



HAP CareSource Provider Portal Solutions

Tools You Need to Save You Time

At HAP CareSource™ MI Coordinated Health (HMO D-SNP), 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** – 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.
- You will be taken to the HAP page. Select **Login > Provider** and then enter your username and password.

Note: if you don't have access to the HAP portal, you can self-register. Please see instructions below.

How to Self-Register for the HAP Portal:

- Visit **HAP.org**.
- Select **Login > Provider**.
- Click **Register**.
- 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.*