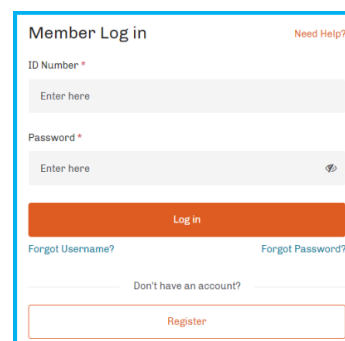


Now that you're a member – let's get started on hap.org

Guests are always welcome on our website. But members have access to so much more. Once you register on **hap.org**, you'll have 24/7 access to free, secure, digital self-service tools. It only takes about five minutes to sign up for your HAP account. When you log in at **hap.org**, you'll have access to your unique health plan information.

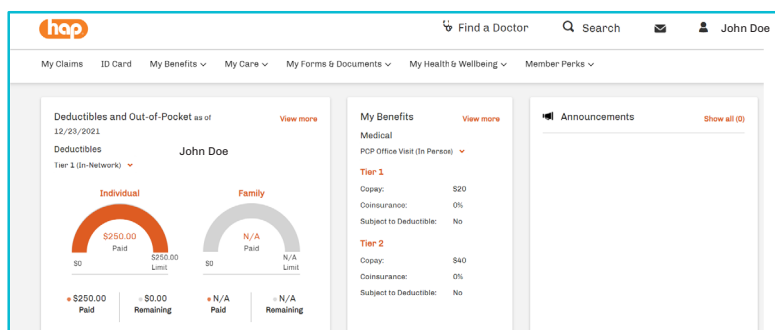
How to log in: All you need is your HAP ID card and your PC.

- Go to **hap.org** and click “Log in” at the top of the page.
- Select “Member”
 - New members will select “Register”
 - Current members will use their Subscriber ID and password



Once you are signed up, here are just a few things you can see and do on the member portal:

On the home page, members can see their deductibles and out-of-pocket status. They can also find the right doctor for their plan, and much more.



My Claims

Members choose a date or range and search for claims that have been received and processed by HAP. Members can view a claim number, Explanation of Benefits (EOB), amount billed, and claim status.

ID Card

- Download a PDF of your card
- Order a new card if yours is lost

My Benefits

Members can select what they would like to view, such as:

- My Coverage – shows who is covered on your plan, copays, and more...
- Prescription coverage – this will take you to HAP’s Express Scripts page
- Deductible and out-of-pocket expenses
- Health Care Cost Estimator tool

My Care

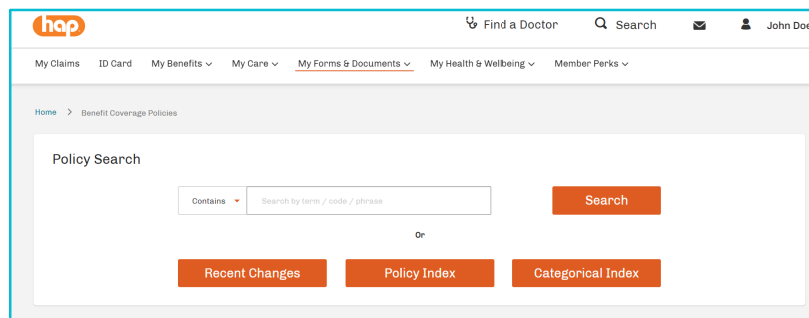
Here, members can search for:

- Referrals and/or authorization status
- Telehealth information
- Covered prescription medication list

My Forms & Documents

Besides documents and forms, members can also use the links below to find other things, such as:

- **My Letters:** Members can access their letters or create PIP letters for their auto insurance carrier.
- **Benefit Coverage Policies:** Members can search for procedures. They can also see what is covered or may need more information from their ordering provider.



My Health & Wellbeing

Members can find a wealth of wellbeing information by clicking our “Reward Your Health” link. There is a link to our Active&Fit page where members can find local fitness centers. These centers offer lower prices as negotiated for HAP members.

Member Perks

This is where our member discounts, events, and other resources are located. These include:

- Assist America
- Identity theft protection
- Weight management programs

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.