

## Health Access Programs (HAP)

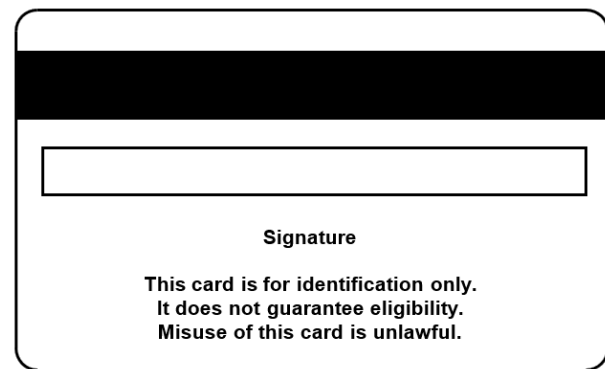
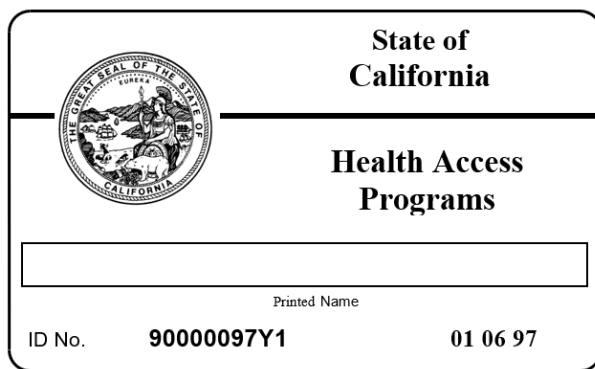
Page updated: August 2025

The Health Access Programs (HAP) concept is designed to administer State-funded specialty health care programs. HAP enables Family PACT (Planning, Access, Care and Treatment) providers to screen clients for eligibility or immediately enroll them online through the internet. This grants clients immediate access to needed health care benefits.

### HAP Card

The HAP concept allows California residents to participate in State-funded special health care programs with one identification card. Providers are furnished with plastic, pre-numbered, teal-colored cards to distribute to clients at the time of their first service so there is no delay in care. An activated HAP card offers access to program-specific medical, laboratory and pharmacy services by referral from their physician.

Because a client's HAP identification number is entered at a provider's site in real-time, a provider can render services and submit a claim for reimbursement without delay.



**Health Access Programs (HAP) Identification Card Example (Initial Card)**

### Family PACT

The Family PACT program is the first program to use the HAP concept. Other special programs not funded by Medi-Cal will be added in the future. Refer to the Family PACT *Policies, Procedures and Billing Instructions (PPBI)* manual for program information.

## **Legend**

Symbols used in the document above are explained in the following table.

<b>Symbol</b>	<b>Description</b>
«	This is a change mark symbol. It is used to indicate where on the page the most recent change begins.
»	This is a change mark symbol. It is used to indicate where on the page the most recent change ends.