



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)
- 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 (TTY: 711)**
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.

We're 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.

HAP and its subsidiaries do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.