Health Alliance Plan®
by Henry Ford Health

Your first few weeks as a member

Here's what to expect as you get started

We'll guide you through important steps, resources and reminders so you can confidently use your coverage and get the care you need.

Enrollment

You're enrolled. What happens next?

WEEK 1

Welcome to your new coverage

Get ready for your coverage start date and explore the tools and resources available to you.



You'll learn about:

- The member portal
- Plan resources
- Ways to get help

WEEK 2

Your member ID card is on its way

We'll let you know when it ships and where to get help if you have questions.



WEEK 3

Login to the member portal

Create your portal account to:

- Access your member ID card
- Review plan details
- Manage your account
- Explore rewards and wellness resources



WEEK 4

Understand your benefits

Learn about your prescription drug coverage, pharmacy benefits and medication support resources.



WEEK 5

Know where to go for care

Understand when to use:

- Primary care
- Urgent care
- Emergency care



So you can get the right care when you need it.

WEEK 6

Review your primary care doctor

We'll help you review, choose or confirm your primary care doctor.



Later in your journey

Explore rewards and wellness programs

Learn how to get started with Healthy Living Rewards and other wellness resources through the member portal.

We've got you covered

Throughout your onboarding journey, you'll receive guidance and support designed to help you:

- ✔ Access your plan information
- ✔ Understand your benefits
- ✔ Find the care you need
- ✔ Connect with a primary care doctor
- ✔ Explore rewards and wellness opportunities
- ✔ Make the most of your Health Alliance Plan coverage

Health Alliance Plan of Michigan has HMO, HMO C-SNP, HMO-POS and PPO plans with Medicare contracts. HAP Medicare Complete Duals (HMO D-SNP) and HAP Medicare Complete Assist (PPO D-SNP) are Medicare health plans with a Medicare contract and a contract with the Michigan Medicaid Program. Enrollment depends on contract renewals.

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