



Member Support Summaries

Care Assistance



Where to Get Care When You Need It

This helpful guide assists HAP members with making informed decisions on getting care based on their medical needs — whether via telehealth, through their PCP, at an urgent care, or an ER.

 hap.org/findcare

Enrollment Support



What to Know Before You Enroll

Helpful hints to assist with choosing a HAP health plan, understanding life events, and general enrollment assistance.

 hap.org/know



Special Enrollment Period

This helpful information will define if a member qualifies to make changes to their health plan outside the open enrollment period. Qualifying events allow for plan changes due to certain life events.

 hap.org/special

Continued

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.

New Member Support



Once You're a Member – Individual Plans

Helpful hints to assist with choosing a HAP health plan, understanding life events, and general enrollment assistance.

 hap.org/myhap



Online Bill Payer – Individual Plans

HAP makes it convenient 24/7 for Individual plan members to purchase and pay for their plan, as well as choose or change payment options.

 hap.org/paybill



New Member Enrollment Tips

These will help new HAP members get started using their health plan benefits.

 hap.org/tips



Member Online Features

Useful guide to help new members begin to use their plan to the fullest by registering on the HAP member portal and becoming familiar with the features found therein.

 hap.org/tutorial

Plan Management Support Tools



Understanding Cost Sharing

Cost sharing is a fundamental aspect of health plans, where both the member and the health plan share the expenses for covered services, medications, and medical supplies. Here's a guide to help members navigate cost sharing.

 hap.org/sharing



Prior Authorization Requests

Helpful FAQs to help members navigate the prior authorization process.

 hap.org/referrals



HAP Mobile App Assistance

Member assistance with downloading, installing, and using the HAP mobile app to manage their health plan. Members will be able to view ID cards of everyone on their plan, find a doctor or hospital, view plan and benefit information and claims.

 hap.org/mobile