Provider Portal
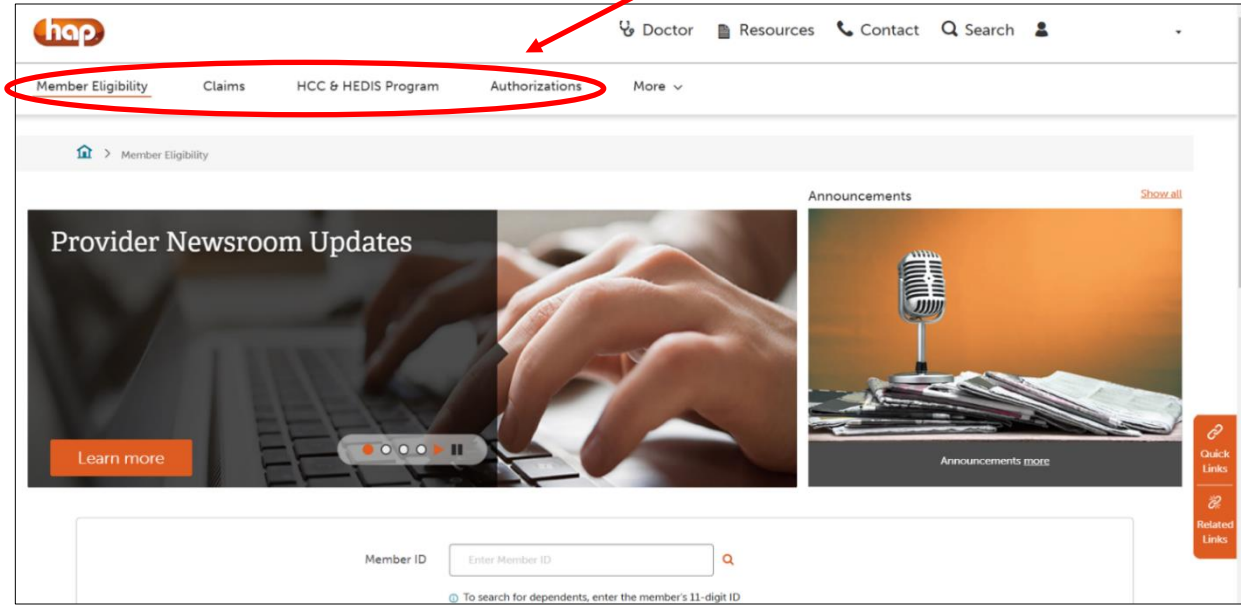## Online Applications and Helpful Information

To access HAP's secure provider portal, you need a login and password. It's also important to identify an ID administrator for your office who will manage logins and passwords for the staff. If you don't have a login or you need to identify an ID administrator, visit **hap.org** and select *Log In* and then *Register now*.

Our online secure provider portal has all the tools and resources you need to work efficiently with HAP and help you provide the best possible service to our members.   Below is an outline of what you can find when you log in at **hap.org**.

