



## Monthly Reminder - Helpful Resources

Provider Newsrooms	
Latest updates for HAP & HAP CareSource	Log in at <a href="http://hap.org">hap.org</a> , select the appropriate link
Policies	
Benefit coverage policies can be found in our manual	Log in at <a href="http://hap.org">hap.org</a> , select <i>More, Benefit Admin Manual</i>
Admissions & transfers, appeals, behavioral health, care management, credentialing, inpatient rehabilitation & skilled nursing facility, medical, pharmacy, referral management, and utilization management policies	Log in at <a href="http://hap.org">hap.org</a> , select <i>Resources, Working with HAP, Policies and procedures</i>
Provider Manual	
Anesthesia & interventional pain management reimbursement, appeals, general billing guidelines, & more	Log in at <a href="http://hap.org">hap.org</a> , select <i>Quick Links, Provider Manual</i>
Provider Updates	
Updating demographic information	Submit updates via our <a href="#">Provider Change Form</a>
Training & Disability Accommodations	ID Admins can update the information below— log in at <a href="http://hap.org">hap.org</a> , select <i>Update Profile</i>
<ul style="list-style-type: none"> <li>• Blindness/visual impairment</li> <li>• Child welfare</li> <li>• Chronic illness</li> <li>• Co-occurring disorders</li> <li>• Deafness/hard-of-hearing</li> <li>• HIV/AIDS</li> <li>• Homelessness</li> <li>• LGBTQ+ health</li> <li>• Physical disabilities</li> <li>• Serious mental illness</li> <li>• Substance abuse</li> <li>• Trauma</li> <li>• Location accommodates individuals with disabilities</li> </ul>	
National Plan & Provider Enumeration System (NPPES) - CMS encourages using NPPES for online provider directories which could decrease the frequency we contact you for this information.	Verify your information at <b>NPPES</b> : <ul style="list-style-type: none"> <li>• Review provider name, mailing address, telephone &amp; fax numbers, specialty, and taxonomy</li> <li>• Only include addresses where you practice, actively see patients and patients can make an appointment</li> </ul>
Regulatory Standards & Quality Program	
<ul style="list-style-type: none"> <li>• After hours &amp; appointment time access standards</li> <li>• Facility &amp; medical record standards</li> <li>• Quality program</li> </ul>	Visit <a href="http://www.hap.org/providers/forms-documents">www.hap.org/providers/forms-documents</a>
Drug Formularies	
Drug lists for all our plans	Visit: <a href="https://www.hap.org/providers/formularies">https://www.hap.org/providers/formularies</a>
Care Guidelines	
Clinical practice/care guidelines for the treatment of medical/behavioral conditions	Visit <a href="https://www.hap.org/providers/guidelines">https://www.hap.org/providers/guidelines</a>
Care Management & Population Health Programs	
Programs designed to help members manage chronic conditions and maintain good health through care coordination and patient engagement	Visit our <a href="#">website</a> for more information. To refer members: Email <a href="mailto:caremanagement@hap.org">caremanagement@hap.org</a>
Health Equity, Cultural Competency, Bias, Diversity, & Inclusion Training	
<b>U.S. Department of Health and Human Services, Office of Minority Health.</b> Free, continuing education e-learning designed to help you provide culturally and linguistically appropriate services (CLAS).	<a href="http://www.hhs.gov">Education - Think Cultural Health (hhs.gov)</a>
<b>The Centers for Disease Control and Prevention.</b> Health Literacy for Public Health Professionals; Fundamentals of Communicating Health Risks; and more	<a href="#">Find Training   Health Literacy   CDC</a>
<b>National LGBTQIA+ Health Education Center.</b> Educational programs and resources to optimize quality, cost-effective health care for LGBTQIA+ people.	<a href="http://www.lgbtqiahealtheducation.org">www.lgbtqiahealtheducation.org</a>
<b>John Hopkins University of Medicine Office of Diversity, Inclusion and Health Equity.</b> A central repository for diversity, equity, & inclusion (DEI) educational and learning.	<a href="https://www.hopkinsmedicine.org/diversity">https://www.hopkinsmedicine.org/diversity</a>