



SPRING 2024

PROVIDER *Source*

A Newsletter for Michigan Medicaid and MI Health Link

Welcome to HAP CareSource™ and HAP CareSource™ MI Health Link (Medicare-Medicaid Plan).

HAP CareSource and HAP CareSource MI Health Link represent a joint venture between two established non-profit organizations committed to serving the people of Michigan. We work hard to ensure you are kept up to date on what's happening with the plans and to bring attention to topics that impact your practice.

ProviderSource is a quarterly newsletter for HAP CareSource and HAP CareSource MI Health Link health partners in Michigan. In each edition, you will find information about:

- Online resources and helpful tools
- Program announcements and updates
- Clinical resources
- Procedure changes
- And more!

We are committed to keeping you up to date on our health plans and making it easier for you to work with us. Thank you for your partnership in serving HAP CareSource and HAP CareSource MI Health Link members.



HAP CareSource™





Chief Medical Officer's Note

I am delighted to extend a warm welcome to you, our partner in providing quality health care. As CareSource's Chief Medical Officer (CMO), I am excited to bring our operational innovation and enhanced member experience to Michigan.

My experience as a physician allows me to understand the importance of your time and the effort you put forth in providing patients with exceptional care. With this in mind I work to ensure that HAP CareSource and HAP CareSource MI Health Link deliver solutions you need. From convenient online self-service tools and fast prior authorizations to hassle-free claims processing, we want to make it simple for you to do business with us.

Our mission is to make a lasting difference in the lives of those we serve by improving their health and well-being. We focus on personalized service and expanded options for member care.

With our mission driven and member-centric principles and your valued partnership, we can make a significant impact on the health and well-being of the communities we serve. I am proud to bring these benefits to you and our members and I look forward to the positive outcomes we will achieve together.

Sincerely,

A handwritten signature in black ink, appearing to read "D C Williams MD". The signature is fluid and cursive.

Dr. David Williams
Executive Vice President & Chief Medical Officer





Welcome to HAP CareSource and HAP CareSource MI Health Link!

Our mission is to make a lasting difference in the lives of those we serve by improving their health and well-being. We focus on personalized service and expanded options for member care.

The HAP CareSource difference!

HAP CareSource and HAP CareSource MI Health Link are committed to providing excellence in our managed care product lines through fiscally responsible programs that ensure access to and the delivery of cost-effective and high-quality medical services.

- Non-profit organization committed to putting people over profits
- Exclusively focused on government programs with deep Medicaid and dual-eligible experience
- Operational excellence with industry-leading accuracy and timeliness
- Pioneer in social determinants of health (SDoH) with an award-winning CareSource Life Services® program
- Leading the way in innovation to serve complex populations

Tools to Get You Started

HAP CareSource and HAP CareSource MI Health Link communicate with our provider network through a variety of channels, including phone, fax, Provider Portal newsletters, **HAPCareSource.com**, and network notifications. We encourage you to reach out to Provider Services at **1-833-230-2102** (HAP CareSource) or **1-833-230-2159** (HAP CareSource MI Health Link) with any questions.

Payer ID

Medicaid - MIMCDCS1

MI Health Link – MIMCRCS1

Website

Accessing **HAPCareSource.com** is quick and easy. On the **Provider** section of the site, you will find commonly used forms, newsletters, updates and network announcements, our provider manual, claims information, frequently asked questions, clinical and preventive guidelines and much more.

Provider Portal

<https://www.caresource.com/mi/providers/provider-portal/>

Our secure online Provider Portal allows you instant access at any time to valuable information. You can access the HAP CareSource Provider Portal at **HAPCareSource.com** > Login > [Provider MI](#). To help you streamline your operations, we offer single sign-on from the HAP Portal to the HAP CareSource Provider Portal.

- Current users of the HAP Portal can continue accessing the portal on the HAP site.
- New users to the HAP Portal will need to register in the HAP Portal. Once you log in on the HAP site, select the HAP CareSource link and it will take you to the HAP CareSource Provider Portal.

**Note:* Multi-factor authentication (MFA) is part of connecting to the HAP CareSource Provider Portal.

Provider Portal Benefits:

- Easy access to a secure online (encrypted) tool with time-saving services and critical information
- Available 24 hours a day, seven days a week
- Accessible on any personal computer (PC) without additional software





Provider Manual

The Michigan Provider Manual explains important requirements and guidelines for working with HAP CareSource and HAP CareSource MI Health Link. Refer to this manual at **HAPCareSource.com** > Providers > [Provider Manual](#) for the details on the topics featured in this guide.

