



HAP CareSource Coming October 1!

Original posting: Sept. 15

Update: Sept. 18 (update(s) appear with red text)

Last month we announced HAP and CareSource, an Ohio-based nonprofit managed care health plan, received regulatory approval to move forward with their joint venture after a comprehensive review by state and federal regulatory agencies.

By joining the strengths of the two nonprofit organizations, HAP and CareSource are extending and enhancing a mission-based legacy of offering comprehensive health coverage, providing access to the best physicians, and delivering compassion and care through a combined Medicaid offering and planned re-entry to the Health Care Marketplace.

Beginning Oct. 1, 2023, HAP Empowered Medicaid plans will become HAP CareSource plans. This includes members in Medicaid, MIChild, Healthy Michigan Plan, and Children's Special Healthcare Services plans. Members will receive new ID cards and there is a dedicated website.

Note: HAP Empowered MI Health Link is not included in this partnership yet.

This document contains important information you need to know for Medicaid business prior to Oct. 1, 2023 and after.

Important Contacts

Email providernetwork@hap.org for:

- Access to online applications
- Contract questions
- Credentialing status
- Provider office education and training

Contracting and Credentialing

Your HAP Empowered contract will not change. Your patients will be known as HAP CareSource members as of October 1. The same contract terms will apply to HAP CareSource members.

Resources for Providers

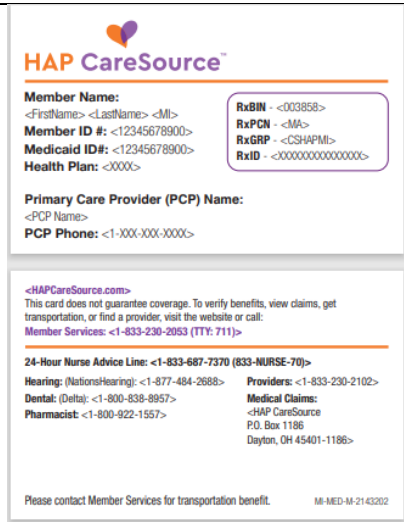

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
For the provider manual and newsroom, visit: hap.org	The HAP CareSource Provider Manual, Updates and Announcements (equivalent to HAP Newsroom), Provider Policies and Procedures, and more can be found at: hapcaresource.com

Accessing Secure Provider Portals

We have made it easy; providers will only need to remember one username and password to access the provider portal(s).

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Refer to the HAP Provider Portal: hap.org	Refer to the HAP CareSource Provider Portal: caresource.com/mi/providers/provider-portal/medicaid
Log in: hap.org	<p>If you are currently an active user of the HAP Provider Portal:</p> <ul style="list-style-type: none"> • Visit caresource.com/mi/providers/provider-portal/medicaid • Log into the HAP Provider Portal with your HAP username and password • Once logged in you can link directly to the HAP CareSource Portal • The first time you access the HAP CareSource Portal, you will need to set up the Multifactor Authentication method you would like to use when signing in • Locate your verification code and enter the code <p>*If you are not registered for the HAP Provider Portal, please self-register and then follow the instructions above.</p>

ID Cards

<p>Members will receive a HAP CareSource ID card but should continue to carry their Michigan Medicaid ID card as well. To the right are samples of both cards.</p> <p>HAP CareSource Member ID Card</p>	
<p>Michigan Medicaid ID card</p> <p>This card indicates the member is enrolled in Michigan Medicaid.</p>	

EDI Information

For dates of service Oct. 1, 2023 and forward

Availity will serve as the HAP CareSource exclusive EDI gateway service for HAP CareSource members. Please use the Payer ID – MIMCDCS1 – for the following HIPAA transactions:

- 270/271 Eligibility and Benefits
- 837 I, P Claim Submission
- 276/277 Claim Status

Member Eligibility and Benefits

Verifying Eligibility and Benefits

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>You can verify eligibility and benefits by one of these methods:</p> <ul style="list-style-type: none"> • Log in at hap.org and select <i>Member Eligibility</i> • Call: Provider Inquiry at 1-866-766-4661 • Visit CHAMPS web portal: milogintp.michigan.gov • Call CHAMPS provider support at 1-800-292-2550; choose option 5, then 2 	<p>You can verify eligibility and benefits by one of these methods:</p> <ul style="list-style-type: none"> • Log in at caresource.com/mi/providers/provider-portal/medicaid with your HAP username and password; select <i>Member Eligibility</i> under <i>Member Search</i> on the left navigation menu • Call: Provider Services at 1-833-230-2102 • Visit CHAMPS web portal: milogintp.michigan.gov • Call CHAMPS provider support at 1-800-292-2550; choose option 5, then 2