Home Page Views

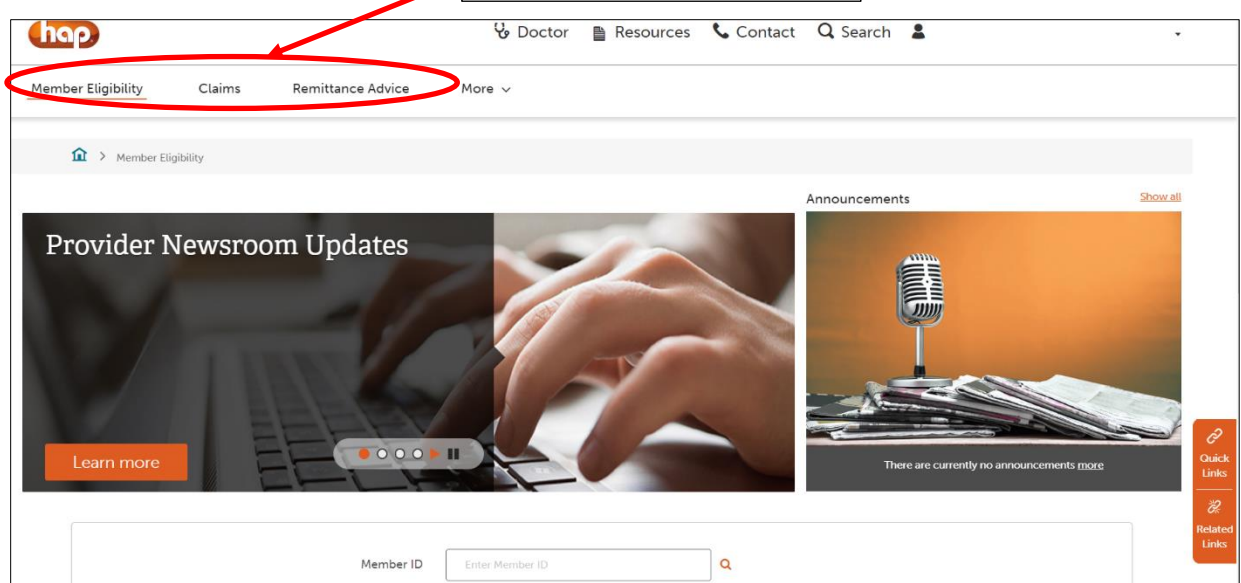### Primary care physician home page

Frequently used applications.

Facility or vendor home page

(For the *Remittance Advice* application, you must log in in with your vendor ID and password.)

Frequently used applications.

Frequently used applications

The most frequently used applications and information are available on the home page. See table below for details.

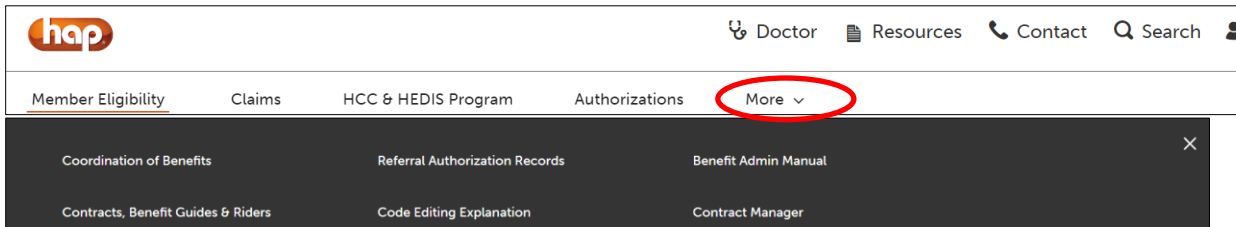| Member Eligibility	- After you log in, you are defaulted to this application. - Review eligibility, benefit, coverage and copay and deductible information.
Claims	- View claims and remittance advice. - Submit appeals.
HCC & HEDIS Program (For PCPs only)	- Hierarchical condition category program. - Viewing HEDIS gaps.
Authorizations	Create and manage inpatient, outpatient and medical drug authorizations.
Remittance Advice (only visible with vendor login)	Access your remittance advice

Provider Newsroom Updates and Announcements

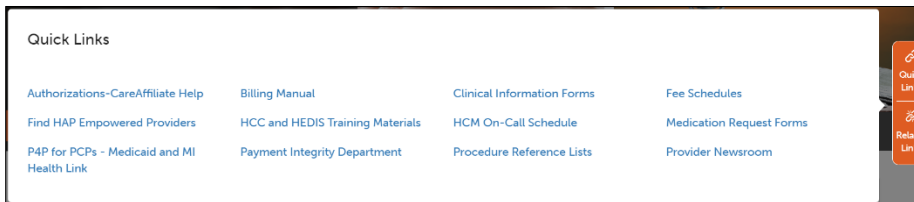| Provider Newsroom Updates	- Important HAP updates. - Note: for HAP Midwest newsletters, visit **hap.org/providers.**
Announcements	- Urgent messages from HAP. - Note: for HAP Midwest newsletters, visit **hap.org/providers.**

Other information

More

Other applications can be found when you select *More*. Each application is outlined below.

Coordination of Benefits	Submit COB information for a member.
Contracts, Benefit Guides & Riders	View and print benefit and rider documents.
Referral Authorization Records	View referrals from the last three years.
Code Editing Explanation	Claim editing rules and clinical rationale used claims processing.
Benefit Admin Manual	Coverage criteria, plan coverage and updates of policy changes. Note: Not applicable for HAP Empowered Medicaid and HAP Empowered MI Health Link members. However, there is direction to the MDHHS provider manual within each policy.
Contract Manager	Used to view contracts during the contracting or negotiation process.

