



## New Pharmacy Benefit Manager

Effective January 1, 2019, Express Scripts will become the pharmacy benefit manager for all HAP product lines. Details are outlined below.

### New Member ID Cards

All HAP members will receive a new ID card. For members with pharmacy benefit coverage, the RxBIN and RxPCN numbers on their card will change. They need to show their new ID card at the pharmacy the first time they use it on or after Jan. 1, 2019.

### Pharmacy Network

Members have access to almost all the same pharmacies as they do today. Members will receive a special communication if they are using a pharmacy that is no longer in network.

### Utilization Management

All processes, including prior authorization process will remain the same.

### Formularies

HAP formularies are essentially the same. We update our covered drug lists on a regular basis.

### Specialty and Home Delivery Pharmacy

Pharmacy Advantage will remain our specialty pharmacy and home-delivery pharmacy.

### Helpful numbers and links for providers

For	Contact
HAP Pharmacy department	<b>(313) 664-8940</b> Monday-Friday, 8:00 a.m. to 4:30 p.m.
Specialty and Home Delivery Pharmacy (Pharmacy Advantage)	<b>(800) 456-2112</b> Monday-Friday, 7 a.m. to 7 p.m.
Formularies for: Commercial, Qualified Health Plan, Medicare and HAP Empowered Duals	<b>hap.org/prescriptions</b>
Formulary for: HAP Empowered MI Health Link	<b>hap.org/mihealthlink</b>
Formulary for: HAP Empowered Medicaid	<b>hap.org/medicaid</b>
Completed prior authorization forms for: Commercial, Qualified Health Plan and Medicare members	Fax: <b>(313) 664 8045</b>
Completed prior authorization forms for: HAP Empowered Medicaid and HAP Empowered MI Health Link members	Fax: <b>(313) 664-5460</b>

## Frequently Asked Questions

Q: My patient was previously authorized to use a drug; do I need to resubmit for authorization?

A: You do not need to resubmit for authorization if your patient has an active prior authorization or has already met the requirements for step therapy. Your patient will be able to continue therapy without interruption.

Q: To submit a new prior authorization request, do I now contact Express Scripts or HAP?

A: Please continue submitting your prior authorization requests to HAP. HAP continues to manage drug formularies and authorization requirements.

Q: Who do I call if I have questions about drug coverage?

A: Physicians can call the HAP pharmacy department at (313) 664-8940, Monday-Friday, 8:00 a.m. to 4:30 p.m.). Members are advised to call the Customer Service number on their ID card.