

Trusted HP-Michigan Integration with HAP Empowered

On September 13, 2019 Health Alliance Plan (HAP) purchased Trusted Health Plan – Michigan (Trusted HP – Michigan). Trusted HP – Michigan will be operated by Midwest Health Plan, Inc., a subsidiary of HAP offering Medicaid products.

Beginning January 1, 2020, Trusted HP – Michigan members have access to HAP Empowered Medicaid plans with the same benefits as the Trusted HP – Michigan plan. HAP Empowered plans include:

- HAP Empowered Medicaid
- HAP Empowered Healthy Michigan Plan
- HAP Empowered MI Child Program
- HAP Empowered Children’s Special Health Care Services program

Note: HAP Empowered is a Medicaid plan offered by HAP Midwest Health Plan, Inc. Beginning January 1, 2020, this entity name will change to HAP Empowered Health Plan, Inc. Provider contracts, checks and remittance advices will all reflect the HAP Empowered name.

The information contained in this communication is specific to the merger of Trusted HP – Michigan members and providers to HAP Empowered.

Important contacts

For	Contact
Claims questions	(888) 654-2200 and follow the prompts
<ul style="list-style-type: none"> • New provider orientation • Existing provider education/training • Online authorization tool, CareAffiliate, training • Provider portal setup and questions 	Email Provider Services at prelweb1@hap.org
<ul style="list-style-type: none"> • Credentialing information • Newsletters and updates • Practice Guidelines • Provider Manual • HAP Empowered Quality Program 	Visit hap.org/empoweredproviders . You don't need to log in.
<ul style="list-style-type: none"> • Questions regarding your contract or to add a provider 	Email provider_contracting@hap.org

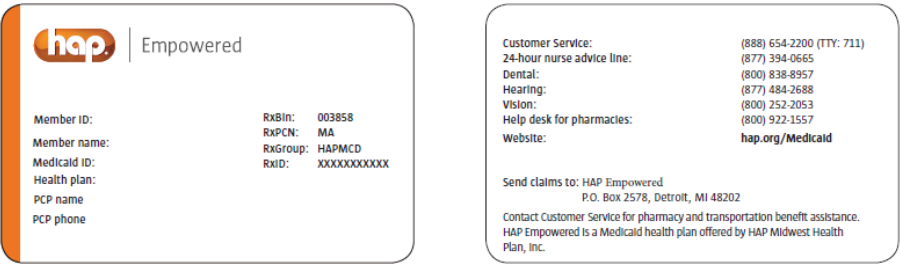

Accessing HAP's secure provider portal

Below are instructions for accessing HAP's secure provider portal for member eligibility and benefits verification, prior authorization submission, claims status, remittance advices and more.

If	Then
You already have a username and password for HAP's secure provider portal.	Log in at hap.org .
You don't have a username and password for HAP's secure provider portal.	You can self-register by: Visiting hap.org and selecting <i>Register Now</i> .
<p>Note: A vendor ID and password are required to access remittance advices. Here's how to find your vendor ID.</p> <ul style="list-style-type: none"> • After you receive a payment from HAP, your vendor ID can be found: <ul style="list-style-type: none"> – After the <i>PAY TO</i> label at the top of your check stub. OR – After the <i>Vendor Site</i> label in the body of your EFT deposit email. 	

ID cards

Members will receive new ID cards with HAP Empowered member ID numbers. They will also continue to carry a Michigan Medicaid ID card. Below are examples of the cards.

<p>HAP Empowered Medicaid ID Card</p> <p>This card is for members enrolled in HAP Empowered Medicaid, HAP Empowered Children's Special Health Care Services or HAP Empowered Healthy Michigan Plan.</p>	 <p>The image shows a sample of a HAP Empowered Medicaid ID card. It features the HAP logo and the word 'Empowered'. Member information includes Member ID, Member name, Medicaid ID, Health plan, PCP name, and PCP phone. It also lists RxBin (003858), RxPCN (MA), RxGroup (HAPMCD), and RxID (XXXXXXXXXX). Contact information for Customer Service, 24-hour nurse advice line, Dental, Hearing, Vision, and Help desk for pharmacies is provided, along with the website hap.org/Medicaid. A note at the bottom states: 'Send claims to: HAP Empowered, P.O. Box 2578, Detroit, MI 48202. Contact Customer Service for pharmacy and transportation benefit assistance. HAP Empowered is a Medicaid health plan offered by HAP Midwest Health Plan, Inc.'</p>
<p>Michigan Medicaid ID card</p> <p>This card indicates the member is enrolled in Michigan Medicaid.</p>	 <p>The image shows a sample of a Michigan Medicaid ID card. It features the 'mihealth card' logo. Member information includes the ID number 12345678 and the name JOHN O. CITIZEN.</p>

