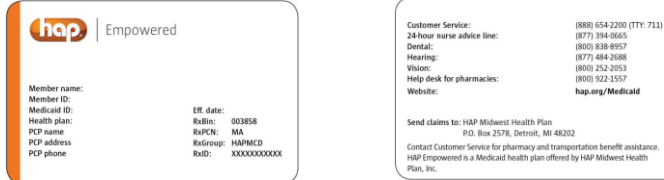# HAP Midwest Integration Update

HAP Empowered

Earlier this year, the plans we offer through HAP Midwest Health Plan, Inc. became HAP Empowered plans. These plans include:

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

Only our plan name changed. Members are still with HAP Midwest Health Plan, Inc. and their coverage didn't change. **Providers are contracted and paid through HAP Midwest Health Plan.**

ID cards

Members will receive new ID cards with HAP Member ID numbers. Below are examples of the ID cards.

Michigan Medicaid ID card This card indicates that the member is enrolled in Michigan Medicaid.	
HAP Empowered Medicaid ID Card This card is for members enrolled in HAP Empowered Medicaid, HAP Empowered Children's Special Health Care Services or HAP Empowered Healthy Michigan Plan.	
HAP Empowered MI Health Link ID card This is the one ID card for MI Health Link members.	

Important contacts

For	Contact
Claims questions	**(888) 654-2200** and follow the prompts
• Adding providers to your office • Office or remittance advice address changes	**provider_contracting.org** Or **provider_development@hap.org**
Provider contracting	Phone: **(866) 766-4708** Email: **provider_development@hap.org**
Provider services	Phone: **(866) 766-4708** Email: **prelweb1@hap.org**
Fee schedules: Providers are reimbursed at the Medicaid fee schedule.	**Michigan.gov/mdhhs** *Details about Medicaid, assistance programs, billing and reimbursement and other provider-specific information*

HAP Midwest integration with hap.org

Last month, we announced exciting online changes coming to HAP Midwest. Effective July 1, 2019, we're integrating the HAP Midwest website with **hap.org**. The good news for you – one system for claims, remittance advices, authorizations, member eligibility and more through a secure provider portal.

Below are instructions for accessing the portal for member eligibility, benefits, authorizations, claims, remittance advices and more.

If	Then
You already have a login and password for provider portal	1. Visit **hap.org.** 2. Log in with your username and password.
You don't have a login and password for provider portal	You can: • Self-register by visiting **hap.org** and selecting *Register Now.* or • Call **(866) 766-4708**
Note: Vendor ID and password are required to access remittance advice.	

Eligibility and benefits verification

For	Process
Verification	You can verify eligibility by any of these methods: • Log in at **hap.org** and select *Member Eligibility* (for dates of service July 1, 2019 forward). • For HAP Empowered Medicaid members, call **(888) 654-2200.** • For HAP Empowered MI Health Link members, call **(888) 654-0706.** • CHAMPS web portal: **milogintp.michigan.gov** • CHAMPS provider support: **(800) 292-2550; Choose option 5, then 2**
Eligibility list	• Available for primary care physicians. • Log in at **hap.org** and select *Member Eligibility*, then *Click here to view Member Roster* (under Date of Service field).

Member benefit documents	• Benefit documents can be found online by logging in at **hap.org**. Then click on:
	   1. *Member Eligibility*
	   2. *Related Documents*
	   3. *Medicaid and MI Health Link Member Benefits*
	
	Under Medicaid, you'll find:
	   • Certificate of Coverage
	   • Medicaid Handbook
	
	Under MI Health Link, you'll find:
	   • Annual Notice of Change
	   • Member Handbook
	   • Summary of Benefits

Important: Member deductible and out-of-pocket balance information is not applicable for Medicaid and MI Health Link members.

Prior authorizations

Since September 13, 2018, you've been submitting authorization requests for your HAP Empowered patients online. Below is a reminder of the process.

