

**HAP
IS HERE**

With the facts about your EPO plan.

Our EPO plans make it easier for
you to get and stay healthy



What does EPO stand for:

An EPO, or Exclusive Provider Organization, is a health plan similar to PPO.

- EPO members have access to Health Alliance Plan's affiliated physician through our statewide PPO network.
- EPO members do not need to select a primary care physician (PCP) and referrals are NOT required to see a specialist.
- If you have an emergency or urgent care need, your services are covered 24/7, at any emergency or urgent care facility worldwide.

As an EPO enrollee:

- EPO members obtain all preventive, routine and specialty care services from in-network providers. With the exception of emergency and urgent care services, there's no coverage if you seek services from non-network providers.
- EPO members have access to our national pharmacy network and Students Away program.
- If you have an EPO group plan, you can seek care through our statewide PPO network in Michigan and northwest Ohio. If you permanently reside outside of Michigan, your employer will enroll you in an Aetna subgroup where you will seek access through the Aetna national PPO network.
- HAP has partnered with Aetna Signature Administrators® to offer you the Aetna national PPO network outside of Michigan and Northwest Ohio*. Aetna's network gives you access to more than 1.4 million providers including over 6,100 hospitals and thousands of MinuteClinic® locations around the country.
- The Assist America global emergency services program supports you when you have a medical emergency away from home. Whenever you, your covered spouse or dependent children travel more than 100 miles away from home (for no longer than 90 days in a row) you can call upon Assist America to help handle any medical emergency. Visit assistamerica.com/hap for more information.
- You're covered for a wide range of routine services including annual wellness checkups, breast cancer screenings, immunizations and more. For a full list of preventive services, visit hap.org/preventive-services.

We want to help you achieve the best health possible. We offer many health and wellness programs:

- Care management programs
- iStrive for Better Health digital wellness manager
- Behavioral health management
- Weight management programs
- Tobacco cessation program

Learn more at hap.org/health

When you're a HAP member you can access:

- Your online member account at hap.org
- Telehealth services at hap.org/telehealth
- Health Care Cost Estimator at hap.org/costestimator
- HAP Member Discounts at hap.org/memberdiscounts
- A dedicated team to answer your questions by calling **(800) 422-4641**

Learn more at hap.org/hapmember.

* HAP's PPO provider network includes these seven counties of northwest Ohio: Defiance, Fulton, Henry, Lucas, Ottawa, Williams and Wood.

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