

We would like to remind you about our website **HAPCareSource.com**

You can find information on any matter and even download it!

- Information about HAP CareSource™, HAP CareSource™ Marketplace and HAP CareSource™ MI Health Link's (Medicare-Medicaid Plan) Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about case management and disease management programs, including how to use the services and how HAP CareSource and HAP CareSource MI Health Link work with practitioner's patients in the program.
- The process to refer members, including discharge planners, to case management and disease management programs.
- Information about how to obtain or view copies of our adopted clinical practice guidelines and preventive health guidelines, including those for:
 - Chronic Obstruct Pulmonary Disease (COPD)
 - Asthma
 - ADHD (children)
 - CDC Recommended Immunization Schedule for Persons Ages 0-18 Years
 - CDC Recommended Immunization Schedule for Persons Over 18 Years of Age
 - Men: Stay Healthy at Any Age
 - Women: Stay Healthy at Any Age
 - Perinatal Care
 - Diabetes
 - Depression (adults)
- HAP CareSource and HAP CareSource MI Health Link's medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about utilization management (UM) issues.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for members.
- Information about how members may obtain language assistance to discuss UM issues.
- HAP CareSource and HAP CareSource MI Health Link's policy prohibiting financial incentives for UM decisionmakers.
- Information about HAP CareSource and HAP CareSource MI Health Link's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and our processes for generic substitution, therapeutic interchange, and step-therapy.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- HAP CareSource and HAP CareSource MI Health Link's member rights and responsibilities statement.
- Standards for maintaining and sharing member health records
- Information about the grievance and appeal process including, State Fair Hearings

If you have any questions about accessing our website or if you would like more information, please call Provider Services. The most recent information about HAP CareSource, HAP CareSource Marketplace and HAP CareSource MI Health Link and our services is always available on **HAPCareSource.com**.

