



Introducing Pivotal – New HMO Plan for 2021!

We're excited to announce Pivotal, an HMO plan that's been thoughtfully designed, leveraging the strengths and innovation of HAP and the Henry Ford Health System. This plan is designed specifically to deliver world-class care while improving quality outcomes and reducing cost of care.

Below is a high-level overview of Pivotal.

Network

The table below outlines the providers considered in-network for this plan.

Physicians	<ul style="list-style-type: none"> Henry Ford Physician Network (Henry Ford Medical Group and independent physicians) and Jackson Health Network Full HAP HMO pediatric primary care providers and specialists Full HAP Behavioral Health providers
Hospitals	All Henry Ford hospitals
Ancillary	Full HAP HMO ancillaries
Pharmacy	Full HAP contracted pharmacies, including Henry Ford Health System
Note: Children's Hospital of Michigan and C.S. Mott Children's Hospital are available for specific pediatric specialties with approved prior authorization.	

Concierge customer service

Every Pivotal plan comes with premiere concierge service and personalized attention, including:

- An exclusive phone number for members to call to connect with a specialist who will help them navigate their health care experience. Members can call (888) 427-9473 to speak with a customer service specialist.
- Same day appointments with primary care providers for sick visits.
- Appointments within 10 business days when needed to see a specialist or to get an annual physical.

Virtual care

HAP Pivotal features access to virtual care with \$0 cost share. Members can see any doctor in the Pivotal network who has virtual care capabilities.

ID card

Below is a sample ID card that Pivotal members will carry.



Verifying Member Eligibility and Benefits

Members can be identified using one of these methods:

- Calling our Self-Service Automated line at **(866) 766-4661**. It's available 24/7. There is no limit on the number of members you can verify per NPI.
- Logging in at **hap.org** and selecting the *Member Eligibility* application. Below is a sample screen shot (PHI removed) where you will see *Pivotal* in the *Network* field.

Date of Service : 01/01/2021 Modify Search

Member Eligibility Details Collapse All

Member Information ▼

Member Name :		HAP Member ID :	
Date of Birth :		Status :	Active
Gender :		Member Address :	
PCP Name :		PCP Primary Phone :	
PCP Primary Fax :		PCP Effective Date :	01/01/2021
Network :	PIVOTAL HMO NON-HFMG AUTO ASSIGNED	Plan :	HAP HMO PLAN PIVO

Contract Information ▼

Group :		Group Name :	
RX Group :	HAPCOM	RX PCN :	A4
RX Bin :		Benefit Code :	AA002750 
Effective Date :	01/01/2021		

Prior authorization requests

This plan follows our HMO prior authorization rules, policies and procedures.