Eligibility and benefits verification

For	Process
Eligibility and benefits verification	<p>You can verify eligibility and benefits by any of the methods below.</p> <ul style="list-style-type: none"> • Log in at hap.org and select <i>Member Eligibility</i> (for dates of service January 1, 2020 forward) • Call HAP Empowered at (888) 654-2200 • Visit CHAMPS web portal at milogintp.michigan.gov • Call CHAMPS provider support at (800) 292-2550; choose option 5, then 2
Eligibility list (for PCPs only)	Log in at hap.org and select <i>Member Eligibility; Click here to view Member Roster</i> (under <i>Date of Service</i> field)
Member benefit documents	<p>Log in at hap.org and select <i>Member Eligibility; Related Documents; Medicaid and MI Health Link Member Benefits</i>. Under Medicaid, you'll find:</p> <ul style="list-style-type: none"> • Certificate of Coverage • Medicaid Handbook
Member deductible and out-of-pocket balance information is not applicable for Medicaid members.	

Prior authorizations

The preferred method for submitting prior authorization requests is online or by phone at **(313) 664-8950, option 1**. Below is an outline of the processes.

For	Process
Accessing the online application, CareAffiliate, and high-level steps	<ol style="list-style-type: none"> 1. Log in at hap.org with your NPI login (NPI number_name or NPI number_IDADMIN) and password. 2. Select <i>Authorizations; Authorizations; New Authorization</i>. 3. Complete all required fields outlined in orange. 4. Complete the assessment, if required, with clinical information. 5. Submit request.
Authorization requirements	Log in at hap.org and select <i>Quick Links; Procedure Reference list; Services Requiring Prior Authorization</i> .
Elective inpatient admissions that don't require precertification	Notify HAP within 24 hours or the next business day of the admission by submitting a request online. Log in at hap.org and select <i>Authorizations</i> . Include appropriate clinical information.
Emergent inpatient admissions	<ul style="list-style-type: none"> • Providers are not required to call HAP prior to or at the time of an emergent inpatient admission. • Submit authorization requests through CareAffiliate after admission to allow collection of the appropriate clinical data. • Requests won't deny for late notification if they're received within 24 hours or the next business day of the admission.
Observation stays	Prior authorization is not required.
Obstetric deliveries	Prior authorization not required for normal vaginal or C-section delivery.
<ul style="list-style-type: none"> • Outpatient authorizations • Pharmacy (medical drug) authorization requests 	<ul style="list-style-type: none"> • First, verify prior authorization is required. Log in at hap.org and select <i>Quick Links; Procedure Reference list; Services Requiring Prior Authorization</i>. • If authorization is required, submit via our online application, CareAffiliate.
<ul style="list-style-type: none"> • Inpatient rehab at hospital • Long-term care at hospital • Skilled nursing facilities • Subacute rehab 	<ul style="list-style-type: none"> • Do not use CareAffiliate. Instead, you can <ul style="list-style-type: none"> – Call: (313) 664-8800 OR – Fax: (313) 664-5820 • You can also inquire about a request currently being processed for placement or ask questions about the precertification process.
Behavioral health authorization requests	<ul style="list-style-type: none"> • HAP Empowered members can obtain mental health services by: <ul style="list-style-type: none"> – Obtaining a referral from their PCP to a plan approved psychiatrist or contracted behavioral health provider. – Self-referring to a contracted psychiatrist or contracted behavioral health care provider. • For emergencies, members can go to the closest hospital that provides psychiatric services. <p>Note: HAP Empowered Medicaid doesn't cover substance abuse services. Members should be referred to the Community Mental Health board in the county where they live.</p>
Historical authorizations prior to dates of service January 1, 2020	<ul style="list-style-type: none"> • Log in at trustedhpmi.com with your Trusted HP – Michigan username and password. • Call (888) 654-2200.

