



HAP Portal FAQs



NEW USER REGISTRATION

How do I register as a new user?

1. Go to portal address <https://www.onecarekansashap.org/>
2. Click on Register as a new user.
3. Enter email that was entered by OCK Partner Portal Administrator
 - a. Create a unique password
 - b. Confirm unique password
 - c. Click Register
4. An email will then be sent to your registration email address
 - a. Email will come from smtp.account@kfmc.org with subject 'Confirm OneCare Kansas Account'

TIPS:

1. If not in Inbox, check Junk mail or add address to email list to allow confirmation to go directly into Inbox
2. May have to contact Network administrator to allow email to pass through Network security protocols.
 - b. Follow email instructions to confirm your account.
 - c. Return to main HAP Portal Log In page and enter email and password to gain access.

COMPLETING AND UPDATING THE HAP

What happens if something I entered has changed without anyone's knowledge?

Please email OneCareKansas@ks.gov with subject line 'HAP Portal Issue' and in the body please put as much detail as you can with screen prints if possible.

What do I do since we cannot sign the HAP document in person?

Until the current environment changes you will place the signer's First and Last name followed by '(verbal)' and fill in date. For example: Joe Smith (verbal) 04/01/2020

Where can I get HAP Portal instructions?

The HAP Portal instruction's link is:

https://www.kancare.ks.gov/docs/default-source/providers/ock/hap-portal-instructions.pdf?sfvrsn=3f4a4f1b_4

HAP PORTAL ACCESS

How do I know if I am truly setup as an administrator?

Only administrators can add care coordinators.

Why are care coordinators not able to login even after I have entered their name and email?

You have to click 'Add Portal Access'. If you have done that, make sure they have registered as a new user and are using the email that was entered. If the problem persists, please email OneCareKansas@ks.gov with subject line 'HAP Portal Issue' and in the body please put as much detail as you can with screen prints if possible.

What if I have sent in my email for administration access but not received a response from the State?

If you have not received a response back within 2 days, please respond with another email including all admins that need access.

What if I have entered the care coordinator, but they have not received an email to register?

The Partner Admin will have to notify the care coordinator to register as a new user after they are enter into the portal.