

PROVIDER ADVISORY

NOTICE OF UPDATED MEMBER BENEFITS, CLAIMS, COVERAGE AND ADMINISTRATIVE CHANGES • FEBRUARY 2010

AlohaCare works hard to ensure that our members receive quality care. For that reason, we provide our members with a large provider network, which includes you.

We want to make sure that it's easy for our members to make (and keep) their appointments with you. AlohaCare conducts quarterly surveys to ensure that we are providing quality service to our QUEST members. The survey is an opportunity for our members to give us feedback on our network and services.

In the most recent survey, we learned that the wait time between the member's initial request for an office appointment and the date of the appointment is below standard. In light of that, we're offering you a review of AlohaCare's QUEST required Guidelines for Appointment and Availability. We appreciate your support in helping us reach our goals of timely access for our members.

Thank you for your continued support and serving our members when they need it most.

Appointment Availability and Timely Access for Our QUEST Members

Ensuring that our members have availability and access to timely medical care is a fundamental aspect of the AlohaCare QUEST plan. We depend on the providers within our network to offer an adequate number of appointment times to our members. Appointment availability at your office ensures that our members can receive care in a timely manner. AlohaCare uses appointment availability as one of several measures to determine the strength of our network.

Ways we monitor appointment availability and accessibility:

- Reviewing complaints
- Conducting member satisfaction surveys
- Conducting member appointment and accessibility surveys
- Performing office site reviews
- Conducting clinical reviews for quality of care
- Reviewing medical records
- Conducting random phone calls to provider offices to gauge adherence to appointment standards

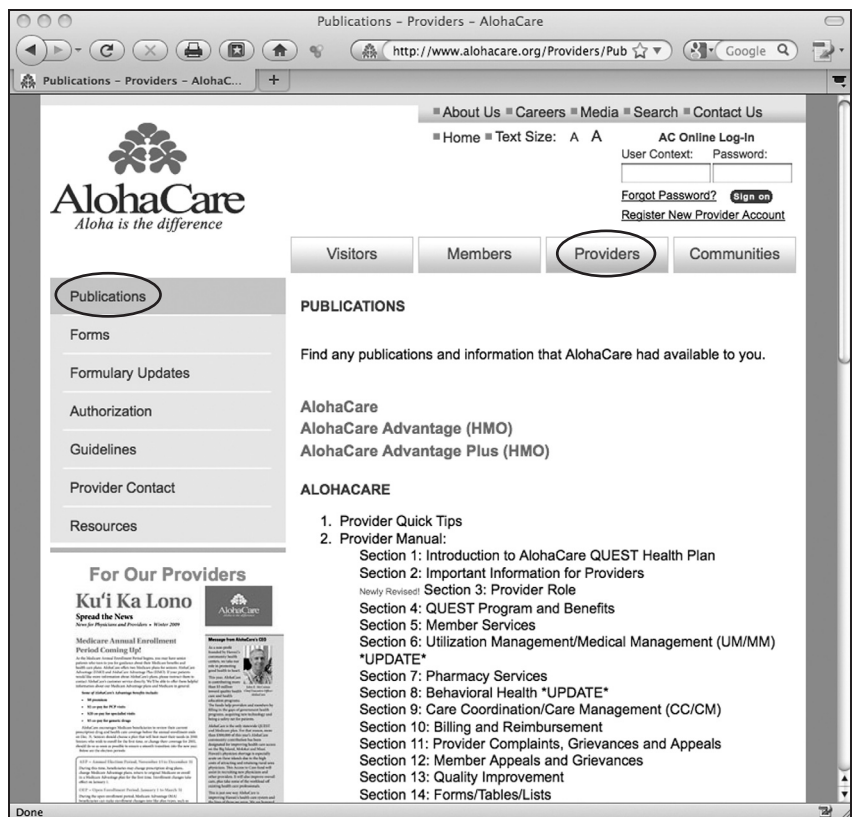
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AlohaCare continually evaluates whether accessibility barriers exist that may adversely affect appointment availability. When it's determined that barriers exist, we work collaboratively with providers to correct the issue.

Based on our QUEST contract, providers are required to meet the following appointment standards based on levels of care, as listed below:

AlohaCare QUEST – Required Guidelines for Appointment and Availability		
Type of Visit	Adult	Child
Emergent	Same day	Same day
Urgent	Within 24 hours	Within 24 hours
Sick	3 days	Within 24 hours
Routine Care	21 days	21 days
Specialists	6 weeks	6 weeks

For more information, please refer to our AlohaCare QUEST Provider Manual. The manual is available upon request or online at **AlohaCare.org**. Select *Providers* tab and look under *Publications*.



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