



NETWORK Notification

Notice Date: November 4, 2024
To: Michigan Medicare-Medicaid Providers
From: HAP CareSource™ MI Health Link (Medicare-Medicaid Plan)
Subject: Reminder – Prior Authorization Requests and Appeal Process for Part B (Medical Drugs)
Effective Date: July 1, 2024

Summary

Remember that effective July 1, 2024, there was a change of process when initiating prior authorization (PA) requests for Part B (medical drugs) for HAP CareSource MI Health Link members. Providers must now submit initial PA requests through the [ESI – Evicore portal](#) or via fax to 1-833-812-0187. Appeals for Part B (medical drugs) must be submitted to HAP CareSource MI Health Link.

Impact

Medicare providers no longer submit PA requests for Part B (medical drugs) to HAP CareSource MI Health Link. Since July 1, 2024, providers now submit PA requests for Part B (medical drugs) through the [ESI – Evicore portal](#) or via fax to 1-833-812-0187. A step-by-step guide to submit requests through the [ESI – Evicore portal](#) is available. Send any appeals related to Part B (medical drug) denials to HAP CareSource MI Health Link via:

- The [provider portal](#)
- Fax at 937-396-3492 (standard appeals) or 937-396-3507 (expedited appeals)
- Phone at **1-833-230-2057**
- Email at MI_MMPHAPG&A@CareSource.com

All service authorization requests for medical services and durable medical equipment (DME) products or devices will continue to be submitted to HAP CareSource MI Health Link.

Questions?

Please contact HAP CareSource MI Health Link Provider Services at **1-833-230-2159**, available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET) if you have questions.

H9712_MI-MMP-P-3322997