

HAP Member FAQ – Quick Guide

1. Who do I call with questions about my HAP plan?

- **HMO:** 800-801-1770
- **PPO:** 888-658-2536
- **DSNP (HMO & PPO):** 800-848-4844

2. Where do I log in to my HAP member account?

- Visit: www.hap.org/login

3. What ID number do I use for dental, vision, hearing, and gym benefits?

- Use your **HAP Member ID** for all supplemental benefits. You will not get an additional ID card.
- Just mention the company when using the benefit (e.g., “*Dental through Delta Dental*”).

4. How do I find a doctor?

- Call HAP Customer Service, *or*
- Visit: <https://www.hap.org/find-a-doctor>

5. Dental Benefits (Delta Dental)

- Included in your plan: **Delta Dental PPO** network
- If you purchased the \$37.90 upgraded dental plan, you have the **Delta Dental Premier** network
- Add dental within **30 days** of your effective date (call HAP customer service)
- Delta Dental Questions: **800-330-2732**
- Find a dentist: www.deltadentalmi.com

6. Vision Benefits (EyeMed)

- Your vision benefit is through **EyeMed** – Insight Network
- Questions: **866-439-3633**
- Find an eye doctor: www.eyemed.com

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7. Hearing Aid Benefits (Nations Hearing)

- Provided through **Nations Hearing**
- Questions: **877-484-7977**
- Website: www.nationshearing.com/hap

8. Worldwide Travel Assistance

- Provided by **Assist America**
- Phone: **800-872-1414**
- Info: <https://www.hap.org/hap-member/assist-america>
- Reference Number: 01-AA-HAP-07113

9. Fitness Benefit (SilverSneakers)

- Program: **SilverSneakers**
- Questions: **866-553-8342**
- Check eligibility: <https://tools.silversneakers.com/Eligibility/StartHere>

10. Over the Counter & Flex Card

- Questions: **800-931-7636**
- Info: <https://www.hap.org/medicare/member-resources/supplemental-benefits/over-the-counter-and-flex-benefits>
- You will receive a separate card for your flex card.

11. Mail Order Pharmacy (Pharmacy Advantage)

- Questions: **800-456-2112**
- Info: <https://www.hap.org/prescription-drug/home-delivery>

12. Telehealth Benefit (Amwell)

- Questions: **844-733-3627**
- Access telehealth: <https://hap.amwell.com/landing.htm>