

Dear Hawaii Healthcare Providers,

Mahalo and thank you for caring for our Humana members in Hawaii since 2006. We would not be able to help our members put health first and achieve their best health without you.

We are writing to inform you of an important transition in claims processing and utilization management for Humana Medicare Advantage members in Hawaii.

Summary of Change

Effective **March 1, 2026**, MDX Hawaii will no longer be delegated for claims processing and utilization management activities for Humana Medicare Advantage members.

- For services provided **on or before February 28, 2026**, MDX Hawaii will continue to be responsible for claims payment and utilization management.
- For services provided **on or after March 1, 2026**, all claims and authorization requests should be submitted **directly to Humana**.

Alignment With Existing Processes

This transition will align the claims and utilization management workflows for **MDX Hawaii / Humana members** with the processes already in place for Humana group Medicare Advantage members.

Providers will submit claims and prior authorization requests directly to Humana and use Humana's established provider resources, tools, and support teams.

Transition Timeline

Date	Claims & Authorizations Delegated To
Through February 28, 2026	MDX Hawaii (for MDX-delegated Humana members)
March 1, 2026 onward	Humana (excluding Hawaii Senior Medical Group)

Note: Delegation for **Hawaii Senior Medical Group** remains unchanged as of March 1, 2026. Additional updates regarding their delegation status will be shared when available.

Provider Action Steps

Please ensure your practice is prepared for this transition:

- Continue submitting claims for MDX-delegated members with **DOS on or before 2/28/2026** to **MDX Hawaii**.
- Submit all claims with **DOS on or after 3/1/2026** directly to **Humana**.
- Submit all prior authorization requests for services with **DOS on or after 3/1/2026** directly to **Humana**.

- Update your internal practice management systems and staff workflows accordingly.

Helpful Resources

- **Humana Claims Submission:** [Claims Submissions - Humana](#)
- **Humana Authorizations Overview:** [Prior Authorization Search Tool for Providers | Humana](#)
- **Availity Essentials Portal (Eligibility & Benefits):** [Provider web-based training and resources | Humana](#)
- **Humana Provider Support:** [Humana Healthcare for Providers | Humana](#)

Support & Training

Humana is committed to supporting you throughout this transition. For questions or to schedule training, please contact:

- **Jade Martinez** — jmartinez7@humana.com
- **Katie Mares** — kmares@humana.com

Humana Contract Status

Humana is committed to maintaining access for our members. Providers will continue to be reimbursed at their **Humana-contracted rates, terms, and fee schedules**.

This transition changes workflow—not your contract. For questions related to Humana direct contract status, please contact:

Nancy Moran — NMoran3@humana.com

Thank you for your continued partnership and dedication to serving Humana members in Hawaii.

Sincerely,
Humana Hawaii Ohana