



hap.org



Your guide to getting started

2022 Individual / Family Plan Members



Follow these three steps to start taking advantage of your new plan.

The first thing HAP does for your health is make it easy for you to get care. This quick start guide will help you find everything you need to get started.



As easy as 1-2-3

1

Register today at hap.org/welcome.

Get access to your personalized account in a few simple steps.

2

Choose a doctor.*

Even if your plan doesn't require this selection, it's a good idea for any plan member to identify a doctor they feel comfortable with for most of their general health care needs.

***Please note:** HMO plan members are required to select a Primary Care Physician (PCP) on their effective date of coverage.

3

Learn how to use your health plan.

Check out digital tools like our Health Care Cost Estimator. Learn how to stay protected (online and abroad) through our partnership with Assist America. Set healthy goals for yourself... and more.

Then take one more step:

See how HAP supports your health every day.

- Take a snapshot of your current health by taking our health assessment.
- Get personalized health reminders for things like shots or annual screenings.
- See a doctor virtually for a range of health care needs. *Cost and coverage varies by plan.*
- Read expert health tips and news on our *Balanced Living* blog.



Step 1

Register today at hap.org/welcome.

To get the most out of your health plan, and for access to member-exclusive resources, please log in or register to access your online member account where you can:

- Contact a doctor 24/7 through telehealth services.
- Print your ID card or download it to your phone.
- Look up a prescription drug on our list of covered drugs.
- Pay your premium bill online.
- Search medical cost estimates and compare treatment costs with our Health Care Cost Estimator tool.
- Send our Customer Service team a secure message.
- Search our list of doctors and hospitals.
- Sign up to receive your Explanation of Benefits statements (EOB) electronically.

Registering is easy.

Just have your HAP ID card handy and visit hap.org/welcome today.

Download the HAP OnTheGo mobile ID card app.*

Take your HAP information wherever you go by using HAP OnTheGo.

With this secure app, you can:

- Find a doctor, facility or pharmacy.
- View the ID cards of everyone on your plan.
- View contact information for HAP Customer Service.
- Share your ID card via email or fax.

**ID card does not guarantee eligibility. Dual coverage scenarios are not supported by this application.*



Step 2

Find a doctor.

Whether or not your plan requires it, a Primary Care Physician* (PCP) can help you get the best possible care. All plans permit the selection of a Primary Care Physician who can get to know you, your medical history and your personalized health care needs.

Please note: Some plans require that a PCP* is selected when your benefit coverage begins. This makes them the ideal person to coordinate your care and refer you to a specialist if you need one. Your main caregiver will get to know you and your health background.

**Log in to your hap.org account to view your benefits and confirm if a PCP selection is required with your plan terms.*

When you log in to hap.org and use our Find a Doctor tool, you can select a PCP, find hospitals, pharmacies, urgent care centers and more.

The tool allows you to:

- See customized search results for your health plan.
- Search by doctor, facility or services.
- Locate a HAP-affiliated pharmacy.
- Compare up to 3 doctors.
- Get driving directions with Google Maps.



Questions?

HAP Customer Service Specialists will happily assist you by going over the details of your plan and answering your questions. The HAP Customer Service phone number is located on the back of your ID card. Hours of operation are Monday–Friday from 8 a.m. to 7 p.m.



Step 3

Learn how to use your health plan.

To see an overview of your benefits, log in to hap.org and select *My Benefits*. You can also find details about your coverage in your plan documents. To view them, click on *My Coverage*.

Here are some frequently asked questions:

Which doctors and hospitals can I choose from?

HAP has a wide network of doctors and hospitals to choose from. Your plan determines access to providers and facilities. The best way to ensure accuracy is to log in to your member account before completing a search. You may always contact Customer Service for assistance or visit hap.org/providerdirectory.

What do I pay?

Once you log in, click on *My Benefits* to see any copays, deductibles and coinsurance you have to pay. You can also log in to hap.org and use our online Health Care Cost Estimator to calculate out-of-pocket costs for specific treatments or services.

What is iStrive?

iStrive® for Better Health is HAP's digital wellness manager. This wellness tool gives HAP members and their covered spouses a wealth of digital tools and programs to help them be their healthiest self. Members can also participate in fun challenges, learn about health issues, and sync over 140 fitness devices like Fitbit, Nike and MapMyRun.

