Your guide to getting started
We’re here for you
Ready to get started?

We know that health coverage can be confusing. That’s why we want to keep things as simple as possible for you. This handy guide will walk you through the four steps you should take to get started.

To help you learn the ins and outs of your health plan, you’ll have your own personal service coordinator for the first two years of membership. If you have questions about your plan, a claim or even need help finding a doctor, your personal service coordinator is on hand to help.

You can also call Customer Service using the number on the back of your ID card or send us a secure email after you register on hap.org. If you are deaf, hard of hearing or unable to speak, dial 711 for TTY service.
Register today at hap.org/welcome
As soon as you receive your health plan ID card, register at our secure member portal. There, you’ll find all the tools you’ll need to help manage your plan. Once you log in, you can:

- **View important plan information** such as your Summary of Benefits and Coverage and your Appeal and Grievance Rights
- **Use our new Health Care Cost Estimator tool** to learn about your potential care expenses
- **Check the status of a claim**, view your claim history and Explanation of Benefits
- **View prescription drugs** covered by your plan and their costs
- **Send messages** to Customer Service
- **View your personalized health reminders** when you’re due for preventive services
- **Sign up for paperless options**
- **Check out iStrive® for Better Health**, your digital wellness manager and take a personalized health assessment

**Registering is easy.**
Just have your HAP ID card handy and visit hap.org/welcome.
Learn how your health plan works
Your benefits are unique to the type of plan you have. Read over your plan documents to learn how to use your benefits. It’s important to understand things such as:

- **Out-of-pocket costs.** You may have to pay for some of your care through copays, deductibles and coinsurance. Log in to [hap.org](http://hap.org) and select Health Care Cost Estimator for your personalized out-of-pocket costs.

- **Network access.** Depending on your plan type, you may have to receive care within a certain network or service area. Your plan documents will outline any possible restrictions you may have.

- **Prior authorizations.** Some services and prescriptions require approval from your health plan or health plan administrator before you can receive them. This is known as “prior authorization.”

**Questions?** Your personal service coordinator will be happy to go over the details of your plan. You can also log in at [hap.org](http://hap.org) to view your contract, benefit summaries, benefit riders and more.
Find a doctor
Whether or not your plan requires it, it’s a great idea to have a primary care physician as your go-to doctor. Your PCP knows your complete medical history and can refer you to a specialist if you need one. Depending on your plan type, you may be required to choose a PCP within a certain network.

Because choosing a doctor is an important decision, here are a few ways we can help:

• **Call your personal service coordinator.** Your personal service coordinator can help you select the right doctor for you or a family member on your plan.

• **Call our automated services line.** Select a PCP from our provider directory and write down his or her unique PCP ID code. Call (877) 427-3678 24/7 to update your PCP. You can view our provider directory online by logging in at hap.org.

• **Call a PCP selection specialist** at (888) 742-2727 Monday through Friday.

Log in at hap.org to view doctor profiles, locations and directions. When you’re logged in, your search is personalized based on your specific health plan. You can even compare doctors in a side-by-side view that highlights their education, residency, board certification, gender, languages spoken and hospital privileges.
Enjoy the perks of being a HAP member
Getting help when you travel

Your health plan covers urgent and emergency care worldwide. But, if you ever need additional help while traveling more than 100 miles away from home, one call can connect you to our partner, Assist America. A 24/7 operations center, Assist America provides global emergency services such as prescription assistance, medical evacuation and more. In addition to travel assistance, Assist America also offers identity theft protection services.

To learn more, visit assistamerica.com/HAP and enter the Assist America reference number: 01-AA-HAP-07113. Use access code 18327 to register for identity theft protection services. Download the Assist America mobile app for Android or iTunes from your app store.

Download the HAP OnTheGo mobile app

Keep all your health information close at hand with this free app. Find a doctor or nearby facility, use our click-to-call feature, download an ID card and more. Download the app by searching for “HAP OnTheGo” in your smartphone’s app store.

Enjoy money-saving discounts through HAP Advantage*

As a HAP member, you receive valuable discounts on a variety of health- and wellness-related activities and venues. Learn more at hap.org/advantage.

Balanced Living blog

Visit hap.org/balancedlivingblog to learn about managing your health, understanding your health plan and ways to get involved in your community. You can also sign up to get the blog delivered straight to your inbox.

* HAP Advantage is value-added program. This means the services and products made available under this program are not covered benefits or otherwise payable by your health plan. HAP and its affiliates, agents and assigns make no representations or warranties regarding the quality, price or effectiveness of the services or products, or the credentialing of the providers made available by this program.
Health Plans for Everyone
Individual • Group • Medicare • Medicaid
hap.org

Subsidiaries
Alliance Health and Life Insurance Company | ASR Health Benefits | HAP Midwest Health Plan | HAP Preferred Inc.

Alliance Health and Life Insurance Company® is a wholly owned subsidiary of Health Alliance Plan.

HAP’s self-funded plans are administered by Alliance. Alliance assumes no financial risk on self-funded claims. The plan sponsor funds covered claims.

HAP Personal Alliance® HMO is offered through Health Alliance Plan, a state-certified Health Maintenance Organization. HAP Personal Alliance® PPO is offered through Alliance.

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