



HAP Provider Communication Update: Look What We Accomplished Together in 2019!

Thanks for helping to keep our members healthy and improving the quality of the care they receive. Our strong partnership with you helps us work as a team to give the care our members want and deserve.

Here are some highlights of what made 2019 so great for us - and how it impacts our partnership with you.

HAP ranks highest in J.D. Power 2019 Member Satisfaction Study

HAP ranked highest in member satisfaction among commercial health plans in the Michigan region, according to the J.D. Power 2019 Commercial Member Health Plan StudySM. This marks 10 out of the last 12 years HAP has been ranked #1 according to J.D. Power's study that measures satisfaction based on six key factors: billing and payment; cost; coverage and benefits; customer service; information and communication; and provider choice, and other key aspects of member engagement. HAP received the highest regional score of eligible health plans and excelled in overall customer satisfaction. HAP was the top regional performer on coverage and benefits, as well as cost.

AP's 2020 Medicare HMO and PPO plans rated 4 out of 5 stars

HAP's 2020 Medicare HMO and Medicare PPO both earned a 4-star rating from The Centers for Medicare and Medicaid Services.

Trusted HP – Michigan acquisition starts Medicaid growth for HAP and Henry Ford Health System

HFHS and HAP acquired Trusted HP – Michigan, a Medicaid plan based in Detroit, formerly known as Harbor Health Plan, Inc. The acquisition solidifies HAP's re-entry into the state of Michigan's Medicaid HMO service area known as Region 10, which includes Wayne, Oakland and Macomb Counties. Effective January 1, 2020, all Medicaid members were under one HAP-branded Medicaid name.

HAP partners with West Michigan physicians to offer low-cost Medicare HMO

HAP has partnered with a group of West Michigan physicians affiliated with Mercy Health to make a new Medicare Advantage plan for West Michigan residents. Developed in collaboration with these physicians, HAP Choice Medicare is an HMO plan in Kent, Muskegon, Oceana and Ottawa counties, making it HAP's first Medicare product in West Michigan. There are two plans from which to choose: one with a \$0 premium and the other with a \$26 monthly premium. Both plans offer \$0 deductibles, as well as \$0 copays for primary care physician visits, outpatient diagnostic lab tests, annual physical, routine eye exams and hearing exams. Both plans offer optional dental coverage, with a \$0 deductible and which covers diagnostic and preventive services at 100%.

HAP leads Michigan in CAHPS results

HAP scored highest among Michigan Medicare Advantage plans in the Consumer Assessment of Healthcare Providers and Systems survey, which asks patients to report on their healthcare experiences. HAP's Medicare HMO earned a 5-star rating for Customer Service – the highest score possible.

HAP partners with Livongo to help Medicare Advantage members manage diabetes

HAP is partnering with Livongo to provide digital case management for members I am with type 1 or type 2 diabetes. The program was implemented in early 2019 for eligible Medicare Advantage and HFHS employees, with more than 2,700 now voluntarily enrolled. The program rolled out to HAP's commercial members in December, with rollouts planned to other government programs -- Medicaid, Medicare-Medicaid Plan and Dual Special Needs Program.

Aspire Health partnership helps members with serious illnesses

HAP has contracted with Aspire Health to work with network clinical groups to support HAP members with serious end-of-life or chronic illness and untreated symptoms. The program became fully operational in December, with broader implementation in early 2020.

HAP partners with Mom's Meals

HAP is partnering with Mom's Meals to provide home-delivered meals as a Condition-Specific Meal Benefit for Medicare Advantage individuals. Eligible members receive two refrigerated meals a day for 14 days, distributed within 24 to 72 hours of referral post-discharge.