Facts about your EPO plan

HAP EPO plans make it easier for you to get and stay healthy

What does EPO stand for:

An EPO, or exclusive provider organization, is a health plan similar to a PPO.

- EPO members have access to Health Alliance Plan's affiliated physicians through our statewide PPO network.
- EPO members do not need to select a primary care physician (PCP) and referrals are NOT required to see a specialist.
- If you have an emergency or urgent care need, your services are covered 24/7, at any emergency or urgent care facility worldwide.

As an EPO enrollee:

- EPO members obtain all preventive, routine and specialty care services from in-network providers. With the exception of emergency and urgent care services, there is no coverage if you seek services from non-network providers.
- EPO members have access to our national pharmacy network and Students Away program.
- If you have an EPO group plan, you can seek care through our statewide PPO network in Michigan and northwest Ohio. If you permanently reside outside of Michigan, your employer will enroll you in an out-of-area subgroup, where you will get care through Aetna Signature Administrators national PPO network.
- HAP has partnered with Aetna Signature Administrators® for members permanently living outside of Michigan. The Aetna network gives you access to more than 1.4 million providers including over 6,100 hospitals and thousands of MinuteClinic® locations around the country.
- You are covered for a wide range of routine services including annual wellness checkups, breast cancer screenings, immunizations and more. For a full list of preventive services, visit **hap.org/preventive-services.**

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Subsidiaries Alliance Health and Life Insurance Company® | ASR Health Benefits

HAP and its subsidiaries do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

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HAP720501 - 7/2025

We want to help you achieve the best health possible. We offer many health and wellness programs:

- Care management programs
- iStrive personalized digital wellness tools
- Behavioral health resources
- Weight management
- Tobacco cessation support

Learn more at **hap.org/health**

When you're a HAP member, you can access:

- Your online member account at **hap.org/login**
- Telehealth services at **hap.org/telehealth**
- Health Care Cost Estimator at **hap.org/hap-member/costestimator**
- HAP Member Discounts at **hap.org/member-discounts**
- A dedicated team to answer your questions by calling **(800) 422-4641 (TTY: 711)**

Learn more at **hap.org/through-employer/member-resources.**