Reminder - HAP CareSource Marketplace Plans Coming in 2025

Effective January 1, 2025, HAP CareSource will offer Marketplace plans in Michigan. They are available in Genesee, Lapeer, Macomb, Oakland, Shiawassee and Wayne counties. These plans are on-exchange and have gold, silver, and bronze tiers. There are also chronic-condition health plans:

- Diabetes (gold and silver)
- Healthy Heart (gold and silver)
- HDHP Preventive and Preventive (silver)

Important!

- These plans are Commercial HMO. If you are participating in HAP HMO Commercial plans, then you are participating in the HAP CareSource Marketplace plans.

Below is an ID card sample.

Be sure to always verify eligibility and benefits. You can find information on prior authorization requirements, claims, provider manuals, and more when you visit **hapcaresource.com,** select *Providers*, then *Marketplace*.

For important information on claims, please see the next page.

HAP CareSource Marketplace Plans Claims Information

The table below outlines claims information for HAP CareSource Marketplace plans only.

For	Instructions
Electronic Data Interchange (EDI) Information	Availity is the exclusive EDI gateway service for **HAP CareSource Marketplace members.** Please use the HAP CareSource Marketplace Payer ID – **MICS1** for the following HIPAA transactions: • 270/271 Eligibility and Benefits • 837 I, P Claim Submission • 276/277 Claim Status ***Please note the HAP CareSource Marketplace Payer ID will be available in Availity beginning January 1, 2025.**
Electronic Funds Transfer (EFT)	If you are not set up for EFT with HAP CareSource, please review the information below. HAP CareSource partners with ECHO Health, Inc. to deliver provider payments. ECHO offers three payment options: 1. Electronic Fund transfer (EFT) – **preferred** 2. Virtual Card Payment (QuicRemit) - Standard bank and card issuer fees apply* 3. 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.**

Submitting Claims	Below are options for submitting claims.
	• **Electronic**
	   – Availity clearinghouse - Payer ID: MICS1 (available in Availity on January 1, 2025)
	   – HAP CareSource Provider Portal (see access instructions below)
	• **Paper – Mail to:**
	   HAP CareSource
	   P.O. Box 1186
	   Dayton, OH 45401
	
	Important! HAP will reject/deny Marketplace claims with denial reason 1000 or 1067. Please redirect these claims to HAP CareSource.

Claims Status	There are two options to check claims status: 1. The HAP CareSource provider portal via *Claims, Claims Information and Attachment.* (See access instructions below). 2. Call **1-833-230-2101**
Claims Appeals/ Disputes	For information on claims appeals and dispute process, visit: https://www.caresource.com/mi/providers/provider-portal/appeals/marketplace/
Accessing the Secure HAP CareSource Provider Portal	

Accessing the Secure HAP CareSource Provider Portal

We offer single sign-on from the HAP Portal to the HAP CareSource Provider Portal.

• Visit **HAPCareSource.com**, select *Login*, then *Provider in MI*.
• Log in at **hap.org** with your HAP username and password.
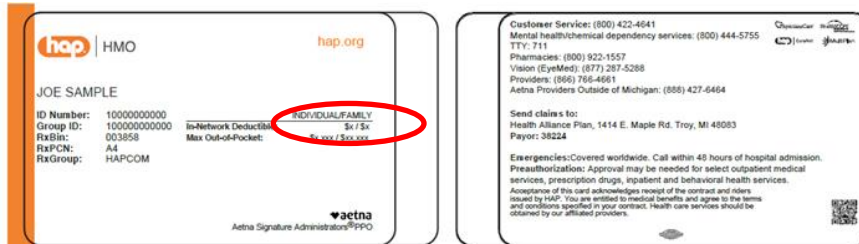• Select the *HAP CareSource* link.

Reminder - Medicaid and MI Health Link Plans

Today, HAP CareSource has plans for:

- **Medicaid eligible residents in:**
  - Region 6: Genesee, Huron, Lapeer, Sanilac, Shiawassee, St. Clair and Tuscola counties
  - Region 7: Clinton, Eaton and Ingham counties
  - Region 9: Jackson, Hillsdale, Lenawee, Livingston, Monroe and Washtenaw counties
  - Region 10: Macomb, Oakland and Wayne counties
- **MI Health Link (Medicaid and Medicare combined) for residents in:**
  - Macomb and Wayne counties

Reminder - HAP Plans for Individuals and Families

HAP offers individual and family plans. There are HMO, HMO Choice, and PPO plans. These plans are off-exchange. Below is an ID card sample.

Be sure to always verify eligibility and benefits. Simply log in at **hap.org** and select *Member Eligibility*.