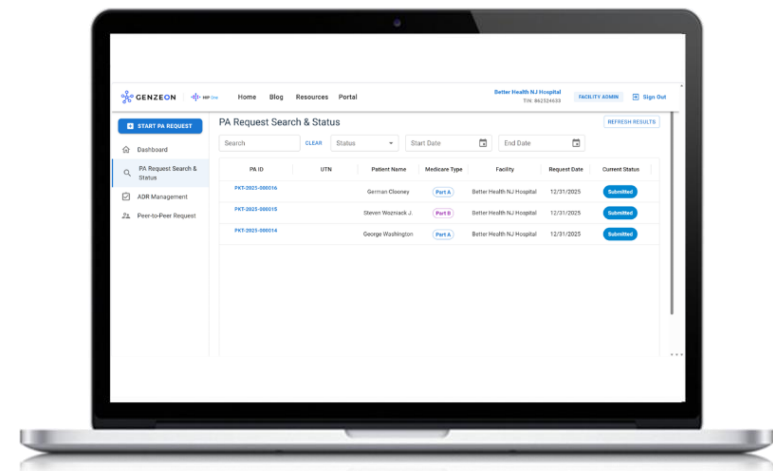
After submission, the prior authorization will be added to the facility's submitted PA request queue



PA Request Search & Status

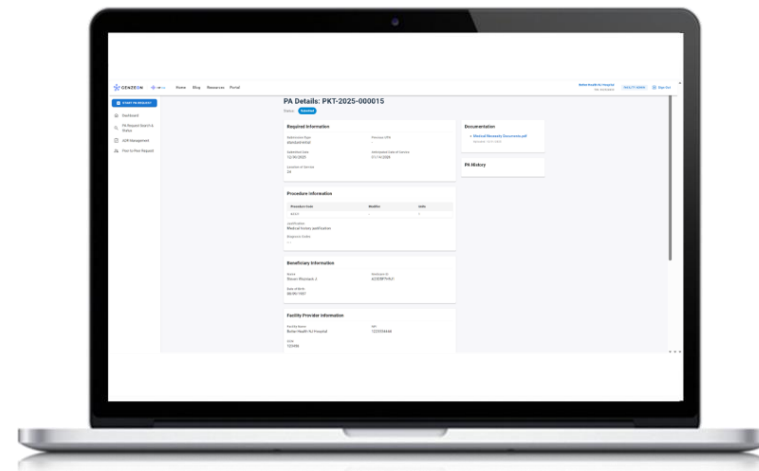
The PA Request Search and Status screen allows the user to filter the list of prior authorizations by dates, statuses, or by searching by PA ID.

After submission, the prior authorization will be added to the facility's submitted PA request queue.



PA Request Search & Status

Selecting one of the Prior Authorization requests allows you to review the details and view the attached documentation.

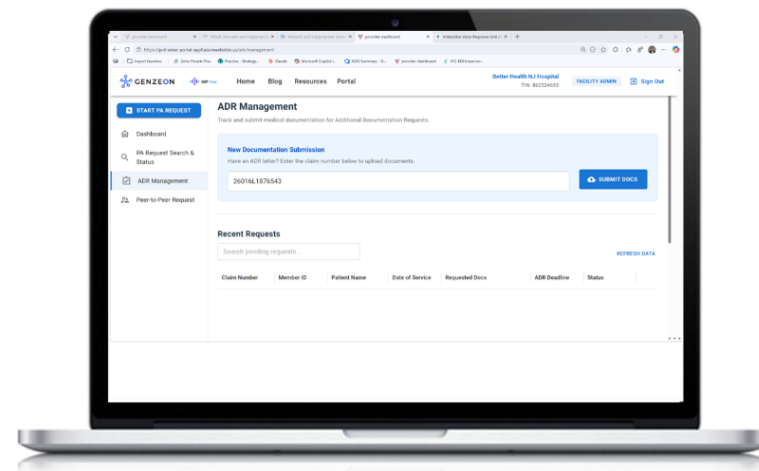


ADR Management

The ADR Management screen allows the submission of an ADR response.

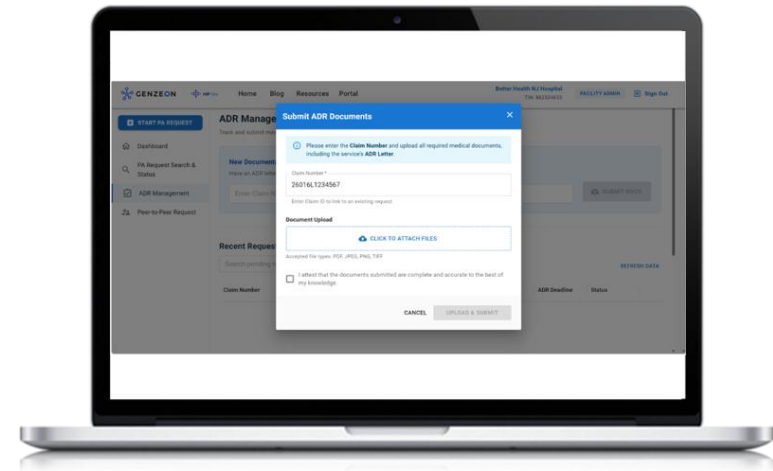
All the submitted ADR responses will be listed here.

