Our brand evolution:
What providers need to know.

Health Alliance Plan®
by Henry Ford Health

New name. Same partnership at the point of care.
HAP is now Health Alliance Plan by Henry Ford Health.

Our name and look have changed, but the way we work with you has not. You can continue to count on the same broad network, dependable support and clear path to the resources you use every day. We've updated the materials you rely on, including manuals and help guides, to reflect our new identity.

Below is a quick overview of what's changing and what it means for your day-to-day operations.

Provider network

This is not a new or narrow network or an organizational restructuring. Instead, this is a brand evolution. This does not reflect a change in our provider network or our partnerships with providers across the state, including providers from outside the Henry Ford Health network.

Provider contracts

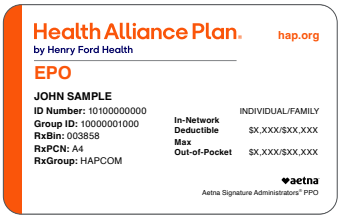
There are no changes to provider contracts. Members still have access to our broad provider networks, whether they see a Henry Ford Health provider or not.

Member benefits and ID cards

Member benefits are not changing as part of the brand evolution. You can still check eligibility and benefits:

- Phone: **(866) 766-4661**
- Online: **hap.org/login**

Members will receive new ID cards beginning November 2026 for the plan year beginning Jan. 1, 2027.


Health Alliance Plan
by Henry Ford Health
hap.org
EPO
JOHN SAMPLE
ID Number: 10100000000
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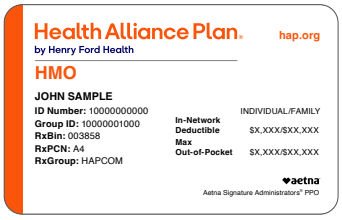
RxPCN: A4
RxGroup: HAPCOM
INDIVIDUAL/FAMILY
In-Network Deductible $X,XXX/$XX,XXX
Max Out-of-Pocket $X,XXX/$XX,XXX
aetna
Aetna Signature Administrators® PPO

Customer Service: (888) 999-4347
Coordinated behavioral health: (800) 444-5755 TTY: 711
Pharmacies: (800) 922-1557
Vision (EyeMed): (877) 287-5288
Providers: (866) 766-4661
Aetna Providers Outside of Michigan: (888) 427-6464
Alliance Health and Life Insurance Company
Send claims to: Alliance Health and Life Insurance Company, 1414 E. Maple Rd., Troy, MI 48083
Payer ID: 38224
Emergencies: Covered worldwide. Call within 48 hours of hospital admission.
Preauthorization: Approval may be needed for select outpatient medical services, prescription drugs, inpatient and behavioral health services.
Failure to comply with the above may result in reduced benefits. Members may be assessed a financial penalty for failure to obtain prior authorization services. Alliance Health and Life Insurance Company is a wholly owned subsidiary of Health Alliance Plan of Michigan.


Health Alliance Plan
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HMO
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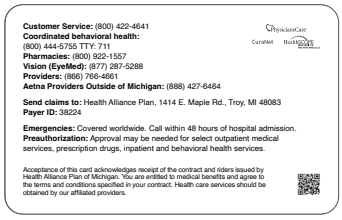
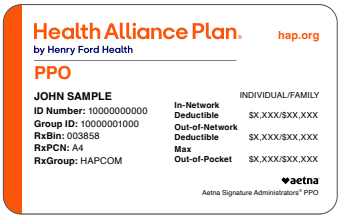

Customer Service: (800) 422-4641
Coordinated behavioral health: (800) 444-5755 TTY: 711
Pharmacies: (800) 922-1557
Vision (EyeMed): (877) 287-5288
Providers: (866) 766-4661
Aetna Providers Outside of Michigan: (888) 427-6464
Send claims to: Health Alliance Plan, 1414 E. Maple Rd., Troy, MI 48083
Payer ID: 38224
Emergencies: Covered worldwide. Call within 48 hours of hospital admission.
Preauthorization: Approval may be needed for select outpatient medical services, prescription drugs, inpatient and behavioral health services.
Acceptance of this card acknowledges receipt of the contract and riders issued by Health Alliance Plan of Michigan. You are entitled to medical benefits and agree to the terms and conditions specified in your contract. Health care services should be obtained by our affiliated providers.


