

HAP CareSource™ MI Coordinated Health (HMO D-SNP) Quick Start Guide

HAP CareSource™ MI Coordinated Health (HMO D-SNP), a managed care program, is designed for Michiganders who receive BOTH Medicare and Medicaid benefits and live in Macomb and Wayne Counties. This quick reference guide will help answer some basic questions about working with our plan.

To contract with HAP CareSource MI Coordinated Health or to learn more about the plan, visit **HAP.org**.

Managed Long-Term Services and Supports (MLTSS)

MLTSS provides medical and non-medical care. Below are some of the services available in MLTSS programs:

- Care Coordination
- Chore Services (services to maintain a clean living environment)
- Community Living Supports (promote participation in the community)
- Home Delivered Meals
- Home Modifications
- Nursing Services
- Personal Emergency Response System
- Respite Services

Physician, acute care, behavioral health and institutional long-term care (nursing home) services may be combined with long-term care services, depending on how the model is structured.

Additional information about the program can be found on the [Michigan Department of Health and Human Services](#) website.

Provider Portal

We have made it easy - providers will only need to remember one username and password to access the Provider Portal.

- Log in at **HAP.org** with your HAP username and password.
- Select the HAP CareSource Link on the home page.
- Refer to **HAPCareSource.com** > Providers > [Provider Resources](#) for additional information.



Electronic Claim Submissions

HAP CareSource MI Coordinated Health encourages providers to submit claims electronically through our Provider Portal for efficient processing.

ECHO Health

Enroll with ECHO for EFT payment: Complete the enrollment form found at **HAPCareSource.com** > Providers > Tools & Resources > [Forms](#) and fax, email or mail it back to ECHO Health, Inc.

Electronic Data Interchange (EDI) HAP CareSource MI Coordinated Health payer ID: MIMCRCS1.

Timely Filing: 180 calendar days from the date of service or discharge.

Paper Claims: HAP CareSource
Attn: Claims Department
P.O. Box 1186
Dayton, OH 45401

Contact information

Provider Services	1-833-230-2159 Monday through Friday from 8 a.m. to 6 p.m., Eastern Time (ET)
Website	HAPCareSource.com
Member Benefits	1-833-230-2159
Provider Portal	HAPCareSource.com > Login > Provider in MI
Utilization Management (UM)	1-833-230-2159
Claims Inquiries	1-833-230-2159
Check Claims Status	HAPCareSource.com > Login > Provider in MI
Find A Doctor/Provider	findadoctor.CareSource.com
Provider Manual	HAPCareSource.com > Providers > Tools & Resources > Provider Manual

Please review the HAP CareSource MI Coordinated Health Provider Manual for additional information. You can find it on **HAPCareSource.com** > Provider > Tools & Resources > [Provider Manual](#).