



## **HAP Empowered Duals (HMO SNP) – Are You Participating?**

HAP Empowered Duals (HMO SNPI) is a dual special needs plan or D-SNP. It's a special type of Medicare Advantage HMO plan that provides health benefits to members who qualify for Medicare and are eligible for Medicaid services in their state.

### **Provider network**

**Providers contracted with HAP Medicare HMO products are participating in our D-SNP network.** Providers contracted with HAP Medicare plans and open to new patients are required to see our D-SNP members.

When a HAP Medicare provider sees a D-SNP member, they may not be the HAP Empowered Medicaid PCP on record. The provider only needs to be listed as the HAP Medicare PCP.

Primary care physicians are not required to become a HAP Empowered Medicaid participating provider. The member can't be held responsible for the remaining balance that Medicaid would cover.

### **Membership**

Members must reside in a county where a D-SNP plan is offered by their health plan to be eligible. We offer a D-SNP plan in Genesee, Macomb, Oakland, and Wayne counties. Members may only see providers in the HAP Medicare HMO network.

For more information on this plan, please see the attached frequently asked questions.

## **HAP Empowered Duals (HMO SNP) Frequently Asked Questions**

The following information is specific to the 2021 HAP Empowered Duals (HMO SNP) plan.

### **Important notes about these plans**

- HAP Empowered Duals (HMO SNP) is a Medicare Advantage plan. The primary care physician is not required to become a HAP Empowered Medicaid participating provider. The member can't be held responsible for the remaining balance that Medicaid would cover. Providers contracted with HAP Medicare plans and open to new patients are required to see our D-SNP members.
- When a HAP Medicare provider sees a D-SNP member, they may not be the HAP Empowered Medicaid PCP on record. The provider only needs to be listed as the HAP Medicare PCP. See *Provider Network* section in this document for details.

### **General**

#### **1. What is this plan?**

- A dual special needs plan, or D-SNP, is a special type of Medicare Advantage HMO plan that provides health benefits to members who qualify for Medicare and are eligible for Medicaid services in their state.
- These members often have special health care needs such as chronic conditions. Most members have an income below the federal poverty line and receive extra help from the government to help pay for their health care costs, including health insurance premiums and prescription drugs.
- These members are often transient, meaning they do not have a permanent residence and may stay with family members who can help care for them. Some may live in an institutionalized care facility.

### **Service Area**

#### **1. What is the service area?**

Members must reside in a county where a D-SNP plan is offered by their health plan to be eligible. We offer a D-SNP plan in Genesee, Macomb, Oakland, and Wayne counties.

### **Provider Network**

#### **1. What is the provider network?**

If a provider is contracted for HAP Medicare HMO products, then the provider is participating in our D-SNP network. Members may only see providers in the HAP Medicare HMO network.

#### **2. Are members required to have a primary care physician?**

Members must select a PCP to coordinate their care for Medicare services. HAP Empowered will auto-assign a PCP if one is not selected.

#### **3. What if the member's PCP is not a Medicaid participating provider?**

D-SNP is a Medicare Advantage plan. The PCP is not required to become a HAP Empowered Medicaid participating provider. Note: The member can't be held responsible for the remaining balance that Medicaid would cover.

## Member Eligibility

### 1. What are the eligibility requirements to join the plan?

- Must be eligible for Medicare; entitled to Part A and enrolled in Part B; 65 and older or under 65 with certain disabilities, or special needs
- Must be eligible for full Medicaid benefits
  - Note: Members can enroll in the HAP Empowered Medicaid plan or enroll in another carrier's Medicaid plan or have a fee-for-service Medicaid plan with the State

We accept members with these dual designations:

- FBDE: Full Benefit Dual Eligibles
- SLMB Plus: Specified Low-Income Beneficiaries
- QMB Plus: Qualified Medicare Beneficiary
- Members must reside in 4 county service area: Genesee, Wayne, Oakland, or Macomb

### 2. When can a member enroll?

D-SNP members have Special Enrollment Periods (SEP) which allow them to enroll, disenroll or switch plans once a quarter for the first three quarters of the year. Enrollment changes become effective the first day of the following month.

