



Enjoy the many benefits of online bill pay

Thank you for choosing HAP. When you receive your member ID card, make sure you register at hap.org/welcome. There, you'll find lots of valuable member information. You can also sign up to pay your bill online.

You can manage your premium payments 24/7 through our online Bill Pay tool. It allows you to:

- Manage or change your method of payment (credit card, debit card or electronic funds transfer)
- Update credit card or banking information
- Set up automatic monthly payments (Auto Pay)
- Make a one-time payment (Pay Bill)
- Request future monthly invoices by mail (Pay Bill, Manage My Account, Paperless Settings)
- View your online payment history
 - Payment history from 8/9/21 or later can be viewed online
 - Payment history prior to 8/9/21 can be obtained by contacting HAP at:
Phone: **(888) 735-2542**
Email: **msweb1@hap.org**

PLEASE NOTE: If you are a new member to HAP, you must create a login to access the online Pay My Bill system. Visit hap.org/welcome to register online.

Your initial payment is very important. It must be received and processed prior to your effective date.

The government requires that all insurance carriers, including HAP, cancel coverage for members who don't meet this payment requirement. If you miss your initial premium payment, you will not be covered and may have to wait until open enrollment or qualify for a special enrollment period.

HAP is here to help

If you have any questions, please call the HAP Payment Assistance Line at **(888) 735-2542 (TTY: 711)**. We're available Monday through Friday from 8 a.m. to 7 p.m.

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