Eligibility List (for PCPs only)

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>Log in at hap.org; select <i>Member Eligibility</i>; Click to view <i>Member Roster</i> (under <i>Date of Service</i> field)</p>	<p>Log in at caresource.com/mi/providers/provider-portal/medicaid with your HAP username and password; select <i>Provider Membership List</i> under <i>Member Reports</i></p>

Prior Authorizations and Referrals

Authorization Requirements

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>Log in at hap.org; select <i>Procedure Reference Lists</i> under <i>Quick Links</i></p>	<p>Visit https://procedurelookup.caresource.com/</p> <ul style="list-style-type: none"> • No log in required • Use dropdown and select Michigan and appropriate line of business

Submitting Prior Authorization Requests and Checking Status

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>For services and procedures that require prior authorization, submit requests by one of these methods:</p> <ul style="list-style-type: none"> • Log in at hap.org and select <i>Authorizations</i> • Phone: Call the HAP Referral Management Team at 1-313-664-8950 • Fax: 313-664-5820 <p>To check the status of a prior authorization request, log in at hap.org; select <i>Authorizations</i></p>	<p>For services and procedures that require prior authorization, submit requests by one of these methods:</p> <ul style="list-style-type: none"> • Preferred method. Log in at HAP CareSource Provider Portal caresource.com/mi/providers/provider-portal/medicaid with your HAP username and password; select <i>Prior Authorizations</i> • Fax: toll free 844-432-8931/local 937-396-3539 • Mail: HAP CareSource P.O. Box 1307 Dayton, OH 45401-1307 • Phone: Call Provider Services at 1-833-230-2102 <p>To check the status of a prior authorization request, log in to HAP CareSource Provider Portal at caresource.com/mi/providers/provider-portal/medicaid and select <i>Status</i></p>

Historical Authorizations

For dates of service prior to Oct. 1, 2023
<ul style="list-style-type: none"> • Log in at hap.org select <i>Authorizations</i>. • Phone: Call the HAP Referral Management team at 1-313-664-8950

Claims

Electronic Funds Transfer (EFT)

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward**
<p>If you're currently set up for EFT with HAP, there is nothing you need to do.</p>	<p>If you are NOT set up for EFT with HAP, please review the information below.</p> <p>HAP CareSource partners with ECHO Health, Inc. to deliver provider payments. ECHO offers three payment options:</p> <ul style="list-style-type: none"> • Electronic Fund transfer (EFT) - preferred • Virtual Card Payment (QuicRemit) - Standard bank and card issuer fees apply* • Paper checks <p><i>*Payment processing fees are what you pay your bank and credit card processor for use of payment via credit card.</i></p> <p><u>Enrollment Instructions:</u> Enroll with ECHO for payment and choose EFT as your payment preference for HAP CareSource.</p>

**** Notice of Change:** Email notifications are not sent when a deposit/payment is made. Deposits/payments are made weekly.

Submitting Claims

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>Electronic Use Change Healthcare clearinghouse HAP Payer ID: 38224</p> <p>Paper Send to: HAP Empowered Claims P.O. Box 2578 Detroit, MI 48202</p>	<p>Electronic Use Availity clearinghouse or the HAP CareSource Provider Portal at caresource.com/mi/providers/provider-portal/medicaid HAP Payer ID: MIMCDCS1</p> <p>Paper Send to: HAP CareSource Claims P.O. Box 1186 Dayton, OH 45401</p>

Claims Status

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward**
<ul style="list-style-type: none"> Log in at hap.org; select <i>Claims</i> Call 1-866-766-4661 	<ul style="list-style-type: none"> Log in at caresource.com/mi/providers/provider-portal/medicaid with your HAP username and password; select <i>Claims</i>, then <i>Claims information and attachment</i> Call 1-833-230-2102
<p>**Notice: HAP will reject/deny claims with Date of Service (DOS) October 1 and after with denial reason 1067. Please redirect these claims to HAP CareSource.</p>	