Health Alliance Plan
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Out-of-Network Deductible $X,XXX/$XX,XXX
Max Out-of-Pocket $X,XXX/$XX,XXX
aetna
Aetna Signature Administrators® PPO

Customer Service: (888) 999-4347
Coordinated behavioral health: (800) 444-5755 TTY: 711
Pharmacies: (800) 922-1557
Vision (EyeMed): (877) 287-5288
Providers: (866) 766-4661
Aetna Providers Outside of Michigan: (888) 427-6464
Aetna Providers Outside of Michigan (for pre-certifications): (800) 641-5566
Alliance Health and Life Insurance Company
Send claims to: Alliance Health and Life Insurance Company, 1414 E. Maple Rd., Troy, MI 48083
Payer ID: 38224
Emergencies: Covered worldwide. Call within 48 hours of hospital admission.
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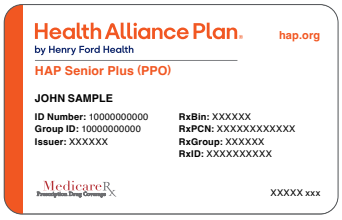
Health Alliance Plan
by Henry Ford Health
hap.org
HAP Senior Plus (PPO)
JOHN SAMPLE
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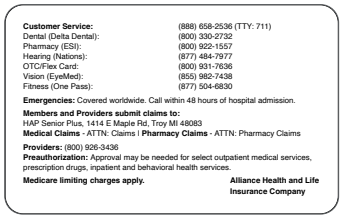
Medicare Rx
XXXXX xxx


Customer Service: (888) 658-2536 (TTY: 711)
Dental (Delta Dental): (800) 330-2732
Pharmacy (ESI): (800) 922-1557
Hearing (Nations): (877) 484-7977
OTC/Flex Card: (800) 931-7636
Vision (EyeMed): (855) 982-7438
Fitness (One Pass): (877) 504-6830
Emergencies: Covered worldwide. Call within 48 hours of hospital admission.
Members and Providers submit claims to: HAP Senior Plus, 1414 E Maple Rd, Troy MI 48083
Medical Claims - ATTN: Claims I Pharmacy Claims - ATTN: Pharmacy Claims
Providers: (800) 926-3436
Preauthorization: Approval may be needed for select outpatient medical services, prescription drugs, inpatient and behavioral health services.
Medicare limiting charges apply.
Alliance Health and Life Insurance Company

Claims submission

There are no changes. Continue to submit claims for Commercial and Medicare Advantage plans using the **payer ID 38224**.

Secure provider portal access

You can still access the secure provider portal when you log in at **hap.org**.

Contact information

There are no changes in contact information. Email addresses are still "@hap.org." For more information, visit our provider **contact page**.

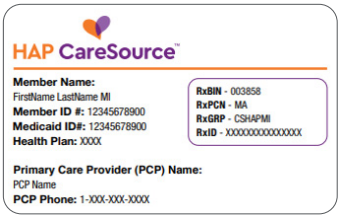
ASR Health Benefits

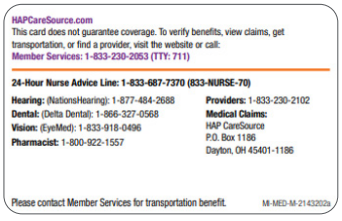
ASR Health Benefits, our third-party administrator for employer self-funded plans, is becoming Health Alliance TPA by Henry Ford Health. New ID card distribution will begin in Q2 2027. Additional details will be shared as they become available.

HAP CareSource

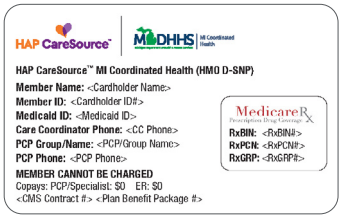
HAP CareSource is not changing. It will continue to offer Medicaid and MI Coordinated Health (MICH) plans in Michigan.

Medicaid





MI Coordinated Health (HMO D-SNP) or MICH



Thank you for your continued partnership and for the care you provide to our members every day. Together, we're creating a more connected healthcare experience for the people we serve.