HAP CareSource Provider Portal Solutions

Tools You Need to Save You Time

At HAP CareSource, we make it easier for you to do business with us – 24 hours a day, seven days a week with our free, secure Provider Portal.

Time-Saving Benefits of the Provider Portal:

- **Member Eligibility & Termination** – Multiple member eligibility look-up for up to 24 months and member termination, if applicable
- **Claims Information** – Check claim status, submit claims and necessary attachments, submit and check status of claim disputes and appeals
- **Coordination of Benefits** – Confirm coordination of benefits for patients
- **Payment History** – Search for payments by check number or claim number
- **Explanation of Payment** – Access from the secure portal with the option to print
- **Prior Authorization** – Medical inpatient/outpatient, specialty pharmacy, and prior authorization warning messages to verify accuracy
- **Care Treatment Plans** – You can now access care plans online through the Provider Portal to easily provide input into your patients' care plans and consult with care managers
- **Care Management Referrals** – Automated care management forms for efficient enrollment
- **Member Profile** – Comprehensive view of patient medical/ pharmacy utilization
- **Clinical Practice Registry** – Innovative online tool showing health partners when members are in need of tests or services; filter data to show preventive health opportunities
- **Resources** – Access training modules that help navigate portal functionalities

Two Portals, One Simple Sign-On!

CareSource and HAP both offer the benefit of a provider portal. To help streamline your operations, we offer single sign-on from the HAP Portal to the HAP CareSource Provider Portal.

- Visit **HAPCareSource.com** and click **Login > Provider in MI** at the top right corner.
- Follow the instruction on the screen.

How to Register for the HAP CareSource Provider Portal.

- It's easy! You will access the HAP CareSource Provider Portal through the HAP Portal.
- Only one username and password to remember for both portals.
- **Current users** of the HAP Portal can log in at **hap.org**.
- **New users** to the HAP Portal will first need to register to use the HAP Portal.
- Once you log in at **hap.org**, select the HAP CareSource link and it will take you right to the secure HAP CareSource Provider Portal*.

Note: Multi-factor authentication (MFA) is a part of connecting to the HAP CareSource Provider Portal. You may follow the prompts to set up your MFA.

HAP CareSource™