



## **Easier Access to the Provider Portal!**

August 30, 2021

We simplified how you access our secure portal. You will no longer:

- Have to remember that long number and name combination username
- Have a separate vendor ID number to access remittance advices and claims information

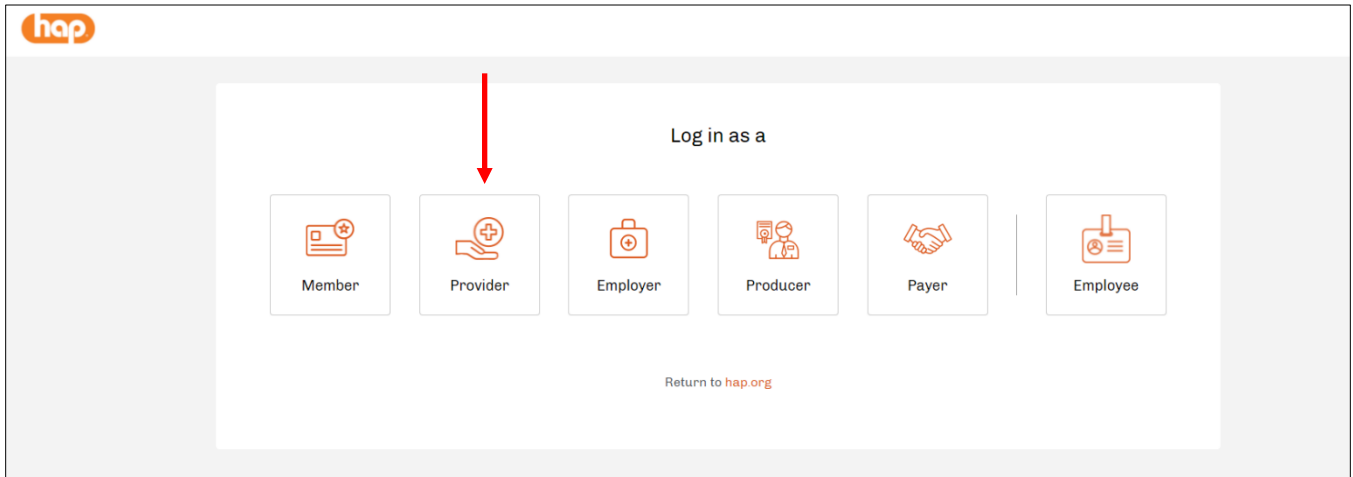
You can create your own username and keep your existing password! Then you will only have one user ID and password to access the applications on our secure portal.

**To create your new your new username, see the instructions on the following pages. Troubleshooting tips and help can be found at the end.**

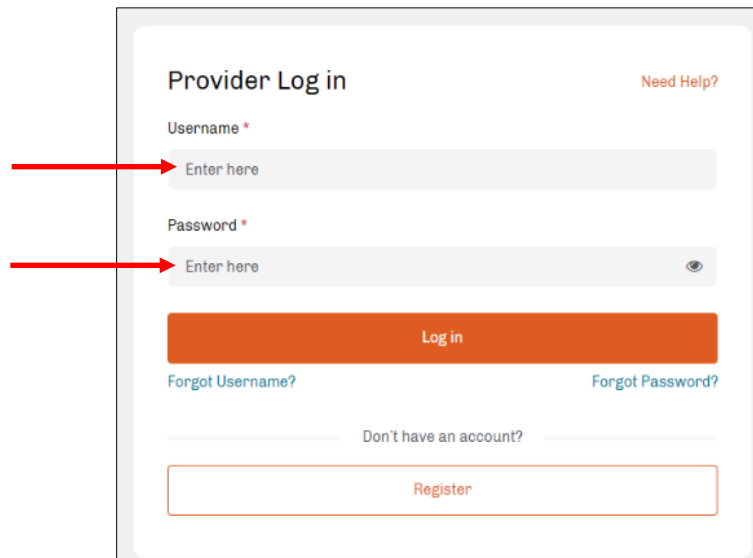
## Instructions for Creating Your New Username

The instructions below are for ID Administrators and all users in the office who currently have a username and password to access HAP's provider portal.

