

## **IMPORTANT INFORMATION FOR ALL PROVIDERS**

### **AlohaCare Publications**

AlohaCare is committed to providing clear, accurate and timely communications to our provider network. AlohaCare publishes quarterly provider newsletters, as well as an annual *Provider Manual*. All are available at <http://www.AlohaCareHawaii.org>. For printed or CD-ROM copies of the *Provider Manual*, please call AlohaCare's Provider Relations Department at (808) 973-0712 (Oahu) or 1-877-973-0712 (Neighbor Islands toll free). The following are provider publications issued by AlohaCare.

### **Provider Manual**

The AlohaCare Provider Manual helps providers and their office staffs understand AlohaCare's QUEST Program and AlohaCare policies and procedures. The on-line Provider Manual always represents the most current information.

The Provider Manual is an extension of the AlohaCare Provider Agreement. Updated versions of the Provider Manual will be posted to AlohaCare's web site when QUEST Program contractual requirements, program guidelines and processes are amended by the State of Hawaii Med-QUEST Division and/or AlohaCare's policies and procedures are updated.

### **Provider Newsletters**

AlohaCare publishes regular provider newsletters that keeps providers and their office staff informed of policy changes (such as changes to billing guidelines and to policies regarding referrals and authorizations), tips for claim submission, online tools and more. The newsletter serves as the primary vehicle for communicating any changes that may have a substantial impact on the rights or responsibilities of providers. It is mailed directly to provider offices. AlohaCare will give providers 60 days advance notice of modifications to policies and procedures (e.g., payments, covered services) that may have impact on the provider's administrative office practices with regards to working with AlohaCare and our members. If your office does not receive copies of our newsletter, please notify the Provider Relations Department immediately at (808) 973-0712 (Oahu) or 1-877-973-0712 (Neighbor Islands toll free).

### **Quick Tips**

AlohaCare's Quick Tips is our version of an easy-to-use "cheat sheet" that contains information most useful to providers and their office staff in their day-to-day interactions with AlohaCare and our members. In the Quick Tips, you will find easy to use information on the following:

- AlohaCare contact information
- Referral, Notification and Prior Authorization tips
- Claims tips
- Grievance and appeals

We have included a quick reference guide for your convenience in addition to this manual. You may find it helpful to look at our Quick Tips first for answers to your questions.