### 3. What if a member loses eligibility?

If a member loses their Medicaid eligibility, our plan will continue to cover Medicare benefits for a grace period of up to 90 days. This grace period begins the first day of the month after we learn of the loss of eligibility. If, at the end of the 90-day grace period, Medicaid eligibility has not been regained and the member has not enrolled in a different plan, we will disenroll the member from our plan. They will be enrolled back in Original Medicare.

We may also contact the member to help them enroll in a HAP Medicare Advantage Prescription Drug Plan with affordable cost shares and premiums.

## ID Cards

### 1. What do ID cards look like?

Members carry the HAP Empowered Duals (HMO SNP) ID card below. They also have a state-issued Medicaid ID card. They should show both cards each time they visit their doctor or facility.



## Member Benefits

### 1. What services and benefits are covered?

- All benefits covered under Original Medicare.
- Supplemental benefits vary by plan and can include:

<ul style="list-style-type: none"> <li>– Dental</li> <li>– Non-emergency transportation</li> <li>– Meal programs</li> <li>– Over the counter (OTC) products</li> </ul>	<ul style="list-style-type: none"> <li>– Hearing aids</li> <li>– Eyewear</li> <li>– Extra help for diabetics</li> </ul>
--	---

- Members may only see providers in the HAP D-SNP network. No out-of-network benefits exist for this plan except for emergencies, and urgently needed services when the network is not available, and cases in which HAP authorizes use of out-of-network providers.

## Billing and Claims

### 1. Can a provider balance bill a member?

No. Providers may not balance bill D-SNP members who do not have cost share responsibility (including QMB only members). Members who lost their Medicaid eligibility may have a cost share. To confirm member eligibility, you can:

- Visit the CHAMPS web portal at [milogintp.michigan.gov](http://milogintp.michigan.gov)
- Call CHAMPS Provider Support at (800) 292-2550, option 5, then 2

D-SNP is a Medicare Advantage plan. The PCP is not required to become a Medicaid participating provider. The member can't be held responsible for the remaining balance that Medicaid would cover.

### 2. Will members have HAP Empowered as their carrier for both Medicare Advantage and Medicaid?

Members are not required to enroll in HAP Empowered Medicaid. If members have HAP Empowered for their Medicaid plan, HAP will coordinate benefits for both plans.

### 3. Should a provider bill Medicare or Medicaid first?

Providers should bill Medicare first. Federal rules dictate that Medicaid is the payer of last resort. For both plans, when Providers receive their HAP Empowered remittance advice, they may bill Medicaid for any remaining balance. Actual payment level depends on the state payment policies. Providers may be required to be enrolled in the state Medicaid program to bill the state Medicaid agency for eligible services. HAP does not coordinate the secondary payment. **Members should never be balanced billed.**

### 4. What member ID number should a provider use to submit electronic claims?

Use the *ID Number* on the member's HAP Empowered Duals (HMO SNP) ID card.

	
JOHN Q. SAMPLE	
ID Number: 1234567890	RxBin: RxBIN
Issue: 00010	RxPCN: RxPCN
Group ID: 123456789999	RxGroup: RxGroup
	RxD: RxD
hap.org H2354 999	
<b>Customer Service:</b> (800) 848-4844 (TTY: 711)	
Dental (Delta Dental): (800) 330-2732	
Pharmacy (ESI): (800) 922-1557	
Hearing Aids (NationsHearing): (877) 484-7977	
Vision (EyeMed): (855) 982-7438	
Emergencies: Covered worldwide. Call within 48 hours of hospital admission.	
<b>Members and Providers Submit Claims to:</b>	
HAP Senior Plus 2850 W. Grand Boulevard, Detroit MI 48202	
Medical Claims - ATTN: Claims	
Pharmacy Claims - ATTN: Pharmacy Claims	
<b>Providers:</b> (800) 926-3436	
<b>Preauthorization:</b> Approval may be needed for select outpatient medical services, prescription drugs, inpatient and behavioral health services.	

## Provider Requirements

### 1. Do providers need additional training to see members?

CMS requires D-SNP plans to:

- Have an approved Model of Care
- Annually, train providers on their Model of Care. All providers and office staff who interact with D-SNP members are required to complete training.

For information on our model of care, visit [hap.org/providers](http://hap.org/providers); *Provider resources*; *Medicare 101*.