1. Go to **hap.org**
2. Select *Log in*
3. Select *Provider*



4. Enter your current username and password and select *Log in*. If you have multiple logins, just choose one.

A screenshot of the "Provider Log in" form. The form has a title "Provider Log in" and a "Need Help?" link. It contains two input fields: "Username \*" and "Password \*". Both fields have a placeholder text "Enter here". Below the input fields is a large orange "Log in" button. Underneath the "Log in" button are two links: "Forgot Username?" and "Forgot Password?". At the bottom of the form is a "Don't have an account?" link and a "Register" button.

5. Create a custom username.

- Complete the fields. An asterisk (\*) means a response is required.
- Please see the table below for details.

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1 Custom Username 2 Contact Information 3 Annual Attestation

You no longer need to remember that long, number based username or multiple usernames. Create a custom username below.

Username \* Password

Enter here Your password will remain the same.

Security Question \* Answer \*

Select your question Enter here

Linked Accounts

According to our records, you currently use the following IDs to access our online applications. For your convenience, we've combined the access associated with these IDs to your new username.

12345678\_IDADMIN 234567890\_IDADMIN

[See more](#)

Have questions or need more information? See help above.

Next

Field name	Action required
Username	Enter your new username
Security question	Click the drop down arrow to select your security question
Answer	Enter answer to your security question

**Linked Accounts section**

- It will only display if you have multiple IDs today. Select “see more” to see additional usernames.
- You do **not** need to create a username for each ID. We're combining the access associated with these IDs to your new username. We did this by:
  - Linking existing accounts that had the **same** user first name, user last name and user email address in your profile.

Note: If you only have one user ID today, *Linked Accounts* will not display.

6. When finished with is page, select *Next*.

7. Enter your contact information.

- Complete the fields. An asterisk (\*) means a response is required.
- Please see the table below for details.

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Please ensure we have your accurate contact information  
Your email address and cell phone (if entered) must be unique.

Email Address \*  
daffyduck@beaumont.org

Cell Phone  
Enter here

Back Next

Field name	Action required
Email Address	Enter a <b>unique</b> email address. Please do <b>not</b> use a generic office email address. We need this information in case you forgot your username or password. Note: this field auto populates. You can either keep the email address or change it.
Cell phone	This field is not required. However, it's helpful to include it in case you forget your username or password.

8. When finished with this page, select Next.

9. Attest to our terms of service.

- Check the box to accept all the terms and conditions. Note: You will only see the bullet regarding being the ID administrator if you logged in as the ID Administrator at the start of this process.

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### Annual attestation of HAP terms of service

- Follow HAP's privacy and security policies regarding the protection of member health information.
- The information provided through the website is protected under the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security rules, and that subsequent use and disclosure of this information also is subjected to the HIPAA rules.
- The [Terms and Conditions of Agreement](#)
- Be the ID Administrator for my organization and responsible for the creation and modification of user IDs and password resets
- Not use automation tools of any kind to access HAP's websites without prior written permission. Automation includes software, tools, techniques, and processes that are used to perform repetitive tasks that include, but not limited to, form filling, screen scraping, data extraction transfer between applications, and any type of testing. HAP's websites are designed and architected for users accessing individual transactions only.


I accept all terms and conditions listed above and I acknowledge that I have read and understood the agreement

Back Submit

10. When finished, select *Submit*.

11. You will get a confirmation screen showing your new username. Your password will not change. It's the same one you used to log in.

**IMPORTANT! Write down your new username.**



Your username has updated successfully.

<p><b>Old Username</b></p> <p>12345678_IDADMIN 234567890_IDADMIN</p>	<p><b>New Username</b> adewey43</p> <p><b>Password</b> Don't worry! Password will remain the same</p>
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You will be logged out. Please log in with your new username and current password.

Log in

## Troubleshooting Tips

1. When creating your new username:
  - Do not use your existing username (with NPI number)
  - Do not use special characters (Note: As you are typing your new username, a screen will pop up showing if it meets our standards).
  - Make sure it's unique (it cannot be used by another user)
2. A unique email address (one not used by any other user) is required. This may mean you have to use a personal email address. Users can't share an email address. This is for security reasons as well as forgot username/password functionality.
3. Cell phone numbers are not required. You have the ability to add one to your profile as they are helpful for forgot username/password functionality. They must be unique.

