AlohaCare is proud to share our new logo, inspired by who we are, where we come from, and the individuals and families we serve. We thank you for supporting AlohaCare throughout our 25-year history. We look forward to working with you to improve the health of Hawaii’s people and communities for many years to come.

Patient attribution is an important tool for strategically investing resources, treating the whole person and family, and coordinating care. AlohaCare’s patient attribution methodology will associate members to a provider panel. Our intent is to encourage providers to strengthen patient relationships, improve performance on quality measures and optimize the use of non-physician staff in population care with AlohaCare. Please let us know how we can assist with technical and support models.

AlohaCare uses a modified Dartmouth Attribution model which considers the member, provider, number of visits, relationship length and most recent service date. Using patient attribution, AlohaCare will ensure you get proper recognition for the patients for which you are actively providing care.

To assist you to identify your attributed members and to help you maximize your performance, AlohaCare provides you and your office with resources and reports that can be access through AlohaCare Online at www.AlohaCare.org.

We are ready to collaborate and support pathways for community integration and care. We believe that when you succeed, we succeed. We are here to help.

For assistance, please contact Sara Honda or Richard Crowell, Healthcare Transformation Liaisons:

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<thead>
<tr>
<th>Contact</th>
<th>Contact Information</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>Sara Honda</td>
<td><a href="mailto:shonda@alohacare.org">shonda@alohacare.org</a></td>
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<tr>
<td>Richard Crowell</td>
<td><a href="mailto:rcrowell@alohacare.org">rcrowell@alohacare.org</a></td>
<td>(808) 973-2629</td>
</tr>
</tbody>
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AlohaCare is pleased to welcome and introduce to you to members of our team focused on partnering with our provider network.

**Amy Feeley-Austin, Director of Quality**

Amy directs AlohaCare’s programs that promote member safety and quality of care. She brings more than 15 years of experience to this role, most recently serving as the founding Executive Director of Queen’s Clinically Integrated Network. Prior, Amy served as Director of Quality Improvement and Population Health at the Family Health Center of Worcester, Inc. in Massachusetts. She holds a Master of Public Health from the University of Massachusetts Amherst and a Master of Science in Nonprofit Management from Bay Path University in Longmeadow, Massachusetts.

Amy can be reached at afeeley-austin@alohacare.org.

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**Carol C. Sato, Care Strategy Director**

Carol spearheads development of AlohaCare’s long-term business models and value-based care strategies. Cultivating partnerships with clinical providers and other external stakeholders are key to Carol’s role. Prior to joining AlohaCare, she served as a Senior Manager at HMSA, where she oversaw the Contracting and Facility Relations Department and managed provider operations. Carol began her career as a nurse acquiring more than three decades of healthcare system experience with managerial experience at Cozeva Solutions, Humana and the Kaiser Foundation Health. She earned a Bachelor of Science in nursing from the University of Portland.

Carol can be reached at csato@alohacare.org.

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**Don Ross, Director of Provider Network**

Don oversees AlohaCare’s network development, provider relations and contracting. Prior to AlohaCare, Don was an Executive Manager for the Oregon Health Authority and served in leadership positions for Oregon and Washington Medicaid, Medicare and commercial health plans. Don is a graduate of the University of Portland where he earned a bachelor of science in biology.

Don can be reached at dross@alohacare.org.
AlohaCare’s new GRACE (Geriatric Resources for Assessment of Care of Elders) program, provides assistance to members 50 years and older who need help managing multiple chronic health problems. The program’s goal is to improve patient care, not just in the clinic, but in a member’s home and community.

The GRACE Team Care model has been successfully adapted to a range of patient populations and healthcare settings across the country. The program has been proven to improve patient and caregiver satisfaction, quality indicators and acute care utilization. Currently, AlohaCare is piloting the program with members who live in the Central Oahu 96819 zip code.

Members in the GRACE program receive home visits from a nurse practitioner, in addition to their Service Coordinator. In the initial visit, the support team will perform a complete assessment of the member’s needs. The program aims to address the medical and psychosocial issues with patient care as well as concerns related to quality of life and independence.

While the program serves members at their home, it does not replace you as a primary care provider. In fact, GRACE enhances the relationship a member has with their PCP by opening lines of communication.

The GRACE Support team is comprised of a nurse practitioner and a social worker. They meet with the PCP to review, modify and prioritize the member’s health plan. The nurse practitioner is trained to assess the needs of a member while making a home visit and complements what a PCP does at the doctor’s office. Members are contacted monthly and the GRACE team provides coordination and continuity of care between all health care professionals involved in the care plan. The GRACE team also works closely with the hospital to optimize transitions from the hospital to home, conducts a post-discharge home visit, and makes sure home health care services are provided, if applicable. We are optimistic that the program will be successful and can be expanded to additional regions in the future.