### 2. What information are providers required to submit?

To support Healthcare Effectiveness Data and Information Set (HEDIS) initiatives, be sure to submit encounter data for the Care for Older Adults (COA) measure. Requirements include:

- Advanced Care Planning (CPTII: 1157F, 1158F)
- Functional Status Assessment (CPTII: 1170F)
- Medication Review (CPTII: 1159F and 1160F must both be submitted on the same claim, same day)
- Pain Screening (CPTII: 1125F, 1126F)

## Case Management

### 1. Do members receive case management services?

Members enrolled in a D-SNP plan have an Interdisciplinary Care Team (ICT), which includes physicians and care coordinators who work together to help each member receive the most appropriate, highest quality care. Each member has an Individualized Care Plan (ICP) based on the results of their comprehensive Health Risk Assessment (HRA). The HRA must be performed by a nurse or care coordinator within 60 days of enrolling in a D-SNP.

## Contacts and Resources

Contact Information	
<b>Claims and Reimbursement</b>	
<ul style="list-style-type: none"> <li>• Claims status and appeals</li> <li>• EFT form</li> </ul>	<ul style="list-style-type: none"> <li>• For HAP Medicare: <b>(866) 766-4661</b></li> <li>• For HAP Empowered Medicaid: <b>(888) 654-2200</b></li> <li>• Log in at <a href="http://hap.org">hap.org</a> and select <i>Claims</i></li> </ul>
Fee schedules	<ul style="list-style-type: none"> <li>• For HAP Medicare: <b>(866) 766-4661</b></li> <li>• Visit <a href="http://Michigan.gov/mdhhs">Michigan.gov/mdhhs</a> and search for <i>Provider Specific Information</i></li> <li>• For HAP Empowered Medicaid: <b>(888) 654-2200</b></li> </ul>
EDI setup	Payor ID: 38224      Questions: <b>(866) 766-4661</b>
<b>Eligibility and Benefits</b>	
Eligibility, benefits copay and deductible information	<ul style="list-style-type: none"> <li>• Log in at <a href="http://hap.org">hap.org</a> and select <i>Member Eligibility</i></li> <li>• For HAP Medicare: <b>(866) 766-4661</b></li> <li>• For HAP Empowered Medicaid: <b>(888) 654-2200</b></li> <li>• CHAMPS: Visit <a href="http://milogintp.michigan.gov">milogintp.michigan.gov</a> Call <b>(800) 292-2550, option 5, then 2</b></li> </ul>
<b>Prior Authorizations</b>	
Prior authorization requirements	Log in at <a href="http://hap.org">hap.org</a> ; select <i>Procedure Reference List</i> under <i>Quick Links</i>
Submitting authorization requests and checking status	Log in at <a href="http://hap.org">hap.org</a> and select <i>Authorizations</i>
<b>Online Applications</b>	
Access online applications	Visit <a href="http://hap.org">hap.org</a> ; select <i>Log In, Register now, Provider</i>
Portal access issues	<p><b>Forgot username or password:</b> Visit <a href="http://hap.org">hap.org</a>; select <i>Log in; Provider; Forgot username; Forgot password?</i></p> <p>If you still need help, email <a href="mailto:providernetwork@hap.org">providernetwork@hap.org</a> and include all the information below.</p> <ul style="list-style-type: none"> <li>• Type 1 and Type 2 NPI</li> <li>• Tax ID</li> <li>• Provider name</li> <li>• Full contact information (address, phone, email)</li> </ul>
<b>General</b>	
<ul style="list-style-type: none"> <li>• Contract questions</li> <li>• Credentialing status</li> <li>• Demographic changes</li> <li>• Provider office training</li> <li>• W-9 changes</li> </ul>	Email <a href="mailto:providernetwork@hap.org">providernetwork@hap.org</a> and include: <ul style="list-style-type: none"> <li>• Type 1 and Type 2 NPI</li> <li>• Tax ID</li> </ul>
<b>Your Network Partners</b>	
For a list of Provider Services Administrators by network:	
<ul style="list-style-type: none"> <li>• Log in at <a href="http://hap.org">hap.org</a>; select <i>Quick Links</i>, then <i>Important Contact Information for Providers</i></li> </ul>	