Contents
Prior Auth Look up Tool Objective .................................................................................................................. 2
Prior Auth LookUp Tool - Location on the Toolbar .......................................................................................... 3
Prior Auth Look UP Tool - Search options ....................................................................................................... 4
  Search Option - 1: Search by Options Listed / Provided ................................................................................. 4
  Search Option - 2: Search by Code .................................................................................................................... 6
Appendix ............................................................................................................................................................... 7
  Explanation of LOB ............................................................................................................................................... 7
  Explanation of Type ............................................................................................................................................. 7
  Explanation of Category ...................................................................................................................................... 7
  Request for Prior Authorization/Notification Form .......................................................................................... 7
  Resources ............................................................................................................................................................ 7
  Contact AlohaCare............................................................................................................................................... 7
Prior Auth Look up Tool Objective

AlohaCare’s Prior Auth Lookup Tool provides information on services requiring prior authorization. The tool is available to all users at www.alohacare.org and should be the first place users look for prior authorization information.
Prior Auth Lookup Tool - Location on the Toolbar

The Prior Auth Lookup Tool is available on all pages via the toolbar.

Aloha and Welcome!

AlohaCare is a local, non-profit health plan. We were founded in 1994 by Hawaii’s Community Health Centers. AlohaCare is the third-largest health plan in Hawaii.

Our passion is to serve the people of Hawaii in the true spirit of aloha. We are committed to improving the health of Hawaii’s communities. We specialize in QUEST Integration health insurance to people living on Oahu, Kauai, Molokai, Lanai, Maui and the Hawaii Island. We are mission driven to care for people who are underserved with specific health needs.

We provide health care coverage for Hawaii’s QUEST Integration (Medicaid) beneficiaries. AlohaCare is a health plan with a Medicare contract and provides Medicare coverage to beneficiaries in Hawaii.
Prior Auth Lookup Tool - Search Options

Search Option - 1: Search by Options

The **Search By Option** can be used to perform a search using a combination of Line of Business, Type and Category.

Use the following drop-down options to refine the search:

- **Line of Business** options include QUEST Integration (Medicaid), Medicare or All.

- **Type** options include Authorization, Notification, Informational and Not Covered.
  - **Authorization**: Services that require a prior authorization unless rendered in an emergent or urgent setting.
  - **Notification**: Services that help identify members for additional care coordination support when member is receiving such services as dialysis, chemo/radiation therapy, hospice or pregnancy related services.
  - **Informational**: Services that are the responsibility of another payer or entity such as the Medicare program’s coverage of dialysis and the Hawaii Medicaid program’s coverage of ITOP; SHOTT transplants; and dental services for children. Also includes miscellaneous services that require additional documentation to support medical necessity.
  - **Not Covered**: Services that are generally not a covered benefit under AlohaCare’s QUEST Integration or Medicare plans.

- **Category** options include standard CPT and HCPCS code categories such as Medicine, Surgery, Radiology, or Path/Lab.

Click **Search** to produce results.
Search Results

**Download Capability**

The Download function can be used to export a list of codes in either a tab delimited text file or an Excel file. Once the search has been completed, the download options will be displayed.

**Navigation through results**

Users can page through search results using the navigation bar located above the table that displays the search results. Go to a specific page or move through the results using first, previous, next and last buttons.
The **Search By Code** can be used to perform a search using Line of Business and Code.

Use the following drop-down options to refine the search:

- **Line of Business** options include QUEST Integration (Medicaid), Medicare or All
- **CPT/HCPCS** option to search by individual code

Click **Search** to produce results.
Appendix

Explanation of Line of Business
- QUEST Integration (Medicaid)
- Medicare
- All (both QUEST Integration and Medicare)

Explanation of Type
- **Type** options include Authorization, Notification, Informational and Not Covered.
  - **Authorization**: Services that require a prior authorization unless rendered in an emergent or urgent setting.
  - **Notification**: Services that help identify members for additional care coordination support when member is receiving such services as dialysis, chemo/radiation therapy, hospice or pregnancy related services.
  - **Informational**: Services that are the responsibility of another payer or entity such as the Medicare program’s coverage of dialysis and the Hawaii Medicaid program’s coverage of ITOP; SHOTT transplants; and dental services for children. Also includes miscellaneous services that require additional documentation to support medical necessity.
  - **Not Covered**: Services that are generally not a covered benefit under AlohaCare’s QUEST Integration or Medicare plans.

Explanation of Category
- Standard CPT and HCPCS code categories such as Medicine, Surgery, Radiology, and Path/Lab

Request for Prior Authorization/Notification Form
- Fill out a Request for Prior Authorization/Notification Form for services that require a prior authorization. The form is available in the Prior Auth Lookup Tool.
- **Note**: Prior authorization is not required for services rendered in the course of providing emergency care. When rendered in an emergency setting, prior authorization requirements are not applicable.

Resources
- Refer to the latest version of the AlohaCare Provider Manual for more information on prior authorizations.

Contact AlohaCare
- Please contact AlohaCare Provider Services at 808-973-1650 or toll-free at 1-800-434-1002.