



SPRING 2025

# PROVIDER *Source*

A Newsletter for Michigan Medicaid and MI Health Link

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**HAP CareSource**™

## Chief Medical Officer's Note



As we embark on the new year, we want to take a moment to express our deepest gratitude for your unwavering dedication to patient care. We recognize that many patients, whether healthy or managing chronic conditions, have been hesitant to re-engage with the health care system, leading to delays in preventive care, routine screenings, and even necessary treatments. Your efforts in guiding them back to prioritizing their health are invaluable, and we are committed to supporting you in this mission.

HAP CareSource continues to find innovative ways to support you, as we understand that patients are becoming more complex in this post-pandemic era. It is especially critical that patients with complex medical conditions receive the support, coordination, and guidance necessary to navigate their health care journey effectively. Our dedicated Care Management team is here to assist, offering patient education, service coordination, and help in addressing social determinants of health that may be barriers to care. We encourage you to connect with us or to direct your patients to our services so that, together, we can ensure they receive the care they need.

Additionally, this winter season, we want to emphasize the importance of preventive health measures, particularly vaccinations. Influenza and respiratory syncytial virus (RSV) continue to pose significant risks, and immunization remains a vital tool in reducing transmission, protecting vulnerable populations, and alleviating strain on health care resources. By working together to encourage vaccinations and preventive care, we can help safeguard public health while supporting your efforts to provide compassionate, high-quality medical services.

Thank you for your partnership, your dedication, and for delivering health care to those who need it the most in our communities. We are proud to stand beside you and partner with heart and purpose.

Sincerely,

Dr. Lori Billis  
Medical Director – Michigan

*The material in this newsletter applies to HAP CareSource™, HAP CareSource™ MI Health Link (Medicare-Medicaid Plan) and HAP CareSource Marketplace. When stating “HAP CareSource,” the content applies to all plans – Medicaid, MI Health Link, and Marketplace – unless otherwise noted.*





## ***Welcome to our Marketplace Providers!***

Hi, Marketplace providers – we are excited to have you here in our HAP CareSource network!

ProviderSource is a quarterly newsletter for HAP CareSource Medicaid, HAP CareSource MI Health Link (Medicare-Medicaid Plan) and now HAP CareSource Marketplace. 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 our members!



# How Do Your Patients Perceive You?



Every year, from February through May, HAP CareSource is required to conduct patient experience surveys, such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). In this anonymous survey, many of your HAP CareSource patients will be asked questions about their experiences with providers and the 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"?
- ✓ When making a referral, do you inform your patients about how long it will take to get the appointment?
- ✓ Are you working with patients to proactively schedule routine care and screenings?
- ✓ 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 listened carefully, showed respect, and spent the 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!**

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

## Network Notification Bulletin

HAP CareSource regularly communicates operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and keeps you informed about working with us. Here were some network notifications posted from the previous quarter that you may have missed:

- Marketplace – [New Billing Payer Information](#)
- Medicaid – [2025 Vaccine Initiative](#)
- MI Health Link – [Medical Records Reviews](#)

Network notifications can be accessed at [HAPCareSource.com](https://HAPCareSource.com) > Providers > [Updates & Announcements](#).

UPDATES



# New Year, New Rewards!

## Medicaid

We reward your patients for completing healthy activities throughout the year. Our HAP CareSource MyKids program is designed for newborn through 21 years of age, and rewards for various activities such as well baby visits, lead screening, dental exam, and much more! For HAP CareSource MyHealth, we reward adults 22+ for completing healthy activities such as routine physical exams, A1C testing, dental exams, breast cancer screenings and much more.

- Registration is not required for either program. Members are automatically enrolled.

Learn more about the [Rewards Programs](#) today! You will find the Reward Amount, Incentives, and much more!

## MI Health Link

This year, we have combined the over-the-counter (OTC)/ Flex benefits and Rewards into one card – the Healthy Benefits + card. Members now have one card to use for both benefits. As a reminder, our My HAP CareSource Reward program rewards members for completing healthy activities such as annual physical exams, breast cancer screenings, colorectal cancer screenings and much more.

- Registration is not required. Members are automatically enrolled.

Learn more about the [Rewards Programs](#) today! You'll find the Reward Amount, Incentives, and much more!

## Marketplace

We reward your patients for completing healthy activities throughout the year. Our MyHealth program is designed for members 18+ and reward members for completing healthy activities such as chlamydia screenings, breast cancer screenings, colorectal cancer screenings, and diabetic screenings.

- Registration is not required. Members are automatically enrolled.

Learn more about the [Rewards Programs](#) today! You can view the Reward Amount, Incentives, and much more!





## Returning Overpayments to HAP CareSource

Providers are required to report and return any overpayment within 60 days after identification. An overpayment is defined as any funds a provider receives from Medicare or Medicaid to which the person is not entitled. There is no minimum monetary threshold for returning an overpayment. The 60-day time period for reporting and returning begins when the overpayment is identified, or the provider is informed of the potential overpayment.

If you have received an overpayment from HAP CareSource, please complete the Overpayment Recovery Form or Claim Refund Check Form located on the **HAPCareSource.com** [Forms](#) webpage within 60 days.

