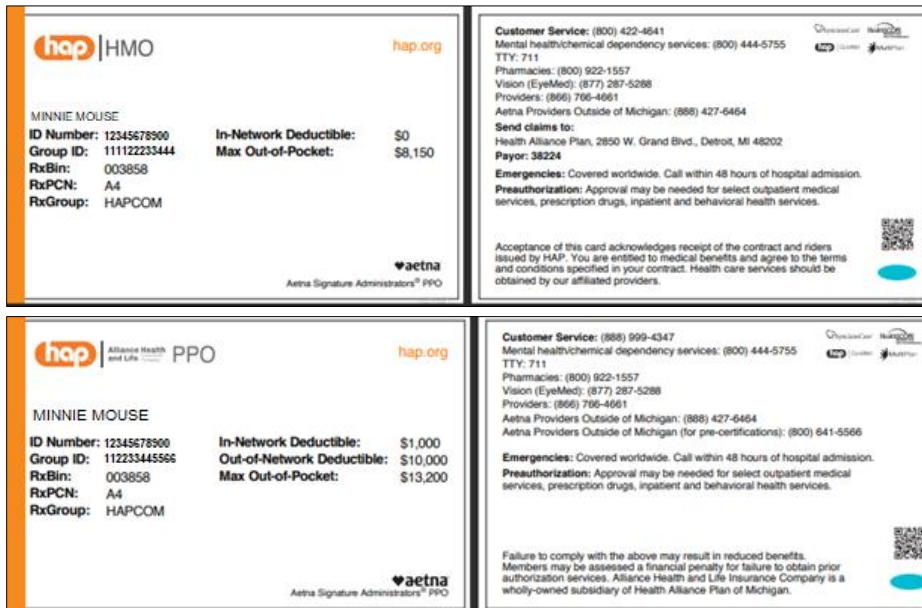




New Look for Commercial Member ID Cards

Effective January 1, 2022, HAP Commercial HMO and PPO member ID cards will have a new look. Below are some samples.



What was added to the card

- **Deductible and out-of-pocket maximum cost associated with member's plan**
This is a federal requirement (the Consolidated Appropriations Act).
- **The Aetna logo.** Aetna is HAP's national network partner. Note:
 - HMO and EPA members may seek emergency and urgent care services from the Aetna Signature Administrators® PPO network, or any other provider, when outside of HAP's network.
 - PPO members will utilize the Aetna Signature Administrators® PPO network when seeking care outside of the HAP PPO network*
 - EPO members residing outside of HAP's PPO network* will utilize the Aetna Signature Administrators® PPO network when seeking care.

*HAP's PPO network includes all of Michigan and seven counties of northwest Ohio: Defiance, Fulton, Henry, Lucas, Ottawa, Williams, and Wood.

Remember

- Member ID numbers have 11 digits. The last two digits on the subscriber ID is 00.
- Dependents, age 17 and under, do not receive individual ID cards. Please use the subscriber's ID card for these dependents when they receive care.

Verifying eligibility and benefits

It's important to **always** verify eligibility and benefits before providing services. There two ways:

- Log in at **hap.org** and select *Member Eligibility*.
- Call **(866) 766-4661**

There are no changes to HAP Medicare or HAP Empowered Medicaid member ID cards.