



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.

Provider Manual

The HAP Empowered Provider Manual will guide you through the important administrative items you need to know to manage your partnership with HAP Empowered. The manual contains information, such as:

- Billing requirements
- Access and medical record standards
- Appeals and grievance information, including:
 - Process and timeframe for peer-to-peer discussions
 - Process for claim and authorization disputes
 - Timelines for submitting appeals
 - Timelines for our responses
 - Process for rapid dispute resolution and binding arbitration
- Pharmacy information
- And more

It's updated annually and throughout the year as necessary. The January 2022 version is available now!

Provider Newsroom

We post articles in the newsroom about new or updated processes, new initiatives, and more. We also have a link to the Michigan Department of Health and Human Services resources including:

- The Medicaid Provider Manual
- Michigan Medicaid Proposed Policies
- Michigan Medicaid Approved Policy Bulletins and Numbered Letters

Other information

You can also find the following information:

- Care guidelines
- Hepatitis C resources
- Maternity resources
- Quality program