Provider Resources

We want to make it easy for you to get the information you need when you need it. You can find helpful links and information online on our Provider Resources page by visiting our website at **HAPCareSource.com** > Providers > [Provider Resources](#).

Quick Reference Guides

To equip you to provide the best service for our members, the Quick Reference Materials webpage can help you familiarize yourself with the plan. Key materials can be found on **HAPCareSource.com** > Providers > Tools & Resources > [Quick Reference Materials](#).

Updates and Announcements

HAP CareSource and HAP CareSource MI Health Link strive to make partnering with you simple. We're aware things may change in the way we do business with you and want to communicate the changes in an efficient manner. Visit our Updates and Announcements page at **HAPCareSource.com** > Providers > Tools & Resources > [Updates and Announcements](#) to view our Network Notifications communicating any business updates.

Contact Us

You can find helpful contact information on our website at **HAPCareSource.com** > Providers > Provider Overview > [Contact Us](#).

Explore HAP CareSource & HAP CareSource MI Health Link



Staying Up to Date

HAP CareSource and HAP CareSource MI Health Link offer providers a number of ways to stay connected and keep up to date. See below for ongoing communications, trainings and resources you will want to explore.

Network Notifications

HAP CareSource and HAP CareSource MI Health will regularly communicate operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. You can view Network Notifications on our website at HAPCareSource.com > Providers > Tools & Resources > [Updates & Announcements](#).

Monthly Bulletin Email

Monthly emails are automatically sent to all participating providers. Email content is created using the most recent network notifications, trainings, policy changes and general updates.



Educational Resources

We encourage providers to learn more about HAP CareSource and HAP CareSource MI Health Link and topics related to your practice.

Training and Events

You can access our available education and trainings at HAPCareSource.com > Providers > Education > [Training & Events](#). This page will provide on-demand training as well as highlight any upcoming training events.

Provider Orientation

Orientation resources are available at HAPCareSource.com > Providers > Education > [Become a Participating Provider](#). This training will give you more details for completing common processes and provide helpful information.



Provider Spotlight

The Provider Spotlight is a platform we created to highlight outstanding providers who partner with HAP CareSource and HAP CareSource MI Health Link. Select providers are featured throughout various platforms such as the provider newsletter, provider bulletin, social media and the website.





How Do Your Patients Perceive You?

We are excited to partner with you in our HAP CareSource and HAP CareSource MI Health Link plans! As part of an operating Medicaid and Medicare-Medicaid Plan (MMP), we are required to conduct patient experience surveys, such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). We are required to conduct these surveys annually from February through May and report the data as part of quality measurement. In these anonymous surveys, many of your HAP CareSource or HAP CareSource MI Health Link patients will be asked questions about their experiences with their providers and health plan. It is the patients' chance to voice their opinion.

We know your team works hard to provide the best care for every patient on every visit! Our partnership makes a big impact on the patient's perception of their health care experience, and we are here to help.

Some things to consider:

- ✓ How would your patients rate the care you provide?
- ✓ Can patient appointments be scheduled “easily” and “as soon as needed”?
- ✓ Are your patients aware of your hours and where to go for urgent care?
- ✓ Will your patients think you are informed and participating in their health care plan?
- ✓ Will your patients think you spent time explaining things, including necessary vaccinations, test processes and results?
- ✓ How would your patients rate how well you listen carefully, show respect, and spend needed amount of time with them?

We appreciate all that you do and look forward to continuing as your partner in delivering a high standard of care!

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



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HAPCareSource.com

JOIN US

 [Facebook.com/HAPCareSource](https://www.facebook.com/HAPCareSource)

 [Twitter.com/HAPCareSource](https://twitter.com/HAPCareSource)



We are here for you!

HAP CareSource and HAP CareSource MI Health Link strive to make it easy for you to work with us, whether online or over the phone.

For questions not addressed in the resources provided here, please call Provider Services at:

HAP CareSource: **1-833-230-2102**

HAP CareSource MI Health Link: **1-833-230-2159**

***Thank you for helping
us care for our members!***