



Join a Legacy of Caring



HAP CareSource™

At HAP CareSource, we partner to understand how we can help eliminate administrative burdens and help physicians spend more time seeing and serving patients.

We provide analytics, data and payment models that create greater collaboration, and help providers and health systems focus on improved health outcomes.

We help doctors be doctors again.



Introducing HAP CareSource



HAP CareSource is a joint venture between CareSource and Health Alliance Plan (HAP) of Michigan. HAP and CareSource are coming together to provide expansive and higher quality health care coverage to more Michigan residents through a combined Medicaid offering and planned re-entry to the Health Care Marketplace.

By joining two non-profit organizations, HAP CareSource is extending and enhancing a mission-based legacy of offering comprehensive health coverage, providing access to the best physicians, and delivering compassion and care.

About CareSource

CareSource was founded in 1989 with an unwavering mission **to make a lasting difference in members' lives by improving their health and well-being.** With over 30 years of experience serving members with some of the most complex needs, CareSource deeply understands the challenges consumers face navigating the health care system and works to put health care in reach for them. As **a non-profit organization**, CareSource invests back into members and relentlessly pushes for innovations to improve their quality of care.

About HAP

HAP is a Michigan-based, **non-profit** health plan that provides health coverage to individuals and companies of all sizes. For more than 60 years, HAP has partnered with leading doctors and hospitals, employers and community organizations to **enhance the health and well-being of the lives it touches.**

A photograph of a man with a beard and long hair, wearing a blue denim jacket over a white t-shirt, carrying a young girl with long brown hair on his shoulders. Both are smiling broadly and looking towards the right. The background is a blurred outdoor setting with trees and a building. The image is partially overlaid by a large orange shape on the left side, which contains the text.

An Industry Leader in Operational Excellence

CareSource brings continued elite performance to this partnership. We rank among the best in the nation at meeting and exceeding state and federal claim payment metrics. Through our ongoing emphasis on getting things right the first time, **we are among our industry's leaders in operational efficiency.**

0.1 Days Pended Claim Volume Receipts on Hand

0 Claims Aged Over 30 Days (Clean and Unclean)

98.6% Claims Systematically Processed Without Manual Intervention

99.6% Claims Processed within Seven Days

99.8% Claim Payment Financial Accuracy Rate



Purposeful Partnership

HAP CareSource is an intentional partnership with the goal to serve members and health partners better. We are combining HAP's Michigan experience with local provider representatives and CareSource's expertise in extended benefit offerings. By pooling our many resources, HAP CareSource will leverage enhanced capabilities, innovative technology and infrastructure to bring high-quality care to Medicaid members.

Person-Centered Care

Our innovative model of care is at the heart of our mission. As **a non-profit organization**, HAP CareSource is uniquely focused on circumstances far beyond the health care of our members.

Holistic Approach for the Member

With a people-first focus and a community-based approach, our priority is helping members live happier, healthier lives. We meet them where they are and help them find answers with information, resources, supportive services, innovative programs and meaningful guidance at every step along their journey. In addition to our traditional provider contracting, HAP CareSource contracts directly with behavioral health and Home and Community-Based Services (HCBS) providers to support a holistic approach to care.



Electronic Claims Payment

We partner with ECHO Health to provide electronic funds transfer (EFT) as a payment option. Providers who are registered for EFT benefit from:



Simplicity – Paper checks and Explanation of Payments (EOPs) will be eliminated for increased efficiency and payment processing.



Convenience – Electronic Remittance Advice (ERAs) are available 24/7.



Reliability – Claim payments are electronically deposited to your bank account.



Security – Access your ECHO account through HAP CareSource's secure Provider Portal to view (and print, if needed) remittances and transaction details.



Pharmacy Benefits

HAP CareSource Pharmacy uses the Express Scripts pharmacy network as its partner to process pharmacy claims. The HAP CareSource Pharmacy approach to administering pharmacy benefits and services provides:



A local pharmacy network for convenient access to medications



Availability of 90-day refills for increased medication adherence



An integrated, industry-leading data platform driving real time opportunities to improve member health outcomes and lower costs

Prior Authorizations & Referral

We keep our administrative processes simple for you and our members. We offer medically necessary services, some of which require prior authorization. Our online Procedure Code Lookup Tool provides transparency into what codes require prior authorization.

Many health services provided by specialists do not require a referral and can be arranged by the member. You will not need to arrange or approve these services as long as applicable benefit limits have not been exhausted. Prior authorization of services may still be required.



Provider Portal

Our secure online Provider Portal allows instant, 24/7 access and is accessible on any PC, without any proprietary software requirements. Our time-saving tools include:

- **Payment history** – Search for payments by check number and claim number.
- **Claim status** – Search for status of claims and claim appeals.
- **Coordination of Benefits (COB)** – Confirm COB for patients.
- **Prior authorization (PA)** – Submit medical inpatient/outpatient, newborn delivery notification, and observation.
- **Care management referrals** – Refer a member for case management.
- **Benefit limits** – Track benefit limits electronically in real time before services are rendered.
- **Care treatment plans** – View care treatment plans.
- **Clinical Practice Registry (CPR)** – Filter patient data to identify opportunities for preventive health screenings.
- **Submit claims** – Submit claims using online forms.
- **Claims disputes and appeals** – File claim disputes and appeals and check statuses.
- **Grievances** – Submit grievances and check statuses.

Providers can access our secure HAP CareSource Provider Portal at **HAPCareSource.com**.



Claims

We work to remove any barriers you face and are committed to ensuring you receive timely and accurate reimbursement.

Although we accept claims in a variety of formats, we encourage our providers to submit routine claims electronically to allow for:



Faster claims processing



Reduced administrative costs, probability of errors and missing information



A streamlined path for solutions to claim questions

Clearinghouse Information

HAP CareSource partners with Availity to offer electronic claim payment to our health partners.

We're more than a health insurance plan, ***we're a neighbor, a partner, and an ally*** whose heritage is built upon being devoted to those we serve. HAP CareSource is working to redefine what it means to make a difference.

Sign up today to join us.



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