

Travel Benefit for HAP Medicare Advantage Plans

Information for Non-Contracted Providers

HAP HMO and PPO Medicare Advantage members have a travel benefit as follows:	
Plan	Benefit
HMO	Applicable in Arizona, Florida, Texas, and Michigan (out of service area). Members will be covered for services received from out of state providers that accept Medicare (plan copays apply).
PPO	Coverage to members when traveling to any of the 49 states outside of Michigan (plan copays apply). Michigan is excluded from this benefit for PPO members. Out-of-network (OON) coinsurance will apply when seeing OON providers in Michigan.

Participation

Providers must be participating with Medicare.

Online Access

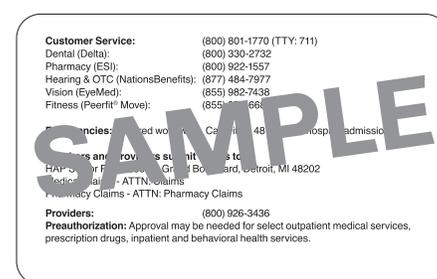
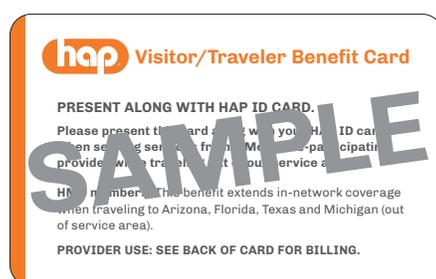
For access to our secure provider portal for member eligibility, claims and remittance advice, you need an account. Visit hap.org; select Login; Provider; Don't have an account; Register, then follow the prompts.

Member Eligibility Verification

- Call HAP Provider Inquiry at **(866) 766-4661**
Self-service options are available 24/7. Representatives are available Monday through Friday, 8:30 a.m. to noon and 1 to 5 p.m.
- Log in at hap.org and select *Member Eligibility*

ID CARD

Below are samples of member ID cards you may see.



Prior Authorization

Some services may require a prior authorization. To request authorization, complete our non-contracted providers forms which can be found here: www.hap.org/provider-resources.

Billing

- Claims will be paid at Medicare rates.
- Electronic claims submission is the most efficient method. Contact your clearing house and give them HAP's payer ID **38224**.

If you have questions, please feel free to contact HAP's Provider Inquiry at (866) 766-4661.

Health Alliance Plan (HAP) has HMO, HMO-POS, PPO plans with Medicare contracts. Enrollment depends on contract renewal.