



Bulletin

To: HPM Providers

From: Provider Services

Bulletin #: 05-0725

Date: July 25, 2005

Re: Live On-Line Support Feature

Health Plan of Michigan is excited to now offer live on-line support for our Members and Providers. This technology allows our members and providers another convenient way to communicate with HPM employees and receive live help and customer support directly from our website.

www.hpmich.com

With our new live support software, we provide one-on-one chat assistance in a real-time window. This means we are able to answer your questions directly. It will be open during normal business hours from 8:00 am until 5:00 pm, and you will be able to submit an email after hours.

To access this new feature, please visit our website, www.hpmich.com, and click on the following icon:



If you have any questions, please contact Health Plan of Michigan's Provider Services Department at (888) 773-2647 or refer to our website at www.hpmich.com.