## Help

1. **I forgot to write down my new username, what do I do?**

Select *Forgot Username* on the provider log in screen. Once you enter your email address, you'll be prompted to answer your security question. If answered correctly, your username displays.
2. **What if there are missing usernames under *Linked Accounts*?**

Email [providernetwork@hap.org](mailto:providernetwork@hap.org). **Be sure to include:**

  - Your first and last name
  - Phone number where you can be reached
  - Your new username
  - The existing usernames you believe we missed in linked accounts

We will contact you to verify your information before adding the additional access.
3. **Are there still ID Administrators?**

Yes. ID Administrators can also create another user to help them create, update, and delete users. When the user the ID Administrator created logs in for the first time, they are prompted to:

  - Select their own username
  - Select a security question and answer
  - Provide their contact information
  - Agree to HAP's terms and conditions

**We encourage all ID Administrators to create at least one back up person with this ability.**
4. **What if I forgot my username or password?**

Select *Forgot Password* or *Forgot Username* on the provider log in screen.
5. **What if someone leaves the office, who deletes their account?**

The ID Administrator, or a user they created to help them, should regularly review the users list and make necessary updates. It's the ID Administrator's responsibility to ensure their user lists are accurate and up to date.
6. **What happens if I try to log in with an old ID (from one of my multiple IDs) after I created my new username?**

You will get an error message.
7. **I received an error message about formatting issues or errors. How do I correct that error?**

Our website, applications and vendor sites are certified for MS I.E. 11, Google Chrome, Firefox, and Microsoft Edge. Please upgrade to the latest version of your browser.

8. How will this change affect the portal functionality? See table below.

Functionality	What Changed	Audience Affected
Member Eligibility	<b>Member Roster</b> Select NPI instead of provider name to create roster for NPIs you have access to	Primary Care Providers
Claims	<b>Search</b> Select Tax ID and then select provider and enter search criteria	Users with old vendor access (Tax ID(s) attached to Profile)
Claims	<b>Search</b> Select NPI and then enter search criteria	Users with old NPI access (NPI(s) attached to profile)
Authorizations	<b>No visible change.</b> User can create authorizations for NPIs based on linked profiles	Users with old NPI access and PO/PHO access
Remittance Advice	<b>Search</b> Select Tax ID and then enter search criteria	Users with old vendor access (Tax ID(s) attached to profile)
HCC and HEDIS	<b>Provider Panel Management Reports</b> Select NPI to create panel management report for NPIs you have access to	Primary Care Providers
HCC and HEDIS	<b>PO/PHO Panel Management Reports</b> Select PO/PHO to create panel management report for NPIs you have access to	Users with PO/PHO access
Referral Authorization Records	<b>Search</b> Select NPI and then enter search criteria	Users with old NPI access
Manager Users	See updated <i>ID Administrator and Manage Users Instructions</i> guide	ID Administrators
Coordination of Benefits	<b>No change</b>	
Benefit Admin Manual		
Contracts, Benefit Guides and Riders		
Code Editing Explanation		

9. I received an error when trying to open a PDF file, how do I view the PDF file?

We recommend using the latest [Adobe reader \(free download\)](#) to view our PDF files. Please upgrade if necessary.

10. I bookmarked a page on the HAP website. I returned using the bookmark and received an error message. What should I do?

You have bookmarked a secure page. Pages that are viewed after login cannot be accessed through a bookmark. You must login to view these pages. Please change your bookmark to the [HAP homepage](#).

**11. How do I get access to the secure portal?**

You have three options:

- a. Check with the ID Administrator in your office.
- b. If you are the ID Administrator, our [Manage Users Tutorial](#) will help you:
  - Create IDs
  - Reset passwords
  - Control access for website functions for your office staff
- c. Complete our [online registration process](#).

**12. I forgot my password and got locked out. What should I do?**

You have these choices:

- [Click here to reset your password](#)
- If you know your password, you can try logging in again after 30 minutes
- Contact your ID Administrator

**13. How do I change my password?**

[Log in](#) using your username and current password. Click the "update profile" link. You will be asked to enter your current password and then your desired new password. Your password must include at least eight characters, one upper case letter, one lower case letter and one number.

**14. If I have other questions, who should I contact?**

Email [providernetwork@hap.org](mailto:providernetwork@hap.org). Please allow 24-48 hours for a reply.