For	Guidelines
Accessing the application	Log in at **hap.org**. Select *Authorizations.*
Authorization grid for HAP Empowered Medicaid and HAP Empowered MI Health link members	No longer used. Please refer to the Procedure Reference List. Log in at **hap.org** and select: 1. *Quick Links* 2. *Procedure Reference list* 3. *Services Requiring Prior Authorization*
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 *Authorizations*. Include appropriate clinical information.
Emergent inpatient admissions	• Providers are not required to call HAP prior to – or at the time of – an emergent inpatient admission. • Authorization requests should be submitted through CareAffiliate after admission to allow collection of the appropriate clinical data. • Requests will not be denied for late notification if they are received within 24 hours or the next business day of the admission.
Observations	Authorizations not required for observational stays.
Obstetric deliveries	Authorization not required for normal vaginal or C-section delivery.
Outpatient authorizations	• First, verify an authorization is required. Log in at **hap.org**. Select: 1. *Quick Link* 2. *Procedure Reference list* 3. *Services Requiring Prior Authorization*. • If authorization required, submit online. Log in at **hap.org** and select *Authorizations* or via eviCore as directed.
Inpatient rehabilitation at hospitals	• Do not use CareAffiliate. Instead, call **(313) 664-8800**.
Long-term care at hospitals	• You can inquire about a request currently being processed for placement or ask questions about the precertification process.
Skilled nursing facilities	
Subacute rehabilitation	
Pharmacy authorizations	Medical drug requests follow the outpatient authorization process above.
Behavioral health authorization requests	• HAP Empowered members can obtain mental health services by: – 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. 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.
Historical authorizations **prior to dates of service Sept. 13, 2018**	Call Provider Inquiry at **(866) 766-4661**.
Historical authorizations with dates of service Sept. 13, 2018, and forward	Log in at **hap.org** and select *Authorizations.*

Claims

For	Guidelines

Submitting claims with dates of service July 1, 2019, forward	• Use Change Healthcare clearinghouse
	• HAP Payer ID: 38224
	• Submit via paper to:
	     HAP Empowered Claims
	     P.O. Box 2578
	     Detroit, MI 48202
	• Note: You can no longer enter 5010 professional claims online.

Submitting claims with dates of service **prior** to July 1, 2019	• Submit via one of the following clearing houses: Availity, Change HealthCare or Zirmed. • Use payer ID MHP77.
Historical claims	• Log in at **hap.org** with your provider username and password. Select *Claims*. • Log in with your vendor login and password. Select *Remittance Advice*. • There will be a link to view HAP Midwest claims (for your HAP Empowered patients) for **dates of service prior to July 1, 2019.**
Code editing explanation	Log in at **hap.org** and select *More*, then *Code Editing Explanation.*
Electronic funds transfer	• If you are currently are set up for EFT with HAP, there is nothing you need to do. • If you aren't set up for EFT, please complete an EFT form. Log in at **hap.org**; select *Resources, Working with HAP; Billing Information;* then *Sign Up for Electronic Billing.*
EDI information	
EDI 5010	Not available on hap.org.
EDI 837 claims errors	Not available on hap.org.
Pick up 999	Available only via FTP connection.
Pick Up 277CA	Available only via FTP connection.
EDI 835	Available only via FTP connection.
Companion guides	Log in at **hap.org**. Select *Claims*, then *Related Links* and *Companion Guides.*

Coinsurance and deductible claims processing for HAP Empowered MI Health Link members	• Providers may not balance bill HAP Empowered Medicaid members or dual-eligible members with HAP Empowered MI Health Link for unauthorized services if the enrollee had no prior knowledge of liability for the service.
	• Cost-sharing does not apply to dual eligible members in HAP Empowered MI Health Link or HAP Empowered Medicaid dual eligible. For more information, visit **cms.gov**.
	  1. Select *Outreach & Education*
	  2. Under Find your provider type, select *Health & drug plans*
	  3. Click on *Medical Learning Network® provider compliance*
	• We follow the coordination of benefit rules for Medicaid fee-for-service, which allow for reimbursement up to the Medicaid fee schedule –
	unless your HAP Midwest contract dictates otherwise.

Claims appeals	Refer to the HAP Midwest Provider Manual. Visit **hap.org/providers.**

Remittance advice

For	Process

Obtaining a remittance advice for dates of service July 1, 2019, and forward	• Log in at **hap.org** with your **vendor ID** and password and select *Remittance Advice.*
	
	Important!
	• Your vendor ID number is a HAP assigned number associated with a tax ID number.
	• Vendor ID numbers can be found:
	    – 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 July 1, 2019	1. Log in at **hap.org** with your **vendor ID** and password. 2. Select *Remittance Advice.* 3. Select the link *To view HAP Midwest Remittance Advices.*
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.
MI Health Link Remittance Advice	There will be one line item displaying a combined payment for the Medicare and Medicaid components of the MI Health Link plan.

Pay for Performance Program for primary care physicians

For	Process
Pay for Performance Program documents	Log in at **hap.org**. Select *Quick Links*. Select *P4P for PCPs - Medicaid and MI Health Link*. Choose *Medicaid Pay for Performance Program* or *MI Health Link Pay for Performance Program.*
Note: The report with earnings will be available later this year.	

You can find the information below when you visit **hap.org/providers**. You don't need to log in.

- HAP Midwest Administrative Provider Manual

- HAP Midwest newsletters and announcements

- Credentialing information

- Practice guidelines

- HAP Midwest Quality Program

For information on other applications and resources in the provider portal, please see the attached help guide, *Provider Portal-Online Applications and Helpful Information.*

For future updates on the integration, please watch the Provider Newsroom.