



HAP Empowered Resources

As you know, you can find important resources for doing business with HAP Empowered at www.hap.org\empoweredproviders. Below is an outline of the information you will find.

Resource	Examples of information you can find
Provider manual	<ul style="list-style-type: none">• Billing requirements• Access and medical record standards• Appeals and grievance information<ul style="list-style-type: none">– Process and timeframe for peer-to-peer discussions– Process for claim and authorization disputes– Timelines for submitting appeals– Process for rapid dispute resolution and binding arbitration• Pharmacy information
Newsletters and key information	<ul style="list-style-type: none">• Articles about new or updated processes, and new initiatives• Link to the Michigan Department of Health and Human Services resources including:<ul style="list-style-type: none">– The Medicaid Provider Manual– Michigan Medicaid Proposed Policies– Michigan Medicaid Approved Policy Bulletins and Numbered Letters
Other information	<ul style="list-style-type: none">• Care guidelines• Hepatitis C resources• Maternity resources• Quality program