



Provider Call Center Experiencing Longer Than Normal Wait Times

The HAP Provider Inquiry department is currently experiencing longer than normal wait times to speak to a representative.

For faster service, please use our secure provider portal. Simply log in at **hap.org** to:

- Verify benefits and eligibility
- Review claim status
- Verify if a procedure requires an authorization
- Review and print a remittance advice
- Request reconsideration for denied claims
- And much more

You can also verify benefits and eligibility and status claims by phone. Just call **(866) 766-4661** and follow the prompts.

We apologize for the inconvenience!