



## Ensure Claims for Your HAP Empowered Patients Get Paid

Effective December 21, 2019, please follow the guidelines below when submitting claims for your HAP Empowered patients.

- Do not use payer ID MHP77.
- Do not submit claims via the HAP Midwest website.
- Submit claims with **any date of service** to HAP Empowered as follows:
  - For electronic claims submission:
    - Use direct connection with HAP or Change Healthcare clearinghouse
    - Use HAP Payer ID 38224
  - For paper claims submission, send to:
    - HAP Empowered Claims
    - P.O. Box 2578
    - Detroit, MI 48202

### Reminder for checking status on claims already submitted

Please follow the guidelines below when checking claims status.

For	Guidelines
Claims with dates of service <b>prior</b> to July 1, 2019	Log in at <b>hap.org</b> with your vendor login and password and select: <ul style="list-style-type: none"> <li>• <i>Claims</i> and then this link:               <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <a href="#">Click here to view HAP Midwest claims (for your HAP Empowered patients) with dates of service prior to July 1, 2019.</a> </div> </li> <li>OR</li> <li>• <i>Remittance Advice</i>; then this link:               <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <a href="#">Click here to view the documents for dates of service prior to July 1, 2019 for your HAP Empowered patients. (Remittance Advice, EDI Claims Errors, EDI 835, Pickup EDI 999 Files, Pickup EDI 277CA Files, Vendor Financial Statements)</a> </div> </li> </ul>
Claims with dates of service July 1, 2019, forward	Log in at <b>hap.org</b> with your vendor login and password and select: <ul style="list-style-type: none"> <li>• <i>Claims</i> OR</li> <li>• <i>Remittance Advice</i></li> </ul>

If you have any questions, please contact (888) 654-2200 and follow the prompts.