

# Claims processing for HAP members



This member is insured by Alliance Health and Life Insurance Company, a subsidiary of HAP, but uses the Cigna network. Here is important information for verifying member eligibility and filing claims:

- For provider questions about eligibility or benefits, call HAP's Provider Automated Services at **(800) 801-1766**. It's available 24/7.
- Or email **[pi\\_benefitdiscrepancy@hap.org](mailto:pi_benefitdiscrepancy@hap.org)**.
- Or visit our Provider Contact page at **[hap.org/providercontact](http://hap.org/providercontact)**.

# For providers:

- To verify your Cigna affiliation, call the provider line at **(800) 549-8908**.
- The payor ID is 38224.
- The address for claims: Alliance Health and Life Insurance Company  
P.O. Box 67000, Detroit, MI 48267

HAP does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.