

ALOHACARE CHANGE IN REFERRAL POLICY

We are pleased to announce the elimination of Referral Notifications when you refer an AlohaCare member to other in-network providers, effective August 1, 2017. This means that you - primary care provider or specialist - may refer AlohaCare members to in-network providers without having to submit a referral paperwork to AlohaCare. If you are a specialist, your office no longer needs a referral notification number for payment of services. As is usual and customary, any referring provider should continue to document the medical necessity for the referral.

What has not changed is the Prior Authorization for any off-island travel or authorization to out-of-network providers. In either case, medical necessity needs to be apparent.

This new policy applies to AlohaCare's QUEST Integration/ABD (Medicaid) and AlohaCare Advantage Plus (Medicare Special Needs Plan).

For all transportation requests, off-island specialty care, out-of-state services or for non-participating care (out-of-network), please continue to follow AlohaCare's PRIOR AUTHORIZATION process.

You may submit an authorization request by:

- Completing a Request for an Authorization and Notification (RAN) form.

This form is found on www.AlohaCare.org.

- Submit the form electronically through AlohaCare's Provider Web Portal, AC Online. Sign in to AC Online at www.AlohaCare.org.
- Or fax the form to 973-0676 or toll-free to 1-888-667-0680.

Prior Authorization for selected medical diagnostics, treatments, and elective hospitalization will continue as part of AlohaCare's managed care program.

CLAIM SUBMISSION GUIDELINES

If you are a specialist provider, enter the name of the referring provider in field 17 and if available the corresponding provider NPI in Field 17.b of the CMS 1500 claim form, or appropriate EDI field.

If you or your staff would like face-to-face training or more information on referral requests, please contact us. We would be more than happy to assist you. Contact AlohaCare Provider Services at 973-1650 or toll-free at 1-800-434-1002.

Mahalo for being part of our network!



ALOHACARE MEDICAL POLICIES EFFECTIVE OCTOBER 1

AlohaCare's medical policies define the medical necessity of clinical procedures, services, tests, or medical devices. The following medical policies are new or have been updated. They are effective starting **October 1, 2017** and are posted on AlohaCare's website at <http://www.alohacare.org/Providers/MedicalPolicies.aspx>.

Updated medical policies:

- Breast Pump
- Diabetes Self-Management Education and Supports
- Medical Nutrition Therapy
- Negative Pressure Wound Therapy
- Vision

New medical policies:

- Bariatric Surgery
- Bone-Anchored Hearing System
- Hearing Devices and Services for Adults
- Hearing Devices and Services for Children
- Long Acting Reversible Contraception
- Nutrition Supplement

DEPARTMENT OF HEALTH DISEASE OUTBREAK CONTROL: MUMPS



Fever and swollen jaw? Consider mumps! Mumps is highly contagious. Symptoms include: swollen glands in the front of the ears or jaw, fever, headache, muscle aches, tiredness, or loss of appetite.

The first dose of MMR is given at 12-15 months of age. Due to the continued circulation of mumps in Hawaii, the DOH recommends administering the second dose a minimum of 4 weeks after the first MMR dose for children 1-4 years of age.

NONDISCRIMINATION

AlohaCare is compliant with the Affordable Care Act (ACA) Section 1557. Under this rule, AlohaCare is required to notify its members that as a health plan, it does not discriminate on the basis of race, color, national origin, sex, age or disability. Any person who feels discriminated by AlohaCare may file a grievance with AlohaCare. The nondiscrimination rule mandates that covered entities including most healthcare providers make public nondiscrimination information. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disabilities in health programs and activities. Please ensure that you are compliant with this rules, as well as making the nondiscrimination language public and accessible to your patients.

For more information on section 1557, visit

<http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources>

Contact Us!

There are many ways to contact us at AlohaCare. Refer to your Provider Quick Reference Guide for all the phone and fax numbers you need. Contact AlohaCare Provider Services today!

CALL: 973-1650

TOLL-FREE: 1-800-434-1002

FAX: 973-0811



@AlohaCareHawaii

www.AlohaCare.org

Follow Us!

Follow AlohaCare to see what is happening in your community. Get information on upcoming events and learn how AlohaCare can help you stay healthy!

ALOHACARE'S SECURE PROVIDER PORTAL - AC ONLINE ENHANCEMENTS



AlohaCare has upgraded AC Online, your secure provider portal. Login today to see the improvements! All User Login information will remain the same.

The new Navigation Bar allows you to quickly access important information

- Member Eligibility Verification
- Claims Search
- Prior Authorization Status
- General Information (Access to AlohaCare Provider Manuals, Par Agreement Templates etc.)
- Health Plan Contact Information

The Home Page provides direct access to many functions

- Submit prior authorization for medical services
- Upload and submit documents to AlohaCare
- Inquire about member care
- Submit feedback about AC Online
- Access Doctor Finder Tool (Online Provider Directory)
- Access Drug Finder Tool (Online Prescription Drug Formulary)
- Update service address or close location

Member Eligibility Verification

Along with verifying member eligibility, you'll be able to confirm a member's spend-down. All LTSS providers (i.e. Community Case Management Agencies, Foster Family Homes, etc.) and facilities will have access to this information via this selection in the portal.

We would like to give you the opportunity to provide your feedback on these enhancements. If you have any questions or concerns please feel free to contact the Provider Relations Department (808) 973-1650 or toll-free 1-800-434-1002 at your earliest convenience.

ANNUAL PROVIDER SPECIAL NEEDS PLAN (SNP) MODEL OF CARE (MOC) TRAINING

We have updated our annual SNP MOC required provider training. You can find the training documents on our website at www.AlohaCare.org under Resources for Providers.