Claims

For	Process
Submitting claims with dates of service January 1, 2020, forward	<p>Electronic</p> <ul style="list-style-type: none"> • Use Change Healthcare clearinghouse • HAP Payer ID: 38224 <p>Paper</p> <ul style="list-style-type: none"> • Send to: HAP Empowered Claims P.O. Box 2578 Detroit, MI 48202
Submitting claims with dates of service prior to January 1, 2020	<p>Electronic</p> <ul style="list-style-type: none"> • Use Emdeon clearinghouse • Payer ID: 70259 <p>Paper</p> <ul style="list-style-type: none"> • Send to: Trusted HP - Michigan (Medicaid) P.O. Box 830850 Birmingham, AL 35283-0850
Status on claims for dates of service prior to January 1, 2020	<ul style="list-style-type: none"> • Log in at trustedhpmi.com with your Trusted HP – Michigan username and password. • Call (888) 654-2200.
Status on claims for dates of service January 1, 2020, forward	<ul style="list-style-type: none"> • Log in at hap.org and select <i>Claims</i>. • Call (888) 654-2200 and follow the prompts.
Code editing explanation	Log in at hap.org ; select <i>More; Code Editing Explanation</i> .
Electronic funds transfer (EFT)	<ul style="list-style-type: none"> • If you're currently set up for EFT with HAP, there is nothing you need to do. • If you aren't set up for EFT with HAP, please complete an EFT form. Log in at hap.org; select <i>Resources; Working with HAP; Billing Information; Sign Up for Electronic Billing</i>.
Companion guides	Log in at hap.org , select <i>Claims; Related Links and Companion Guides</i> .
Claims appeals	Refer to the HAP Empowered Provider Manual at: hap.org/empoweredproviders

Remittance advice

For	Process
Obtaining a remittance advice for dates of service January 1, 2020, and forward	<ul style="list-style-type: none"> • Log in at hap.org with your vendor ID and password and select <i>Remittance Advice</i>. <p>Important!</p> <ul style="list-style-type: none"> • Your vendor ID number is a HAP assigned number associated with a tax ID number. • Vendor ID numbers can be found: <ul style="list-style-type: none"> – On a check stub – Vendor site label in the body of your EFT deposit email
Obtaining a remittance advice for dates of service prior to January 1, 2020	<ul style="list-style-type: none"> • Log in at trustedhpmi.com with your Trusted HP – Michigan username and password. • Call (888) 654-2200.
835 file	If you don't get an 835 from HAP today, contact HAP's EDI Business Coordinator at eCommerce@hap.org to inquire about electronic claims submission.

Pharmacy

For the prescription drug benefit, Trusted HP – Michigan members will integrate seamlessly into the current HAP Empowered Medicaid pharmacy benefits. We expect minimal to no disruption for these members.

Prescription fills at the pharmacy

The member's ID card will have claims processing information for the pharmacies:

- RxBIN: 003858
- RxPCN:MA
- RxGroup:HAPMCD

Below is an outline of the claims process.

For	Process
Claims with dates of service January 1, 2020 and after	Submit to HAP Empowered claims processing vendor.
Reversing or adjusting a claim with a date of service prior to January 1, 2020	Claims will automatically be billed to the previous claims processor.
Claims with dates of service January 1, 2020 and after submitted to former claims process in error	Pharmacies receive a point-of-service message with correct BIN, PCN and RxGroup for billing.
Pharmacies have a one-year run-out to submit, reverse or adjust Medicaid claims.	

Formulary

All Medicaid health plans in Michigan administer the Michigan Medicaid Health Plan Common Drug Formulary. There should be minimal formulary impact for members who are integrating into HAP Empowered Medicaid as the drug formularies are essentially the same.

Prior Authorization

We'll have one year of pharmacy claims history and all active prior authorizations for Trusted HP – Michigan members. Prior authorizations will automatically transfer to HAP Empowered. For new members, we offer a Medicaid transition program. Here's how it works.

- We cover a 30-day supply of a medication that requires prior authorization or is not on the formulary for the first 90 days of new membership.
- After claims process, a transition notification letter is sent to the prescriber and member with instructions on next steps.

This program allows enough time for the prior authorization to process or discussion with the physician for a formulary alternative. It also serves as a safety net to ensure members receive their medications.

Pharmacy Network

Most of the pharmacies in the Trusted HP – Michigan network are also in the HAP Empowered Medicaid pharmacy network. Therefore, members can continue to use the same pharmacy to fill their medications. If a member's current pharmacy is not in the HAP Empowered pharmacy network, we'll assist the member in finding a network pharmacy nearby.

For specialty drugs, we work with Pharmacy Advantage to provide medications that are not readily available at retail pharmacies. We'll work with providers to prevent any issues with continuity of care due to specialty pharmacies not being in the HAP Empowered specialty pharmacy network.

Pharmacy contact information

- For requests for prior authorization or exceptions: fax (313) 664-5460
- For prior authorization phone line or questions: call (313) 664-8940, option 3

Need pharmacy authorization or exception forms? Visit hap.org/Medicaid; *Prescription coverage; Formulary and forms.*