Quick Links

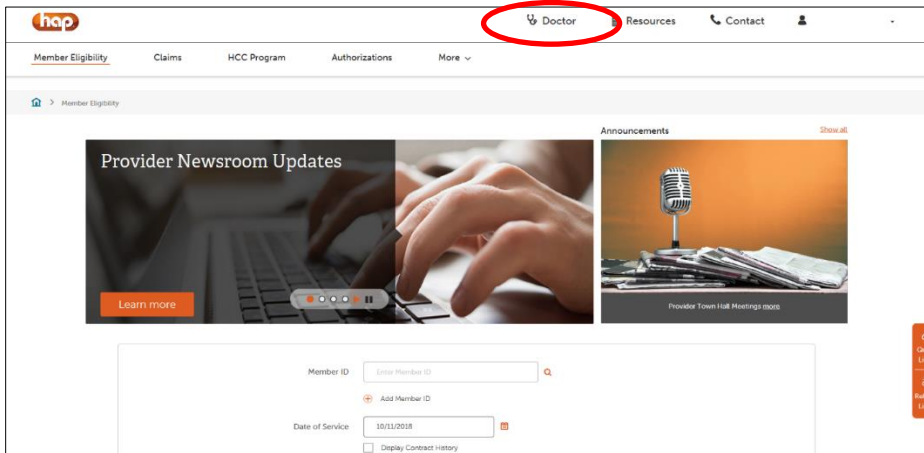You can helpful information under *Quick Links*. See table below for details.

Authorizations-CareAffiliate Help	• Help guides for our online authorization application.
Find HAP Empowered Providers	• Link to HAP Empowered provider directory.
P4P for PCPs – Medicaid and MI Health Link	• Pay for Performance Program for HAP Empowered Medicaid and HAP Empowered MI Health Link.
Billing Manual	• Claims submission guidelines. • Note: Refer to HAP Midwest Provider Administrative Manual for billing information for your HAP Empowered patients. Visit **hap.org/providers**.
HCC and HEDIS Training Materials	• Training materials for the hierarchical condition category program and HEDIS.
Payment Integrity Department	Overview of HAP's claims auditing processes.
Clinical Information Forms	Required forms used for specific services.
HCM On-Call Schedule	Admission and transfer management on-call schedule.
Procedure Reference Lists	Lists that show coverage and prior authorization requirements.
Fee Schedules	Various fee schedules for provider reimbursement.
Medication Request Forms	Required forms used for specific medication requests.
Provider Newsroom	Link to Provider Newsroom. For HAP Midwest newsletters, visit **hap.org/providers.**

Related Links

Contains documents and resources specific to the application you're working in.

Doctor

To search for a doctor or facility. Once selected, you will be redirected to HAP's *Find a Doctor/Facility* tool.

Resources

There are three categories under *Resources—Working with HAP, Caring for Patients,* and *Prescriptions*.

Working with HAP

Behavioral Health	• Links to behavioral health information.
Billing Information	• Links to Coordination of Benefits; fee schedules; current HEDIS Reference Guides for adult and pediatric members; Provider Billing Manual.
Contact Provider Services	• Key Contacts for provider offices by network.
Credentialing Process	• Information about HAP's credentialing process.
Plans and Products	• Information about HAP plans and ID card samples.
Policies and Procedures	• Policies and procedures.
Procedure Reference Lists	• Lists that show coverage and prior authorization requirements.
Provider Newsroom	• HAP updates.

Caring for Patients

Child Health	• Health information for children.
Healthy Living Rewards Program	• Program for HAP Senior Plus members.
Health Care Disparities	• Information about health care disparities.
iStrive for Better Health	• Our digital wellness manager.
Member Events	• Events in the community.
Member Tools and Resources	• Important tools and resources for members.
Men's Health	• Health information for men.
Mental Health and Substance Abuse	• Coordinated Behavioral Health Management Services policies.
Restore CareTrack Disease Management Program	• Our disease management program.
Restore Comfort and Palliative Care Program	• Our pre-hospice program for members with end-stage terminal conditions.
Senior's Health	• Health information for seniors.
Teen and Adolescent Health	• Health information for teens and adolescents.
Women's Health	• Health information for women.

Prescriptions

Drug Formulary Lists	• Lists of covered drugs.
Filling Your Prescription	• Information for members.
Medicare Part D Coverage Determination Request	• Request for Medicare prescription drug coverage determination form.
Medication Request Forms	• Required forms used for specific medication requests.
Prior Authorization Criteria	• HAP Criteria for use of drugs.
Specialty Pharmaceuticals	• Information on specialty medications and how to order.