



Change in Provider Inquiry Representative Hours Coming Soon

As you know, you can speak to a representative when you call HAP Provider Inquiry at **(866) 766-4661** for:

- Claims status and appeals
- Fee schedule information
- EFT form
- Eligibility, benefits, copay and deductible information

Effective January 1, 2021, representatives will be available as follows:

Hours of operation
Monday through Friday 8:30 a.m. to noon 1 to 5 p.m.

Reminder! Self-service options for benefit and eligibility verification and claims status are available 24/7 when you:

- Call **(866) 766-4661**
- Log in at **hap.org**