



Your Health Is Our Business

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IMPORTANT NOTICES

Notice Date: January 16, 2009

Dear Participating Provider:

We thank you for your participation with HMAA and for helping to make health care better for our members!

We are pleased to share the following information and updates with you:

- **Processing Change for Immunizations**

Immunization benefits for members aged 6 and over are no longer processed under the physical exam benefit and subject to the associated maximums. Coverage for immunizations will be subject to the regular plan deductible and paid at the plan's Participating or Non-Participating Provider benefit levels. Immunization Benefits for children, birth through age 5, remain covered at 100%.

- **Discontinuation of CLIA Certificate Requirement**

Committed to improving the ease of administration for our providers, we no longer require Clinical Laboratory Improvement Act (CLIA) certifications for laboratory services. This will result in a faster turnaround time on claim payments!

- **TPL Questionnaire Available Online**

The Third Party Liability (TPL) Questionnaire is now available online at our Website, www.hmaa.com, for you to easily access and print for your patients to complete. Having your patient complete the form at the time of service and including it with your claim submission will expedite the processing of claims that could potentially be a third-party liability.

- **Credentialing Application Assistance**

We understand that as a physician, filling out paperwork can be tedious and time-consuming. To assist you in the credentialing process, our Credentialing Department will be glad to pre-populate data on the HMAA credentialing application with the information we have on file. For assistance, please call our Credentialing Department at **(808) 591-0088 ext. 595**.

- **Language Translation Services**

We recognize the diverse cultures of the State of Hawaii and the importance of communicating in the language of our members. Feel free to contact our Customer Service Center at **(808) 941-4622** or toll-free at **(888) 941-4622** for high-quality translation services at any time a language barrier should occur with a patient who has HMAA coverage.

- **Forms and Information**

Please obtain copies of current forms and information describing our health plans and administrative procedures by visiting our Website at www.hmaa.com. The documents available online include, but are not limited to, the following:

1. *Claim Submission Forms* – CMS1500, UB-04, and ADA Dental Claim Forms as well as the Third-Party Liability Questionnaire
2. *Network Participation Forms* – Provider Contracting Application, Practitioner Credentialing Application and Provider Information Update
3. *Claim Codes & Guidelines* – Ineligible Codes List and Dental Claim Submission Requirements
4. *Pre-Certification Forms and Information* – List of Services Requiring Pre-Certification, Pre-Certification Request Form and Pregnancy Notification Form
5. *Provider Information* – The most recent notices and information sent to our participating providers
6. *Administrative Procedure Manuals* – Detailed manuals for medical and dental providers, group practices, facilities, and durable medical equipment and supply providers

- **Web and Helpful Tools**

The following services are available to help you with administration. To register or for more information, please contact our Provider Services Department.

1. *HMAA Online for Providers* is our free online service for viewing members' eligibility, benefits, and claims information.
2. *Electronic Claims Submission* via Claimsnet enables you to electronically submit claims to HMAA.
3. *Interactive Voice Response (IVR) System* is our automated phone service for verification of members' eligibility 24 hours a day, 7 days a week. The phone numbers are **(808) 791-7628** or toll-free at **(866) 791-7628**, and registration is not necessary.

- **Satisfaction Surveys**

We value your feedback and are always looking for ways to improve our plans and services. Please download and complete our Satisfaction Survey by visiting our website at www.hmaa.com/survey. We look forward to receiving your feedback, which will help us measure and improve overall provider and member satisfaction.

As a friendly reminder, please be sure to inform HMAA of any changes to your contact or credentials information so that we can update our records. Our *Provider Information Update Form* is available on our Website, or feel free to contact us for a copy.

If you have any questions, or if we can assist you further, please feel free to contact HMAA's Provider Services at **(808) 591-0088 ext. 304**, or toll-free at **(800) 621-6998 ext. 304**. Thank you again for your participation and support.

Aloha,

Provider Services Department