A Claim number must be entered on the screen to submit the documentation required for the claim's medical review.



ADR Management

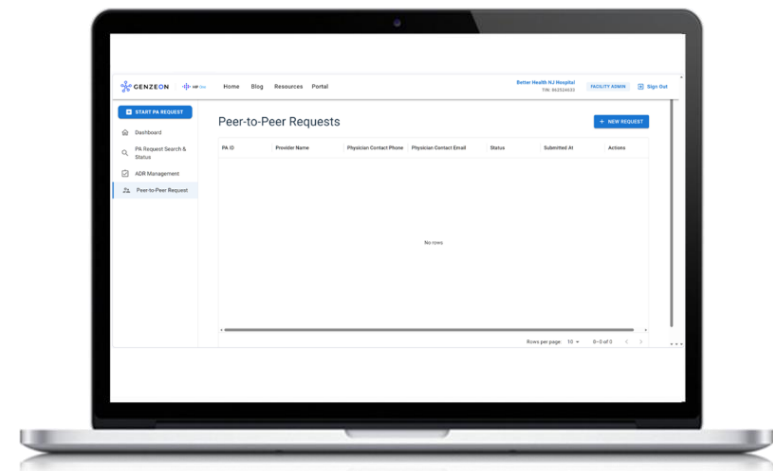
The ADR letter received should be scanned and uploaded along with the documents proving medical necessity for the service performed.



Peer to Peer call Request

The Peer-to-Peer Call Requests screen allows the scheduling of Peer-to-Peer calls.

Click the **+ New Request** button.

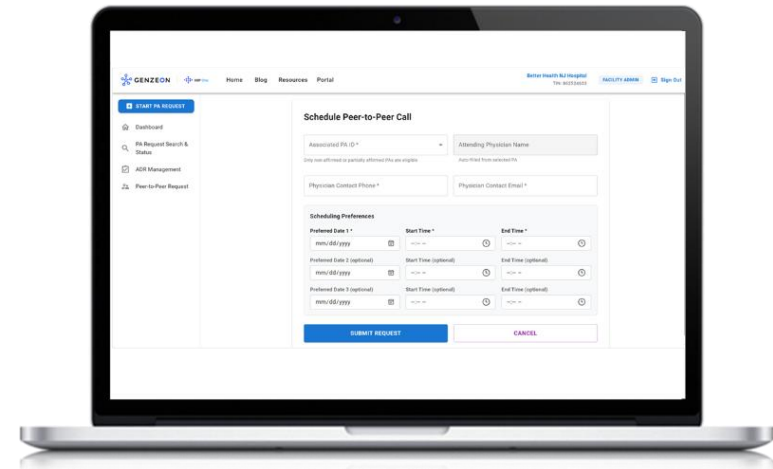


Peer-to-Peer call Request

Select a PA ID from the list, enter the requesting physician’s contact details, and select three available time slots for the peer-to-peer calls.

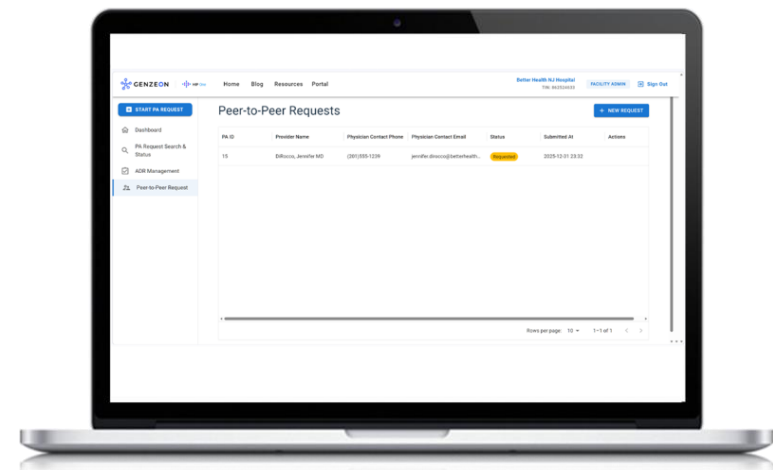
The Genzeon Operations team will check with the clinical reviewer’s availability and help schedule the call.

A meeting invite will be sent to schedule the call.



Peer-to-Peer call Request

The list of P2P calls will show the submitted and scheduled calls.



Need Help?

If you need assistance, the portal's Resources section includes:

- Part A & B coversheets
- WISeR fact sheet
- Link to CMS WISeR website

You can also reach out to the Genzeon support team through the portal.

