

# Medical Services and Prescriptions on the Mainland



Be sure to verify the participating provider networks applicable to your health plan and coverage by referring to your member ID card or checking with your health plan administrator.

## Medical Services on the Mainland

We provide access to certain services on the U.S. Mainland by participating in the **Cigna PPO** Network. This enables members to obtain medical services, including emergency care, from participating providers while traveling outside our service area, the State of Hawaii.

On the Mainland, you will receive the most comprehensive benefits if you receive medical services from a participating Cigna PPO provider. Benefits will be paid at the participating level, comparable to when you receive services from a participating provider in Hawaii.

We do not guarantee the availability of Mainland participating providers, including emergency care providers, in all areas. Please remember that your out-of-pocket costs will be substantially higher when you see a non-participating provider. Before you receive services, we strongly recommend locating participating providers in advance using [Cigna's online provider search](#) as follows.

- Select "Find a Doctor."
- Select covered through "Employer or School," and enter your search criteria
- If prompted, you may Log In or Register, or Continue as guest.
- Under *Please select a plan*, select "PPO, Choice Fund PPO." Excludes dental services.
- Present your HMAA member ID to the participating provider. The provider's office will need to verify member eligibility by contacting HMAA, not Cigna. [View Cigna's claim process notice](#).

You may also visit [hmaa.com/provider-directory](http://hmaa.com/provider-directory) or contact our Customer Service Center for assistance at (808) 941-4622, toll-free at (888) 941-4622, or via email at [CustomerService@hmaa.com](mailto:CustomerService@hmaa.com).

## Prescriptions on the Mainland

Our pharmacy benefit manager is **OptumRx**. If you go to a participating pharmacy on the Mainland, just present your member identification (ID) card. The pharmacy will collect a co-payment from you and file a claim with us. Register at [optumrx.com](http://optumrx.com) to view a list of participating pharmacies.

If you go to a non-participating pharmacy, you may file prescription claims by asking the pharmacist for a completed and signed Universal Claim Form (UCF). If your pharmacist does not stock the UCF, you may send OptumRx a copy of your receipt or a billing statement that includes all of the following:

- NDC (National Drug Code Index) number
- Name of drug
- Strength of drug
- Quantity purchased
- Number of days supply
- Itemized charges
- NABP (Pharmacy's National ID number)

All claims must be filed directly to OptumRx within 90 days from the date of service. You may download a Drug Claim Form at [optumrx.com](http://optumrx.com). Please note that your health plan does not cover prescriptions filled outside the United States.

### To contact OptumRx:

[optumrx.com](http://optumrx.com)

call toll-free (800) 880-1188

### Mail claims to:

OptumRx Claims

P.O. Box 29045

Hot Springs, AR 71903