



Michigan's home
for health insurance™

Giving you *free* transportation services

HAP can help you get to your medical appointments or the pharmacy for FREE

For those plans that offer transportation, there is a \$0 copay for 12 one-way trips. D-SNP PPO, D-SNP HMO and C-SNP HMO plans offer 36 one-way trips. Each trip is limited to 50 miles. Please see your Evidence of Coverage for more details.

If you need a ride the same day or next day, we will make every effort to make sure you get there, based on the availability of the transportation company. Transportation includes:

- Wheelchair vans upon request
- Family members and caregivers can go with you
- Round trips from your home back to your home

To schedule an appointment, please call HAP Customer Service.

April 1 through Sept. 30
Monday – Friday 8 a.m. to 8 p.m.

Oct. 1 – March 31
Seven days a week; 8 a.m. to 8 p.m.

HMO and HMO-POS: (800) 801-1770 (TTY: 711)

PPO: (888) 658-2536 (TTY: 711)

HMO and PPO D-SNP, and HMO C-SNP: (800) 848-4844 (TTY: 711)

For routine appointments, please call three days ahead.

Transportation is not covered for plans 011, 015 and 029. Plans 016 and 028 offer a flex card allowance that can be used toward this benefit. Please see the EOC for details.

Health Alliance Plan (HAP) has HMO, HMO-POS, PPO plans with Medicare contracts. HAP Medicare Complete Duals (HMO D-SNP), HAP Medicare Complete Assist (PPO D-SNP), HAP CareSource™ MI Coordinated Health (HMO D-SNP) and HAP Medicare Diabetes and Heart (HMO C-SNP) are Medicare health plans with a Medicare contract and a contract with the Michigan Medicaid Program that provides benefits of both programs to enrollees. Enrollment depends on contract renewals.