



## Requesting Access or Deleting Access to NPIs and Tax IDs Online

Access to additional NPIs and Tax IDs can be requested online. NPIs and Tax IDs can also be deleted from profiles online. Please see instructions below. Before you begin, be sure you have your vendor number available. It can be found:

- After the PAY TO label at the top of a check stub
- In the body of your EFT deposit email, after the *Vendor Site*

### Requesting access to additional NPIs and Tax IDs – steps

1. Visit **hap.org**; select *Login*, then *Provider*
2. Enter username and password
3. In the upper right corner, select the drop-down arrow next to your name
4. Select *Update Profile*
5. Select *Access details* and the NPIs and Tax IDs you currently have access to will display
6. Select *Add NPI* or *Add Tax ID*
7. Complete information

Requests will **auto approve** if:

- You are the ID administrator in your office
- There is not an ID Administrator for the requested NPI or Tax ID
- The information can be confirmed in our system

Requests will **need approval** if:

- You are not an ID administrator in your office. Then:
  - Your request will go to the ID Administrator or Administrator for the requested NPI or Tax ID
  - You will receive an email with an approval or denial of your request

**Important!** If the request goes to an ID Administrator who is no longer with the office, there will be an error message. Please email the request to [providernetwork@hap.org](mailto:providernetwork@hap.org). Put *requesting access to additional NPI or Tax ID* in the subject line and be sure to include:

- Provider name
- NPI - Type 1 and 2
- Tax ID
- Vendor number
- Full name and contact information for new ID Administrator

We will send the username and updated password to the new ID Administrator along with instructions.

### Approving or denying access - steps

The ID Administrator can approve or deny access requests for Administrators or other users in the office. The Administrator can approve or deny access requests for other users in the office. Here are the steps.

1. Visit **hap.org**; select *Login*, then *Provider*
2. Enter username and password
3. In the upper right corner, select the drop-down arrow next to your name
4. Select *Manage Users* and pending requests will display
5. Select *Review*
6. Approve or deny request (note: comments must be completed for denied requests)
7. An email will be sent to the requester with decision and contact information (denied requests will have comments)

### Deleting NPIs and Tax IDs – steps for users

Users that are not an ID Administrator can delete an NPI or Tax ID from their profile. Here are the steps.

1. Visit **hap.org**; select *Login*, then *Provider*
2. Enter username and password
3. In the upper right corner, select the drop-down arrow next to your name
4. Select *Update Profile*
5. Select *Access details* and the NPIs and Tax IDs you currently have access to display
6. Select the trash can icon next to the NPI or Tax ID you want to delete
7. You will get a confirmation message to ensure you want to delete the NPI or Tax ID
8. When you select yes, you will get a message about successful deletion

### Deleting NPIs and Tax IDs – steps for ID Administrators

If an ID Administrator tries to delete an NPI or Tax ID, they get an alert message—*This item cannot be deleted. You must identify a replacement in our Manage User's Update ID Administrator functionality.* Here are the steps to identify an ID Administrator replacement.

1. Select *Go to Manage Users* from the alert message
2. Select *Update ID Administrator*
3. Follow the prompts and select the appropriate NPIs and Tax IDs
4. Enter the new ID Administrator's information
5. Select *Update*