

Health Alliance Plan[®]

by Henry Ford Health

Frequently Asked Questions Regarding Our New Brand

As you know, HAP is now Health Alliance Plan by Henry Ford Health! Our new brand is built on the idea of alliance, being all in on a more connected, human-centered healthcare experience for our members. We will be phasing out the old brand gradually as materials get updated (e.g. provider manual, online application help guides, etc.). Please see information below on how our new brand will impact your day-to-day operations.

Is this a new network or narrow network?

No. This is a brand evolution, not an organizational restructuring. This does not reflect a change in our provider network or our partnership with providers across the state, including providers from outside the Henry Ford Health network.

Has my provider contract changed?

No, 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.

Will there be new member ID cards?

No, not until 2027.

Is there any change in plan operations (e.g., contacting Health Alliance Plan, submitting claims, etc.)

No. Contacts have not changed. For more information, visit our provider [contact page](#). There is no change in the payer ID (38224) you use to submit claims to us for Commercial and Medicare Advantage claims.

Will the url @hap.org be changing for emails and secure provider portal access?

No, the url is not changing. You will continue to see team member email addresses with @hap.org. You will continue to log in at **hap.org**.

Are benefits changing for members?

No, there are no benefit plan changes for members. You can continue to check eligibility and benefits by:

- Phone: **(866) 766-4661**
- Online: Log in at **hap.org**

Is the HAP CareSource name changing?

No, these changes do not impact the name of HAP CareSource, our joint venture with CareSource that offers Medicaid and MI Coordinated Health (MICH) plans in Michigan.

Is ASR Health Benefits name changing?

Yes. For providers who also work with ASR Health Benefits, our third-party administrator that administers employer self-funded plans, is becoming **Health Alliance TPA by Henry Ford Health**.

Thank you for the care you provide for our members. We truly value our provider partnerships!