The GRACE team will address specific geriatric conditions such as:

- Falls
- Depression
- Dementia
- Caregiver Burnout
- E.D. visits
- Social Determinants of Health

GRACE Support Team

- Nurse Practitioner
- Social Worker

GRACE Inter-Disciplinary Team

- Geriatrician
- Mental Health Liaison
- Pharmacist
- Program Coordinator

IMPROVING THE HEALTH OF FRAIL OLDER ADULTS

AlohaCare is compliant with the Affordable Care Act (ACA) Section 1557. Under this rule, AlohaCare is required to notify its members that as a health plan, it does not discriminate on the basis of race, color, national origin, sex, age or disability. Any person who feels discriminated by AlohaCare may file a grievance with AlohaCare. The nondiscrimination rule mandates that covered entities including most healthcare providers make public nondiscrimination information. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disabilities in health programs and activities. Please ensure that you are compliant with this rules, as well as making the nondiscrimination language public and accessible to your patients.

For more information on section 1557, visit http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources
NON-EMERGENT OFF-ISLAND TRAVEL

AlohaCare provides non-emergent off-island travel for medical services and appointments for our QUEST Integration members

- All travel arrangements must be approved and coordinated by AlohaCare
- Contact AlohaCare to confirm services meet medical necessity criteria
- Contact AlohaCare about services available on the member’s home island
- Submit your completed fax or electronic RAN at least 14 days in advance to AlohaCare’s Provider Portal or Prior Authorization Fax Center 1-888-667-0680 (toll-free) or (808) 973-0676
- For urgent/expedited travel (less than 14 days in advance), clinical documentation is required
- Services and appointments should be scheduled Monday through Thursday from 10:00am and no later than 2:00pm, to accommodate travel time
- Submit a new RAN to request changes to air travel arrangements
- For same day round trip air travel, the member and/or companion are required to return home on a preapproved airline and flight scheduled after services are rendered
- AlohaCare will not reimburse members for self-booked air travel, a cab, car service, shared ride and/or meals.

Companion Travel

- The companion for a member 18 years and older requires clinical and/or supporting documentation indicating medical necessity
- One (1) companion may be authorized to escort the member to and from a preapproved medically necessary appointment
- The companion’s name, date of birth, and gender must be provided on the RAN
- A companion cannot be changed after airline tickets have been purchased
- When possible, for siblings attending medical appointments with the same provider on the same day, request one (1) parent/legal guardian companion

Meals

- Reimbursement for meals or groceries purchased during preapproved dates of medical travel
  - $30 per person per day for members 10 years and older
  - $15 per day for members 3-10 years
  - Based on meal and/or grocery receipts for children under 3 years, who can eat orally
- For all reimbursement
  - Submit to AlohaCare itemized receipts within 30 days of the member’s return to their home island
  - Summary receipts are not accepted
- Alcohol, household, convenience and non-food items are not reimbursable

Lodging Criteria

- Lodging may be approved for off-island travel for medically necessary services requiring overnight or extended stays
- Requests must be submitted with the member’s travel RAN
- Member and/or approved companion are required to check into lodging provided
- The member and companion will be lodged in the same room

For more information, please see the AlohaCare Provider Manual at www.alohacare.org.
NON-EMERGENT MEDICAL TRANSPORTATION (NEMT) OPTIONS FOR QUEST MEMBERS

QUEST Integration includes non-emergent medical transportation (NEMT) benefits for access to medically necessary appointments. A member’s medical condition or physical limitation are considered, but the transportation we provide is not based solely on convenience or comfort. Your cooperation in assessing the most appropriate transportation for our member is greatly appreciated.

Transportation Available

- Public transportation: one-way fare vouchers or monthly bus pass; annual senior bus pass; annual disability bus pass
- Handi-Van: County vouchers
- Para-transit: Covered by Neighbor Island Counties

Mileage Reimbursement Program

AlohaCare will provide mileage reimbursement to eligible AlohaCare QI members who arrange their own ground transportation provided by a friend, family member and/or caregiver.

Requirements for Taxi Transportation

- Must be a member of AlohaCare's Quest Integration (QI) plan, including dual eligible members
- Has no access to a personal vehicle
- Discharging from the hospital or needs urgent care
- Unable to use public transportation
- Does not qualify for Handi-Van, Para-transit or Disability pass
- No family support or caregiver available for transportation

How to Request Transportation

- Submit a completed RAN request via AlohaCare's Provider Portal or Prior Authorization Fax Center 1-888-667-0680 (toll-free) or (808) 973-0676
- If a member’s medical appointment is changed or cancelled, contact AlohaCare at 1-800-434-1002 (toll-free) or (808) 973-1657 to change transportation arrangements
- Please notify AlohaCare a minimum of three (3) business days before an appointment for transportation arrangements
- Please note that travel arrangements must be approved and coordinated by AlohaCare
- AlohaCare will not reimburse members for self-booked air travel, a cab, car service, shared ride and/or meals.

For more information, please see the AlohaCare’s Provider Manual www.alohacare.org.
QUARTERLY PROVIDER DIRECTORY UPDATES

Based on expectations of the Centers for Medicare & Medicaid Services (CMS), it’s essential that you keep us informed of updates that affect your practice to keep provider network directories up-to-date. This will help us to stay compliant with CMS standards and will give patients the most accurate information about your practice.

WHAT WE ARE LOOKING FOR:

- Ability to accept new patients
- Changes/updates in address and phone/fax number(s)
- Office hours
- Any other changes that affect your availability to see patients

Please send us a letter on your company letterhead, containing the information that you need to update either via fax or standard mail. If you have any questions, please call Provider Services at 973-1650 or toll-free at 1-800-434-1002 for assistance.