

General Motors In-Progression and Traditional Hourly Active Employee FAQs



1. Why should I choose HAP?

- Free preventive care services.
- No deductible or coinsurance.
- Simplified access to specialty care, reducing the need for most referrals.
- A network of leading doctors and hospitals that is bigger than ever.
- A personal service coordinators to help you learn about your new health plan and to answer your questions.
- Worldwide emergency and urgent care coverage.
- Peace of mind while traveling thanks to Assist America's global emergency travel services.
- Free identity theft protection for eligible members from Assist America.
- HAP's Restore CareTrack® disease management program that helps members with chronic conditions.
- Weight Watchers® discount.
- Weight management programs including many hospital-based, doctor-led programs and nutrition counseling.
- Member discounts.
- Many options to help members quit tobacco.

2. How large is HAP's network of doctors?

Our network of leading doctors and hospitals includes:

- Beaumont Health
- Covenant Medical Center
- Detroit Medical Center hospitals
- Genesys Regional Medical Center
- HealthSource Saginaw
- Henry Ford Medical Group and hospitals
- Hurley Medical Center

- McLaren
- St. John and Providence hospitals
- St. Joseph Mercy Hospital System
- St. Mary's of Michigan – Saginaw
- University of Michigan Health System

You'll find a complete list of HAP's hospital network affiliates at hap.org under Doctors, click on *Hospital*.

3. How do I check to see if my doctor or hospital are in the HAP network of doctors?

We have thousands of doctors - including specialists - in our network. It's likely we work with the doctor you trust. Visit hap.org/hmodoctors and search for your doctor.

4. Do I need to choose a primary care physician under the HAP plan?

Yes. Your PCP is central to your care and will direct you to a specialist or other services when needed.

5. Do I need a referral to see a specialist?

Some services do not require a referral, such as routine OB/GYN care, podiatry (foot doctor), dermatology, allergy and pediatrics for your children. For these services, you can contact any HAP-affiliated doctor for care. As a plus, your PCP knows your medical history and can be a great resource to get you to the specialist you need. Your PCP can also provide paperless referrals, reducing the need to carry documents to your next appointment.

6. How do I transfer my prescription to my HAP coverage?

To fill a prescription using your HAP prescription benefit, you should first finish your existing prescription as directed by your doctor. When you're ready for a refill or need to start a new prescription, contact your HAP doctor. Be sure to provide your HAP ID card at the pharmacy.

7. Where can I get my prescriptions filled?

HAP is affiliated with many local and national pharmacies, including Target, Kroger, Meijer, CVS, Rite Aid and Walgreens. To find a HAP-affiliated pharmacy near you, visit hap.org, select the *Prescriptions* tab and click , *Pharmacy Locator*.

8. Do I have emergency or urgent coverage when I go out of the area?

Yes. Emergency and urgent care services are covered worldwide. HAP also partners with Assist America, which provides global travel emergency services for members traveling more than 100 miles from home or to another country. To contact Assist America, go to hap.org. Under Quick Links, click on *Assist America* and follow the instructions.

9. My child is away at school – are they covered?

Students on your health plan are covered through HAP's Students Away program. They can also use Assist America's global travel emergency services when they're more than 100 miles away from home or in another country for less than 90 consecutive days. As always, emergency and urgent care services are covered worldwide. For more information on this program, visit hap.org/studentsaway.

10. Are services covered outside of the HAP physician network?

Urgent and emergency care services are covered worldwide. For routine care, you must use your primary care physician and the health care providers in your PCP's network. Care received outside your network will not be covered.

11. What happens if I change to HAP from another health care plan while I'm in an active treatment plan?

HAP's Continuity of Care program allows you to continue to receive medical care from your current doctor if you're currently involved in an active, covered treatment plan that, if interrupted, could seriously affect your health.

New members should contact HAP's Customer Service department at **(800) 422-4641** to begin the Continuity of Care program. When possible, HAP will transfer you to an affiliated doctor without disturbing the care provided through your current treatment plan.

12. Where do I find information on my benefits?

General Motors In-Progression and Traditional Hourly Active employees can view their benefits information at gmbenefits.com.



Visit hap.org/gm-hourly for more information.

HAP and its subsidiaries do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

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13. What if I need another HAP ID card?

You can log in at hap.org 24/7 and select *My ID Card* on the *My Plan* tab. You can also call HAP Customer Service at **(800) 422-4641** to request a new ID Card. HAP also offers a mobile app, HAP OnTheGo. From your smartphone, you can view, download or fax your ID card.

To get secure access to HAP OnTheGo:

- Download HAP OnTheGo from your smartphone app store.
- Enter your HAP ID number
- Enter your four-digit year of birth (####)
- For additional details, visit hap.org/onthego

14. What else can I do with the HAPOnTheGo mobile app?

Our mobile app puts HAP health plan tools in the palm of your hand. HAP OnTheGo is available at all smartphone app stores. Using the app, you can:

- **View your health plan ID card:** View ID cards for anyone on your health plan.
- **Find a doctor or facility:** Search for contact information and directions to any of our doctors, hospitals, urgent care centers or pharmacies.
- **Use the health decisions tool:** Get details about health conditions and when to call a doctor.
- **Find topics from A to Z,** as well as descriptions of medications and medical tests.
- **Contact us:** Talk to a Customer Service specialist.

15. How can I check the status of my claims?

To check the status of your medical claims, log in at hap.org and select the *My Plan* tab, then link to *My Claims and EOBs*. To view your pharmacy claims, log in and click on the *My Prescription Coverage* tab, then *My Prescriptions*. You'll be taken to MyCatamaran, our secure pharmacy benefit partner. View your pharmacy claims from the last two years, 24 hours a day.

HAP can help. Give us a call at **(800) 422-4641** and we'll figure things out together.