



A photograph of a person from behind, wearing a tan sweater, holding a smartphone. The phone screen shows a video call with a male doctor in a white lab coat. The background is a patterned blue and white blanket.

**HAP
IS HERE**

Virtual Care Plans for Individuals and Families

with \$0 copay Virtual Care Plans

HAP offers **flexible, Virtual Care Plans with our full HMO network** to make care safer, faster, and more helpful in these changing times for our individual and family plan member needs.

HAP has answered the need for you and your covered family members to get both urgent and non-urgent care **with PCPs and more than 45 types of specialists**.

Did you know?

- **HAP's full HMO network** is included in Virtual Care Plans!
- Virtual care in the Henry Ford Health System (HFHS) network is at **\$0 copay**.
- Virtual Care Plans connect you with health care experts from home or work, in many cases, without taking time off.
- Video visits can be done with a Henry Ford doctor 24/7 by smartphone, computer or tablet.

What is virtual care?

Virtual care (also known as telehealth or telemedicine) uses technology for treatment with a health care expert using an electronic or mobile device.

How does virtual care work?

Individual Virtual Care Plan members can connect with HAP's virtual care providers using a smartphone, computer or tablet. HAP offers virtual visits for services such as: dermatology, mental health, endocrinology, internal medicine, and women's health. Members also have access to HAP's full HMO network for all other covered services.

Individual/Family Plans

Virtual Care Plan Types*	Annual Plan Deductibles	HFHS Virtual Visit Copay**	All Other Virtual or In-Person Office Visit Copays
VCP 3500	Individual: \$3,500 Family: \$7,000	PCP: \$0 Specialist: \$0	PCP: \$70 Specialist: \$85
VCP 7500	Individual: \$7,500 Family: \$15,000	PCP: \$0 Specialist: \$0	PCP: \$80 Specialist: \$100

Types of Henry Ford Virtual Care Visits†

Types of Virtual Care**	Description	Copay
Video Visit On Demand	A video visit with a Henry Ford doctor 24/7 through your mobile device or computer.	\$0
Scheduled Video Visit	A video appointment scheduled with your Henry Ford doctor for routine or follow-up care.	\$0
Clinic-to-Clinic Scheduled Video Visit	A scheduled appointment at a local clinic where a Henry Ford team member helps to connect you by secure video to a specialist at some other location.	\$0
E-Visit	Send non-urgent symptoms through a secure patient portal online form to your Henry Ford primary care doctor.	\$0

Services provided through Henry Ford MyChart
Learn more: henryford.com/virtualcare

When traveling outside the state of Michigan, members have access to Amwell for urgent telehealth care and pay HAP's reduced rate.

How can I learn more or ask questions about Virtual Care Plans?

- Call (855) 948-4427, Monday through Friday, 8 a.m. to 5 p.m. EST.

*Not all affiliated doctors offer virtual care. (Not all care can be performed on a virtual basis.)

**Members have a \$0 copay with an HFHS in-network doctor for virtual care.

†Not available in Kent, Muskegon, Oceana and Ottawa counties.

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.