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IMPORTANT NOTICE TO PROVIDERS

HMAA's Acquisition and Assumption of Summerlin Life & Health Insurance Company Membership

Dear Providers:

We are pleased to inform you that effective **April 1, 2010**, HMAA will acquire the fully insured membership of Summerlin Life and Health Insurance Hawaii. This means that Summerlin members will become HMAA members receiving their care through HMAA's providers!

To assist you in servicing the patients that are currently, or will soon be, in your care, HMAA is providing the following information for your reference. Please submit all Summerlin patient claims for services rendered on or after April 1, 2010 to HMAA. **Claims for services prior to April 1, 2010 should be sent to Summerlin.**

HMAA uses Claimsnet as its EDI clearinghouse (Payor ID 48033). Claimsnet accepts claims from several clearinghouses including Emdeon, the SSI Group, MedAvant, Proxymed, THIN, ENS, and several others. Please refer to our website's FAQ/EDI FAQ section for more information, or you may contact our Provider Services Department at the telephone number shown below or Claimsnet at (800) 356-0092.

We have also enclosed answers to Frequently Asked Questions that you may have. If you have any questions or concerns, please feel free to contact our Provider Services Department.

Effective Date	April 1, 2010
Claims Mailing Address	HMAA Claims Department P.O. Box 32580 Honolulu, HI 96803-2580
Plan Benefits	Medical Schedules of Benefits for the acquired Summerlin plans remain the same as current. You may also access this information on our website.
Pre-Certification Utilization Management 941-4622 or 1-888-941-4622	Summerlin's pre-certification requirements will be replaced with HMAA's requirements. A copy is available on our website. If you have questions, please contact our Utilization Management Department.
Customer Service 941-4622 or 1-888-941-4622	<ul style="list-style-type: none"> • Member eligibility • Plan benefits • Claims status
Interactive Voice Response 791-7628 or 1-866-791-7628	<ul style="list-style-type: none"> • Member eligibility
Provider Services 591-0088 or 1-800-621-6998 ext. 304	<ul style="list-style-type: none"> • Provider identification number • Provider contracts and applications • Provider record updates and changes • Electronic claims
HMAA Online for Providers	www.hmaonline.com
HMAA Website	www.hmaa.com



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Frequently Asked Questions for Healthcare Providers

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Q1. Why is Summerlin selling certain assets related to its group health insurance business in Hawaii?

Summerlin's primary concern is to ensure its members have access to the highest quality, cost-effective health insurance possible. To this end, Summerlin is excited about its members joining HMAA.

Q2. What assets are being acquired by HMAA?

HMAA is acquiring Summerlin's group contracts, membership applications, plan designs and broker agreements. This transaction does not include Summerlin's provider network or provider contracts.

Q3. What will happen to my patients who are currently covered by Summerlin? Will they simply become HMAA members?

Yes. Unless the employer group covering your patient obtains insurance coverage from another carrier prior to April 1, 2010, your patient's coverage will move to HMAA. Summerlin will be responsible for all claims incurred through March 31, 2010.

Q4. Are there any changes required to submit claims?

Yes. All Summerlin members will receive new HMAA ID cards and new member ID numbers. Claims submitted to HMAA must include the member's new HMAA ID.

Therefore, it is very important that you ask all of your Summerlin patients to see their new insurance identification card. If you have questions about whether coverage is effective, please call HMAA's Interactive Voice Response System at 791-7628 or 1-866-791-7628, HMAA's Customer Service Department at 941-4622 or toll-free at 1-888-941-4622 or visit www.hmaaonline.com.

Q5. What does this mean for payment of claims?

Any claims incurred while Summerlin coverage is in effect (through March 31, 2010) will be the responsibility of Summerlin. Claims for services rendered on or after April 1, 2010 should be submitted to HMAA for processing.

Q6. Will the plan provided by HMAA be the same as currently offered by Summerlin?

Yes. HMAA is providing the same medical plan benefits that members previously received from Summerlin.