



Easier Referrals, Authorizations, and Notifications

Quick Tips

- **Prior authorization forms and process for Behavioral Health services and the inpatient notification process have not changed.**
- **For other services, you only have to use one AlohaCare form for referrals, prior authorizations, or notifications (see back for a copy of the form).**
- Once you receive a fax from AlohaCare confirming receipt of the referral, approval of the service authorization, or acknowledgement of the notification, simply send in your claim. *****You no longer need to attach our referral form to your claim.**
- You can get a copy of AlohaCare's Prior Authorization List and the Referral/Authorization/Notification form at www.alohacarehawaii.org/acprovider.aspx under the Referral/Auth Section.

REFERRALS	AUTHORIZATIONS	NOTIFICATION	
<i>PCP uses when patient needs to see a specialist</i>	<i>Servicing provider uses when patient needs a service on AlohaCare's Prior Authorization List</i>	<i>OB/GYN uses when seeing a pregnant member for the first time</i>	<i>Provider notifies AlohaCare for services such as sterilizations, hysterectomies, chemotherapy, etc.</i>
1. Fill in Member, PCP, and referral information noting if you are requesting a consult, treatment and follow-up.	1. Fill in Member, PCP, and prior authorization information and attach clinical notes to show medical need.	1. Fill in Member, PCP, and Pregnancy Notification section (bottom of form).	1. Fill in Member, PCP, and the prior authorization section and attach required consent forms/clinical notes to show medical need.
2. Fax form to AlohaCare at 973-0676 (Oahu) or 1-888-667-0680 (Neighbor Islands).			
3. Within 48 hours, AlohaCare will fax you and the specialist a confirmation that we received your referral. Once the specialist has received our confirmation fax he/she may then submit a claim. ***The referral number will already be in our AlohaCare system.	3. Within 48 hours, AlohaCare will fax you a letter approving, asking for additional information, or denying payment for the service based on the information we received. Once you receive an approval letter, simply submit your claim. ***The authorization number will already be in our AlohaCare system.	3. Within 48 hours, AlohaCare will fax you a confirmation acknowledging receipt of your OB notification.	3. Within 48 hours, AlohaCare will fax you a confirmation acknowledging receipt of your notification.