



New! Request Access to NPIs and Tax IDs Online for the Provider Portal

On December 16, you can request access to additional NPIs and Tax IDs online. Here are the steps.

1. Select Login at **hap.org**.
2. Select *Provider*
3. Enter your username and password
4. Select *Update Profile* in the upper right corner
5. Select *Access details*.
 - The NPIs and Tax IDs you currently have access to will display.
6. Select *Add NPI* or *Add Tax ID*
7. Complete information and note:
 - If you are an ID Administrator and there is not already an ID Administrator for the NPI/Tax ID you are requesting access to and the information can be confirmed in our system, your request will auto approve.
 - If you are another user in the office, your request will go to the ID Administrator or Administrators for the NPI or Tax ID you are requesting access to. You will receive an email when your request has been approved or denied.

Reviewing Requests

Please see the table below for role definition for reviewing requests.

Role in office	Can approve or deny access requests for
ID Administrator	Administrators or other users in the office
Administrator	Other users in the office

Steps for Approving or Denying Access

1. Select Login at **hap.org**.
2. Select *Provider*
3. Enter your username and password
4. Select *Manage Users*
 - The first screen that appears shows pending requests
5. Select *Review*
6. Approve or deny request. Note:
 - If request is denied, comments field must be completed
7. An email will be sent to the requester with decision and contact information
 - Denied requests will also include comments