For further assistance, please contact Provider Services at the appropriate number below:

Medicaid: **1-833-230-2102**

Marketplace: **1-833-230-2101**

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



## Pharmacy Updates for Marketplace, Medicaid and MI Health Link

HAP CareSource has searchable drug lists that are updated regularly on the website. To find out which drugs are covered under your member's plan, go to Providers > Tools & Resources > [Drug Formulary](#). The most current updates can also be found there. If members do not have access to the internet, they can call Member Services for their respective market and plan. A representative will help members find out if a medication is covered and if there are any rules or restrictions.

## Medication Adherence

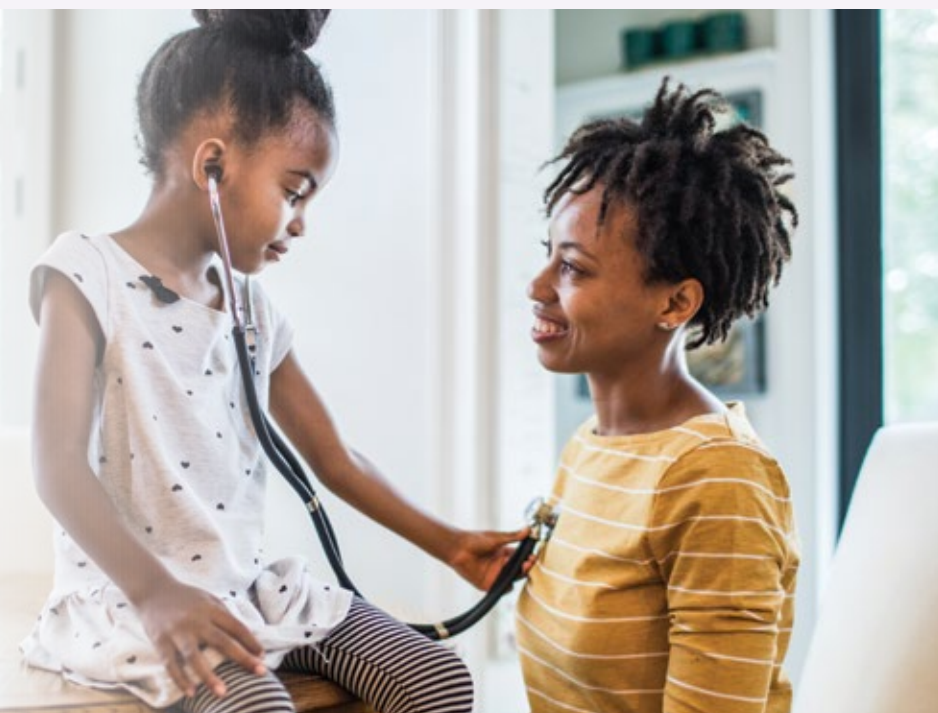
Over 50% of adults don't take their medications as prescribed, which can lead to poor health outcomes and more hospital visits. Technology is changing health care by providing tools such as electronic pill bottles and remote monitoring devices that help patients follow their medication schedules. These tools can help improve adherence and identify patients who might be at risk for nonadherence.

While these tools can improve patient care, they can't replace the crucial role of pharmacists and health care providers in managing medications. Emphasize to your patients the importance of taking their medications as prescribed.





# Hepatitis C and Sickle Cell Disease: Removing Barriers for Patients



## Medicaid and MI Health Link

### > Hepatitis C (Hep C)

Studies estimate that over 69,000 Michiganders are currently living with Hep C<sup>1</sup>. Most Hep C cases can be cured in as little as eight to 12 weeks<sup>2</sup>. With the statewide initiative ‘We Treat Hep C’, any provider with prescriptive authority can cure Hep C. MAVYRET® is preferred and can be dispensed to your Medicaid or MI Health Link patients in extended supplies. Please be sure to indicate total quantity for eight to 12 weeks on your prescription and to dispense the full course of treatment at a single time.

## Medicaid

### > Sickle Cell Disease (SCD)

HAP CareSource has partnered with MDHHS and the University of Michigan to improve SCD outcomes. We are encouraging providers to write 90-day supply prescriptions for hydroxyurea and prophylactic antibiotics for Medicaid members, when appropriate. Please notate on the prescription to dispense in a 90-day supply. Here is language to assist:

- “Dispense entire three-month supply”
- “Do not reconstitute at the pharmacy, please instruct the patient/caregiver on the reconstitution volume and stability so they may reconstitute at home as needed”
- “Chronic treatment for sickle cell disease”

For questions or assistance with a pharmacy issue, please contact HAP CareSource at the appropriate Provider Services phone number below:

- Medicaid: **1-833-230-2102**
- MI Health Link: **1-833-230-2159**

## References:

1. Rosenberg, E.S., Rosenthal, E.M., Hall, E.W., Barker, L., Hofmeister, M.G. Sullivan, P.S., Dietz, P., Mermin, J., Ryerson, A.B. (2018). Prevalence of Hepatitis C Virus Infection in U.S. States and the District of Columbia, 2013 to 2016. *JAMA Netw Open*, 1(8). doi: 10.1001.
2. Fierer, D.S. & Wyles, D.L. (2020). Re-treatment of Hepatitis C Infection After Multiple Failures of Direct-Acting Antiviral Therapy. *Open Forum Infectious Disease*, 7(4). doi: 10.1093



P.O. Box 1025  
Dayton, Ohio 45401

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## Member Corner

The MemberSource newsletter is a great resource to stay up-to-date with health, wellness and plan information for your HAP CareSource or HAP CareSource MI Health Link patients. To view editions of the MemberSource newsletter, visit **HAPCareSource.com** > Members > Education > [Newsletters](#).

***Thank you for your  
partnership!***