HAP members: Log in and then select "iStrive for Better Health" from the "My Health and Wellness" tab.

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 pharmacy, use our online tool at hap.providerlookuponlinesearch.com.

HAP offers all members safe, free and easy delivery for prescription drugs through Pharmacy Advantage. This online pharmacy provides medications and refill services to our members. Visit hap.org/prescription-drug/home-delivery.

How should I notify HAP about my change of address?

Please call Customer Service to notify us about your new address. Be sure to also inform your employer (if applicable) and physicians of your address change also.

Does HAP provide assistance in other languages?

HAP provides free language services to people whose primary language is not English. This includes qualified interpreters and information written in other languages. If you need these services, HMO members call **(800) 759-3436** and PPO members call **(800) 944-9399**.

Do I have any coverage benefits if I go on vacation?

Assist America provides 24/7 travel assistance via a call center. HAP members can call on Assist America when they are traveling 100 miles or more from home, for up to 90 consecutive days per trip. The call center can help you find a doctor or hospital, get transportation, replace prescriptions, lost luggage or documents and more.

Call **(800) 872-1414**.



Questions?

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See how HAP supports your health every day.

Health care isn't just for emergencies. We provide programs and services for all your health and wellness needs. You can find most of these tools by logging in at hap.org. Here are just some of the things you can do with HAP:

Set and reach health goals

Our health assessment shows how you're doing so you can pick health areas you want to improve.

You can stay on top of your health with our digital wellness manager. iStrive for Better Health has free personalized programs to help you reach your goals. It's powered by WebMD® Health Services. Visit hap.org/istrive.

Virtual care visit options

See a doctor virtually, including video visits and e-visits, for a range of health care needs. Cost and coverage varies by plan. Visit hap.org/telehealth.

Know your costs

Our online Health Care Cost Estimator estimates and compares costs for doctor visits and procedures so you can make informed choices. Visit hap.org/costestimator.

Enjoy HAP Member Discounts

HAP offers a variety of health, wellness, shopping, attractions, lodging and service discounts. Visit hap.org/mydiscounts for more information.

Download the "HAP Member Discounts" app

When you are out and about, you will get automatic alerts when you are near a HAP Member Discounts partner so you won't miss out on potential savings!

Read expert health tips and news

HAP's *Balanced Living* blog can help you improve your well-being with the latest health and wellness information. Visit hap.org/balancedlivingblog.

Annual member notification

This document is available yearly on your HAP member account. It provides specific information about your benefits, how to get care, plan premiums, copays and deductibles, your rights and responsibilities and so much more.

When you log in to your account, click on the “Member Perks” section and the document link will appear under “Member Resources” where you may view, print or download.

You can also access this document without signing in to your HAP account by visiting hap.org/memberresources.

If you desire a hard copy of this document, you can request it be mailed directly to you by calling the Customer Service number on your ID card and making that request over the phone.

Referrals and Prior Authorizations

HAP does not require referrals from a primary care physician to see a specialist. But a specialist may require a referral from your PCP.

You or your doctor can send a request to HAP for prior authorization for treatment. Visit hap.org/referrals-authorizations.

Manage your care

Complex conditions can require multiple health care providers, prescriptions, appointments and treatments. Our care management programs help you manage it all. Visit hap.org/care-management.

Get personalized health reminders

Log in to your hap.org account to see when you're due for shots and screenings.

Enjoy worry-free travel

Assist America provides 24/7 travel assistance via a call center. HAP members can call on Assist America when they are traveling 100 miles or more from home, for up to 90 consecutive days per trip. The call center can help you find a doctor or hospital, get transportation, replace prescriptions, lost luggage or documents and more.

Before you travel, you must set up your account with Assist America. Follow these easy steps:

Step 1: Call toll-free **(800) 872-1414** within the U.S. or **(609) 986-1234** outside of the U.S. You may also visit assistamerica.com/HAP (enterspecial code: 01-AA-HAP-07113).

Step 2: Download the mobile app and type in the secure code before you need it. Assist America's mobile app offers a one-touch link to the operations center.

To download the mobile app, visit the Apple App Store for iOS users or the Google Play App Store for Android users and search for “Assist America.”

Cover your students

Your plan includes our Students Away at School Program, which ensures students have health care when they need it. For more information, visit hap.org/studentsaway.



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Subsidiaries

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

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.

