

November 9, 2015

Dear Dr. _____,

As you are aware, effective December 1, 2015, HMSA is requiring preauthorization for the following outpatient advanced imaging and select cardiology procedures:

- CT/CTA
- MRI/MRA/MRS
- PET scan
- Myocardial perfusion imaging (MPI)
- CCTA
- Stress echocardiography
- Implantable cardiac devices
- Cardiac catheterization

Preauthorization will be required for all providers, and HMSA will not provide waived status on any of these procedures.

We raised our concerns with HMSA, and they responded with an expedited process for the reauthorization of gold cards for Hawai'i Health Partners (HHP) members. They also agreed to issue the gold card by provider, instead of by procedure (guidelines to come). HMSA has also promised a dedicated RN to work with our members and help improve turnaround times. These accommodations are specific to HHP.

While these concessions are appreciated, we recognize the additional administrative burden this could create, taking more time away from your patients. To further support our physicians and expedite patient care, HHP will be providing the following services to our members:

- **For HHP physicians with access to Hawai'i Pacific Health's Epic EMR:**
From Dec. 1 and prior to the date of service, preauthorizations for HMSA procedures listed above should be called in by your office to the HHP Centralized Prior Authorization Department at 808-522-4100. Your clinical staff should follow the process on the attached workflow. If no clinical review is required by HMSA, you can expect to receive routine and non-urgent authorizations from our HHP staff within one (1) business day.
- **For HHP physicians who do not have access to Hawai'i Pacific Health's Epic EMR:**
From Dec. 1 and prior to the date of service, preauthorizations for HMSA procedures listed above should be faxed in using the HHP Preauthorization Fax Form (soon to come) by your office to our HHP Centralized Prior Authorization Department. Please fax your completed form to us at 808-522-4174.

Please note that preauthorizations for all other HMSA-covered procedures, as well as preauthorizations for all non-HMSA insurance providers, are not affected by this change and should continue to follow existing workflows.

In our efforts to further assist you in this transition, HHP is providing an implementation toolkit. This includes the attached:

- Guidance for Clinical Support Staff
- Centralized Preauthorization Workflow

Please review these materials and share them with your staff. In the coming weeks, we will follow up with Preauthorization Guidelines, a Preauthorization Fax Form (for members without Epic access), Frequently Asked Questions and more.

If you have questions regarding these upcoming requirements, please email info@hawaiihealthpartners.org or call 808-535-7724 and leave a message. HHP is here to help guide you through the process and minimize any disruptions to your existing workflow.

Sincerely,

A handwritten signature in black ink, consisting of a stylized, cursive 'G' followed by a long horizontal line extending to the right.

Gerard Livaudais, MD
Executive Director, Hawai'i Health Partners

Attachments: Guidance for Clinical Support Staff, Centralized Preauthorization Workflow.