After the training, you will be able to:

- Describe the 4 elements of the SNP Model of Care
- Describe the provider role in relation to the corresponding elements of the Model of Care
- Describe the provider in the transition process under the AlohaCare Care Coordination Program

HEDIS 2017

AlohaCare would like to thank all of the providers who participated in the 2017 Healthcare Effectiveness Data and Information Set (HEDIS). This annual review looked at services and care provided during CY2016 and allows for the assessment of health plans on the basis of quality and performance. AlohaCare was tasked with collecting medical records during February through May and credits the success of our retrieval efforts to the providers that submitted medical records or accommodated an onsite visit by our RN staff. We appreciate the great care that you provide to our members and look forward to another successful season next year!



2017 QUALITY IMPROVEMENT INCENTIVE PROGRAMS

The 2017 Provider Incentive Programs for the Medicaid (QUEST Integration) and AlohaCare Advantage Plus (Special Needs Plan) Populations launched this summer. The programs are designed to help members get the care they need by providing our primary care providers with helpful tools and support to assist members to reach their health goals. The programs cover services completed during January 1, 2017 to December 31, 2017 and include selected HEDIS measures that target specific populations.

QUEST Integration incentivized HEDIS measures

- Childhood Immunization Status- Combo 3
- Well-child Visits in the First 15 Months of Life (W15)
- Well-child Visits in the 3rd, 4th, 5th, and 6th Years of Life (W34)
- Prenatal and Postpartum Care (PPC)
- Comprehensive Diabetes Care (CDC):
 - HbA1c Control (< 8%)
 - Diabetic Eye Exam

Medicare Special Needs Plan incentivized HEDIS measures

- Adult BMI Assessment (ABA)
- Colorectal Cancer Screening (COL)
- Care for Older Adults (COA):
 - Functional Status Assessment
 - Medication Review
 - Pain Assessment
- Breast Cancer Screening (BCS)
- Comprehensive Diabetes Care (CDC):
 - HbA1c Control (< 8%)
 - Diabetic Eye Exam
 - Nephropathy Screening
 - Blood Pressure (< 140/90)

For technical questions, please get in touch with:
 Patricia Elmiger, RN, BSN
 HEDIS Supervisor
 Quality Improvement Department
pelmiger@alohacare.org

For questions about this program, contact:
 Charlene Fernandez, RN
 Clinical Quality Improvement Manager
 Quality Improvement Department
cfernandez@alohacare.org

APPLIED BEHAVIORAL ANALYSIS (ABA) SERVICES NOW AVAILABLE

On August 28, 2015, MQD issued a memo to all QUEST Integration (QI) Health Plans regarding coverage of “Intensive Behavioral Therapy (IBT) for treatment of children under the ages of 21 who were diagnosed with Autism Spectrum Disorder (ASD).” The memo was issued to provide guidance regarding the coverage of Applied Behavioral Analysis (ABA) for the treatment of ASD.

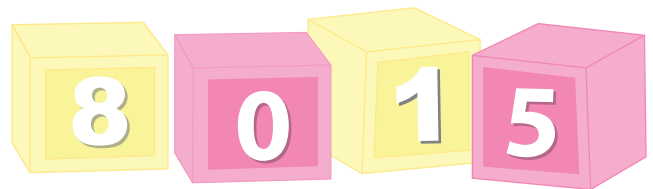
- IBT is defined as a “reliable, evidenced based program, designed to develop or restore the functioning of the member who is diagnosed with ASD.”
- In addition to IBT services, Speech Therapy, Physical Therapy and Occupational Therapy may also benefit individuals diagnosed with ASD.
- DOE will continue to provide ABA services to a member while in school, and AlohaCare will provide services before or after school and when school is not in session.
- AlohaCare shall ensure continuity of care for all beneficiaries already receiving services related to ASD.

If you are interested in becoming a QI Health plan provider for diagnosing ASD or rendering ABA services, please contact AlohaCare’s Provider Services Department.

If you would like to refer a member for this service or if you would like to receive more information about this benefit, please contact AlohaCare’s Behavioral Health Department at 973-1650 or toll-free at 1-800-434-1002.

EPSDT FRIENDLY REMINDER

When indicating an abnormal EPSDT visit, please refer to the instructions located on the back of the 8015 form. Please encourage assisting staff to review the instructions as well.



If you have any questions regarding your keiki paneled members, or would like to schedule a meeting for a refresher training, please send requests to Tracy Sandher, Population Health Manager, at tsandher@alohacare.org or 973-7482.



AlohaCare Goes Pink!

AlohaCare is a proud supporter of the fight against breast cancer. This edition of Ku'i Ka Lono is pink to honor those whose lives have been affected by breast cancer.



For a healthy Hawaii.

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QUARTERLY PROVIDER DIRECTORY UPDATES

Based on expectations of the Centers for Medicare & Medicaid Services (CMS), it's essential that you keep us informed of updates that affect your practice to keep provider network directories up-to-date. This will help us to stay compliant with CMS standards and will give patients the most accurate information about your practice.

WHAT WE ARE LOOKING FOR:



**ABILITY TO ACCEPT
NEW PATIENTS**



**CHANGES/UPDATES IN
ADDRESS AND PHONE/FAX
NUMBER(S)**



OFFICE HOURS



**ANY OTHER CHANGES THAT
AFFECT YOUR AVAILABILITY TO
SEE PATIENTS**



SPREAD THE NEWS

Please send us a letter on your company letterhead, containing the information that you need to update either via fax or standard mail. If you have any questions, please call Provider Services at 973-1650 or toll-free at 1-800-434-1002 for assistance.