Claims Appeals

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>Refer to the HAP Empowered Provider Manual at: hap.org/empoweredproviders</p>	<p>Providers can submit appeals via mail, fax or the HAP CareSource Provider Portal. The Provider Portal is preferred.</p> <p>Provider Portal: Log in at caresource.com/mi/providers/provider-portal/medicaid with your HAP username and password; select <i>Claims</i>, then <i>Appeals</i></p> <p>Additional guidance can be found in the HAP CareSource Provider Manual located at https://www.caresource.com/mi/providers/tools-resources/provider-manual/medicaid/</p>

Companion Guides

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>Log in at hap.org with your HAP username and password, select <i>Claims</i>; <i>Related Links</i> and <i>Companion Guides</i>.</p>	<p>Visit MDHHS at https://www.michigan.gov/mdhhs/doing-business/providers/hipaa/hipaa-companion-guides</p>

Remittance Advice

Obtaining a Remittance Advice

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Log in at hap.org with your HAP username and password; select <i>Remittance Advice</i> .	Log in at caresource.com/mi/providers/provider-portal/medicaid with your HAP username and password; select <i>Claims, Claim Information and Attachment, Claim Summary, Explanation of Payment (EOP)</i>

Obtaining an 835 File

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Log in at hap.org with your HAP username and password; select <i>Remittance Advice</i> .	Log in with ECHO at https://www.providerpayments.com/

Pharmacy

Submitting Pharmacy Claims

(billed by pharmacies through Express Scripts, the Pharmacy Benefit Manager)

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
RxBIN: 003858 RxPCN: MA RxGRP: HAPMCD	RxBIN: 003858 (same) RxPCN: MA (same) RxGRP: CSHAPMI

Formulary

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Michigan Medicaid Health Plans follow the Common Drug Formulary/Single Preferred Drug List. www.hap.org/medicaidformulary	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 CareSource as the drug formularies are essentially the same.

Pharmacy Benefit Prior Authorization Request

ESI Pharmacy Help Desk: 1-800-922-1557

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<ul style="list-style-type: none"> Call: 1-313-664-8940, option 3 Fax: 313-664-5460 For exception forms, visit hap.org/medicaid; <i>Prescription coverage; Formulary and forms</i> 	<ul style="list-style-type: none"> Fax: 866-930-0019 Call: 1-833-230-2102, option for Pharmacy https://secureforms.caresource.com/en/pharmac yexception/

Pharmacy Medical Benefit Prior Authorization Request (Medical Drugs)

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Fax: 313-664-5460	Fax: 888-399-0271

Pharmacy Network

There is no change to the Medicaid pharmacy network. Members can continue to use the same pharmacy to fill their medications. Members can fill prescriptions for covered medications at any pharmacy in the network, including but not limited to, Henry Ford Pharmacy Advantage.

Find a Doctor

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Visit: hap.org ; select <i>Find a doctor</i>	Visit: https://findadoctor.caresource.com/

Vendor Relationships

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
<p>Dental:</p> <ul style="list-style-type: none"> • Delta Dental of MI • deltadentalmi.com/findadentist • 1-866-558-0280 (TTY: 711) <p>Vision:</p> <ul style="list-style-type: none"> • Heritage Vision • Directory is at hap.org; find a doctor • 1-800-252-2053 <p>Hearing:</p> <ul style="list-style-type: none"> • NationsHearing • Directory is at nationshearing.com/hapempowered • 1-800-921-4559 <p>Maternity Management:</p> <ul style="list-style-type: none"> • Progeny Health • info.progenyhealth.com/provider • 1-855-231-4730 	<p>Dental:</p> <ul style="list-style-type: none"> • Delta Dental of MI • deltadentalmi.com/findadentist • 1-866-558-0280 (TTY: 711) <p>Vision:</p> <ul style="list-style-type: none"> • Superior Vision, offered by Versant Health Provider Network • https://superiorvision.com/ • 1-877-235-5317 • Additional info - Contact Resource Guide <p>Hearing:</p> <ul style="list-style-type: none"> • NationsHearing • https://www.nationshearing.com/HAPCareSource • 1-800-921-4559 <p>Maternity Management:</p> <ul style="list-style-type: none"> • HAP CareSource Mom & Baby Beginnings Team • 1-833-230-2034

MI-MED-P-2310600