



**Manage your balance bills online. Anytime.**

*ELAP Services* is your health plan's affordability partner,  
and **ELAPulse** is your online portal.

**STAY CONNECTED | 24/7**



**Balance Bill Support**

- **Submit hospital and facility bills**
- Check the **status of claims**
- Contact a **Member Services Advocate**



**Educational Resources**

- Get answers to **Frequently Asked Questions**
- Watch videos to learn more about **how ELAP saves you money**

**TIP**

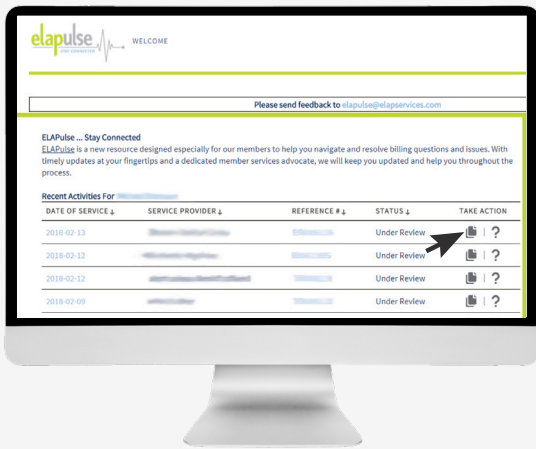
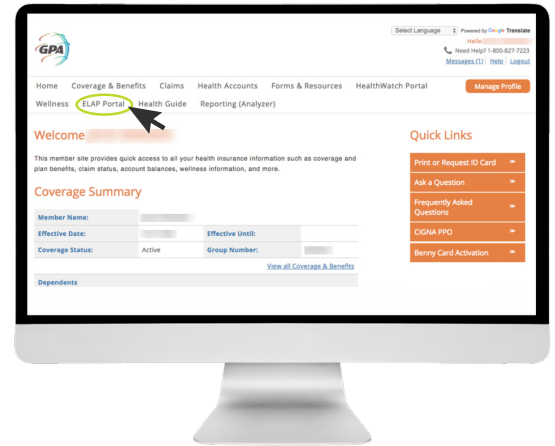
When you submit your bills quickly and easily through the online portal, ELAP Services can get to work resolving the bill. And when you understand how your health plan works, you benefit the most!



9 a.m. – 7 p.m. ET | **Member Services:** 1-800-977-7381  
**FAX:** 1-888-560-2447 | [balancebills@elapservices.com](mailto:balancebills@elapservices.com)

# LOG-IN

- 1) Go to the GPA Portal and log in.
- 2) Click on the **ELAP Portal** tab to access **ELAPulse**.



# SUBMIT A BILL

- 1) Select a Date of Service
- 2) In the Take Action column, click on the **Document Icon** [Document Icon]
- 3) Follow the instructions to upload new bills

# GET MORE INFORMATION

- 1) Read **Frequently Asked Questions**
- 2) Access videos about ELAP
- 3) Submit your questions online



ELAP Services is a leading healthcare solution for self-funded employers across the U.S., offering a full-service program that ensures employers, members, and hospitals and health systems receive a fair price for healthcare.



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