

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:	The HAP CareSource Provider Manual, Updates and
hap.org	Announcements (equivalent to HAP Newsroom), Provider
	Policies and Procedures, and more can be found at:
	<u>hapcaresource.com</u>

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	If you are currently an active user of the HAP Provider Portal:
	 Visit <u>caresource.com/mi/providers/provider-portal/medicaid</u> 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 *If you are not registered for the HAP Provider Portal, please <u>self-register</u> and then follow the instructions above.

ID Cards

ID Garas	
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. HAP CareSource Member ID Card	Member Name: <pre></pre>
	Please contact Member Services for transportation benefit. MI-MED-M-2142022
Michigan Medicaid ID card This card indicates the member is enrolled in Michigan Medicaid.	mihealth card 12345678 JOHN Q. CITIZEN

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
You can verify eligibility and benefits by one of
these methods:

- Log in at <u>hap.org</u> and select *Member Eligibility*
- 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

For dates of service Oct. 1, 2023 and forward You can verify eligibility and benefits by one of these methods:

- Log in at <u>caresource.com/mi/providers/provider-portal/medicaid</u> with your HAP username and password; select *Member Eligibility under Member Search 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
Log in at	

Prior Authorizations and Referrals

Authorization Requirements

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
Log in at hap.org ; select <i>Procedure Reference</i>	Visit https://procedurelookup.caresource.com/
Lists under Quick Links	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 services and procedures that require prior authorization, submit requests by one of these methods:

- Log in at **hap.org** and select *Authorizations*
- Phone: Call the HAP Referral Management Team at 1-313-664-8950
- Fax: **313-664-5820**

To check the status of a prior authorization request, log in at hap.org; select Authorizations

For dates of service Oct. 1, 2023 and forward

For services and procedures that require prior authorization, submit requests by one of these methods:

- Preferred method. Log in at HAP CareSource Provider Portal
 - <u>caresource.com/mi/providers/provider-portal/medicaid</u> with your HAP username and password; select *Prior Authorizations*
- 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

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 Status

Historical Authorizations

For dates of service prior to Oct. 1, 2023

- Log in at hap.org select Authorizations.
- Phone: Call the HAP Referral Management team at 1-313-664-8950

Claims

Electronic Funds Transfer (EFT)

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For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward**
If you're currently set up for EFT with HAP, there is nothing you need to do.	If you are NOT set up for EFT with HAP, please review the information below.
	 HAP CareSource partners with ECHO Health, Inc. to deliver provider payments. ECHO offers three payment options: Electronic Fund transfer (EFT) - preferred Virtual Card Payment (QuicRemit) - Standard bank and card issuer fees apply* Paper checks
	*Payment processing fees are what you pay your bank and credit card processor for use of payment via credit card. Enrollment Instructions: Enroll with ECHO for payment and choose EFT as your
	payment preference for HAP CareSource.

^{**} **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
Electronic	Electronic
Use Change Healthcare clearinghouse	Use Availity clearinghouse or the HAP
HAP Payer ID: 38224	CareSource Provider Portal at
Paper	caresource.com/mi/providers/provider-
Send to:	portal/medicaid
HAP Empowered Claims	HAP Payer ID: MIMCDCS1
P.O. Box 2578	Paper
Detroit, MI 48202	Send to:
	HAP CareSource Claims
	P.O. Box 1186
	Dayton, OH 45401

Claims Status

For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward**
Log in at <u>hap.org</u> ; select <i>Claims</i>	Log in at <u>caresource.com/mi/providers/provider-</u>
• Call 1-866-766-4661	portal/medicaid with your HAP username and
	password; select Claims, then Claims information
	and attachment
	• Call 1-833-230-2102
**Notice: HAD will reject/deny claims with Date	of Sarvice (DOS) October 1 and after with denial reason

^{**}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.

Claims Appeals

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

Companion Guides

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	Visit MDHHS at
password, select Claims; Related Links and	https://www.michigan.gov/mdhhs/doing-
Companion Guides.	business/providers/hipaa/hipaa-companion-quides

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	Log in at caresource.com/mi/providers/provider-
password; select Remittance Advice.	portal/medicaid with your HAP username and
	password; select Claims, Claim Information and
	Attachment, Claim Summary, Explanation of
	Payment (EOP)

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	Log in with ECHO at
password; select Remittance Advice.	https://www.providerpayments.com/

Pharmacy

Submitting Pharmacy Claims

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

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For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
RxBIN: 003858	RxBIN: 003858 (same)
RxPCN: MA	RxPCN: MA (same)
RxGRP: HAPMCD	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	All Medicaid health plans in Michigan administer the
Common Drug Formulary/Single Preferred Drug	Michigan Medicaid Health Plan Common Drug
List.	Formulary. There should be minimal formulary impact for
www.hap.org/medicaidformulary	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

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For dates of service prior to Oct. 1, 2023	For dates of service Oct. 1, 2023 and forward
• Call: 1-313-664-8940 , option 3	• Fax: 866-930-0019
• Fax: 313-664-5460	• Call: 1-833-230-2102, option for Pharmacy
 For exception forms, visit 	https://secureforms.caresource.com/en/pharmac
<pre>hap.org/medicaid; Prescription coverage;</pre>	<u>yexception/</u>
Formulary and forms	

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 Find a doctor	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
Dental:	Dental:
Delta Dental of MI	Delta Dental of MI
 <u>deltadentalmi.com/findadentist</u> 	<u>deltadentalmi.com/findadentist</u>
• 1-866-558-0280 (TTY: 711)	• 1-866-558-0280 (TTY: 711)
Vision:	Vision:
Heritage Vision	Superior Vision, offered by Versant Health Provider
 Directory is at <u>hap.org</u>; find a doctor 	Network
• 1-800-252-2053	 https://superiorvision.com/
	• 1-877-235-5317
Hearing:	Additional info - Contact Resource Guide
 NationsHearing 	
 Directory is at 	Hearing:
nationshearing.com/hapempowered	 NationsHearing
• 1-800-921-4559	 https://www.nationshearing.com/HAPCareSource
	• 1-800-921-4559
Maternity Management:	
 Progeny Health 	Maternity Management:
info.progenyhealth.com/provider	HAP CareSource Mom & Baby Beginnings Team
• 1-855-231-4730	• 1-833-230-2034

MI-MED-P-2310600