



Working with HAP, Alliance, ASR, and PCN

Below is helpful information when conducting business with ASR Health Benefits and Alliance Health and Life.

Who We Are	
Health Alliance Plan (HAP)	A Michigan-based, non-profit health plan that provides health coverage to individuals and companies of all sizes. For more than 60 years, HAP has partnered with leading doctors and hospitals, employers and community organizations to enhance the health and well-being of the lives it touches.
Alliance Health and Life Insurance Company® (AHL or Alliance)	A subsidiary of HAP, Alliance (or AHL) offers fully insured and experience-rated PPO and EPO products, as well as administrative services only (ASO) and self-funded products.
ASR Health Benefits	A Michigan-licensed third-party administrator (TPA) that provides full TPA services to employers that self-fund their employee group health benefits. In business since 1984, ASR is located in Grand Rapids and is an affiliate of HAP.
PhysiciansCare (PCN)	Brand name for ASR provider network.
Contracts	
Providers are considered in-network for both ASR and Alliance if they have a direct contract with either ASR or Alliance.	
Reimbursement	
Any service your office provides to a patient with one of the ID cards shown in this document will be reimbursed under the terms of your Alliance or ASR agreement as they are two separate contracts.	
Contract with Alliance only	Reimbursed at Alliance fee schedule
Contract with ASR only	Reimbursed at ASR fee schedule
Contract with Alliance and ASR	Refer to member's network: <ul style="list-style-type: none"> • Alliance network = Alliance fee schedule • ASR network = ASR fee schedule
Verifying Benefits/Covered Services/Eligibility	
ASR	<ul style="list-style-type: none"> • Log in at asrhealthbenefits.com; select <i>Inquiry</i> menu • Call (866) 724-3013
Alliance	<ul style="list-style-type: none"> • Log in at hap.org, select <i>Member Eligibility</i> • Call (866) 766-4661
HAP	<ul style="list-style-type: none"> • Log in at hap.org, select <i>Member Eligibility</i> • Call (866) 766-4661
Pre-Certification/Prior Authorization Requirements	
ASR	<p>Subject to change based on employer group:</p> <ul style="list-style-type: none"> • Inpatient hospital confinements and observational stays • Home Health Care services • Durable Medical Equipment if purchase price or forecasted total rental cost is \$2,500 or more • Custom-made orthotic/prosthetics appliances if the purchase price is \$2,500 or more • Oncology treatment • Infusion or injection of select products. For a list of products, you can: <ul style="list-style-type: none"> - Log in at www.asrhealthbenefits.com - Call ASR Health Benefits at 800-968-2449 • Select surgical procedures. For a list, you can: <ul style="list-style-type: none"> - Log in at www.asrhealthbenefits.com - Call ASR Health Benefits at 800-968-2449
Alliance	<ul style="list-style-type: none"> • Log in at hap.org and refer to the <i>Procedure Reference Lists</i> under <i>Quick Links</i>
HAP	<ul style="list-style-type: none"> • Prior authorization is required: <ul style="list-style-type: none"> - For services that are out of network - For services that require medical review - When a member wants to see a non-participating provider • Log in at hap.org and refer to the <i>Procedure Reference Lists</i> under <i>Quick Links</i>

Network Participation and ID Cards

ASR

ASR participating providers are considered in-network for members with the ID card below.

SAMPLE GROUP

Group #: 123
 Enrollee: JOHN SAMPLE
 ID #: P9999999

RxBIN: 022022
 RxPCN:ICS
 RxGrp: AAA
 Customer Care Phone: 1-866-333-2757

PPO

In-network Deductible \$5,000 / \$5,000F
 Out-of-Network Deductible: \$10,000 / \$10,000F
 Max Out-of-Pocket: \$5,000 / \$10,000F

SEND CLAIMS TO:
 ASR Health Benefits
 PO Box 6392
 Grand Rapids, MI 49516-6392
 Emdeon Payer ID: 38285

CERTIFICATION: (800) 638-0573
PROVIDER INQUIRIES: (866) 724-3013
Provider Services: (866) 724-3014
Interactive Voice Response: (616) 942-3211
 (866) 724-3014
MEMBER INQUIRIES: (616) 957-1751
 (800) 968-3033

To identify a PPO provider, please visit www.asrhealthbenefits.com.

This plan is administered by ASR Health Benefits. Use of this card is subject to the terms of the enrollee's benefit plan and does not guarantee coverage. ASR does not assume financial risk of claims.

Alliance

ASR participating providers are considered in-network for members with the ID card below.

JOE SAMPLE

ID Number: 1000000000
 Group ID: 10000001000
 RxBin: 003858
 RxPCN: A4
 RxGroup: HAPCOM

INDIVIDUAL/FAMILY

In-Network Deductible: \$0 / \$0,000
 Out-of-Network Deductible: \$0,000 / \$0,000
 Max Out-of-Pocket: \$0,000 / \$0,000

Customer Service: (888) 900-4347
 Mental health/chemical dependency services: (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) 641-5586

Send claims to:
 Alliance Health and Life Insurance Company, P.O. Box 02459, Detroit, MI 48202-2459
Payer: 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.

JOE SAMPLE

ID Number: 1000000000
 Group ID: 10000001000
 RxBin: 003858
 RxPCN: A4
 RxGroup: HAPCOM

INDIVIDUAL/FAMILY

In-Network Deductible: \$0 / \$0,000
 Max Out-of-Pocket: \$0,000 / \$0,000

Customer Service: (888) 900-4347
 Mental health/chemical dependency services: (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:
 Alliance Health and Life Insurance Company
 P.O. Box 02459, Detroit, MI 48202-2459
Payer: 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.

HAP

ASR participating providers can provide services to HMO members with an approved authorization only.

JOE SAMPLE

ID Number: 1000000000
 Group ID: 10000001000
 RxBin: 003858
 RxPCN: A4
 RxGroup: HAPCOM

INDIVIDUAL/FAMILY

In-Network Deductible: \$0 / \$0,000
 Max Out-of-Pocket: \$0,000 / \$0,000

Customer Service: (800) 422-4641
 Mental health/chemical dependency services: (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 48063
Payer: 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 this contract and notes issued by HAP. 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.