CONGRATULATIONS TO OUR FIVE STAR RATED PROVIDERS!

Over the past six months AlohaCare members were provided with a member satisfaction survey after visiting their PCP or specialist. The following providers were consistently rated 5 stars by several AlohaCare patients who completed the survey based on the following criteria:

⭐ Courtesy and respect provided by office staff ⭐
⭐ Ease of receiving necessary care, tests, and treatment ⭐
⭐ Care they received directly by you! ⭐

Thank you for the excellent customer service and quality of care you provide to our members.

Debbie Atkinson, MD | Family Practice - Oahu
Eesha Bhattacharyya, MD | Obstetrics and Gynecology - Oahu
Robert Bonham, MD | Emergency Medicine - Oahu
Aaron Boor, DO | Family Medicine - Maui
Daniel Brandt, MD | Rheumatology - Oahu
Lindsey Crandall, PA | Physician Assistant - Oahu
Summer Douban, MD | Internal Medicine - Kauai
Christina Economos, DO | Family Practice - Oahu
Kyle Fuhriman, APRN | Family Nurse Practitioner - Hawaii
Pugera Ganapathy, MD | Emergency Medicine - Oahu
Sarah Grabill, APRN | OG Nurse Practitioner - Oahu
Philip Hellreich, MD | Dermatology - Oahu
Ivy Lou Hibbitt, APRN | Family Nurse Practitioner - Oahu
Lynda Hirakami, APRN | Family Nurse Practitioner - Hawaii
Anna Holt, APRN | Family Nurse Practitioner - Oahu
Natividad Hopewell, APRN | Family Nurse Practitioner - Oahu
Nicholas Leonard, MD | Emergency Medicine - Oahu
Evans Loomis, PA | Physician Assistant - Maui
Sherelle Lum, APRN | Internal Medicine - Maui
Micki Ly, MD | Dermatology - Maui
Scott Miscovich, MD | General Practice - Oahu

Nani Morgan, MD | Internal Medicine - Oahu
Alexander Munding, APRN | Family Nurse Practitioner - Oahu
Patrick Murray, MD | Surgery Orthopedic - Oahu
James Muto, MD | Cardiology - Maui
Lucio Pascua, MD | Pediatrics - Oahu
Shauna Paylor, MD | Family Practice - Hawaii
Steven Penner, MD | Family Practice - Kauai
Shannon Price, DO | Family Practice - Hawaii
Christina Prudencio, APRN | Family Nurse Practitioner - Oahu
Erik Russell, MD | Internal Medicine - Maui
Sarah Seabolt, MD | Internal Medicine - Oahu
Elizabeth Tam, MD | Internal Medicine - Oahu
Kathryn Terada, APRN | Family Nurse Practitioner - Oahu
Frances Thomas, DO | Family Practice - Hawaii
Catherine Tsang, MD | Family Practice - Oahu
Chien-wen Tseng, MD | Family Practice - Oahu
James Van Natta, MD | Anesthesiology - Maui
John Wichmann-Walczak, MD | General Practice - Oahu
Frank Williams, MD | Internal Medicine - Oahu
Hiram Young, MD | Internal Medicine - Oahu
Cheryl Zorn, APRN | Family Nurse Practitioner - Hawaii

NONDISCRIMINATION

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
Accredo, an Express Scripts specialty pharmacy, is opening a new location in Honolulu to serve members living with complex conditions. The new pharmacy will offer a range of services, including walk-in consultations with a pharmacist, courier and mail order delivery and a site-of-care (or ambulatory) infusion center with on-site nurses. Oncology treatments and intravenous immunoglobulin will be among the therapies administered on-site. The pharmacy will be available to serve all residents of Hawaii whose pharmaceutical benefit includes Accredo.

AlohaCare is partnering with Accredo as its preferred specialty pharmacy to serve members living on Oahu, Kauai, Molokai, Lanai, Maui and Hawaii Island. Accredo’s unique model of care aligns with AlohaCare’s goal of delivering high touch, patient-centered care. Together, AlohaCare and Accredo are committed to improving access to quality care for Hawaii, and AlohaCare is excited to offer increased opportunities for in home care and delivery statewide.

Through its Therapeutic Resource Centers, Accredo provides specialized care for complex or chronic conditions, including cancer, pulmonary arterial hypertension, rheumatoid arthritis, and immune deficiencies.

Accredo can provide the level of care your specialty patients need, with services that include:

- The broadest access to exclusive and limited distribution drugs in the industry
- Safety programs that help prevent potentially harmful drug interactions
- Access to a team of pharmacists and nurses who have received specialized training in your patients’ medical conditions
- Registered nurses available for in-home medication administration, when clinically appropriate and as their plan allows
- Scheduled delivery to your patients’ homes or your office (where allowable by law)—at no additional charge
- Patient refill reminders and proactive prior authorization renewals

To learn more about Accredo services, the medications they dispense and how to get your patients started, visit www.accredo.com.

**AUTISM SPECTRUM DISORDER (ASD)**

Autism Spectrum Disorder includes several conditions that, in the past, were diagnosed independently, including Asperger’s Syndrome, Rett’s Syndrome, Childhood Disintegrative Disorder, Pervasive Developmental Disorder, and Autism. ASD effects nearly 1 in every 60 keiki nationwide, and while the direct cause of autism is not well understood boys are 4 times more likely than girls to be diagnosed with ASD. Children who present with delayed milestones may be demonstrating the initial symptoms of a developmental disorder that will become ASD. The American Academy of Pediatrics recommends that all children be screened for ASD.

Although ASD is a long-term condition, treatment can help to improve the patient’s level of functioning and participation in life activities. Applied Behavior Analysis (ABA) is the most common and successful form of treatment for ASD. ABA is an evidence-based treatment that has been used in the treatment of autism since the 1960’s. ABA services are provided in a variety of settings, including the member’s natural environment, the academic setting, and in the community. ABA services rely on careful assessment and treatment planning to implement a regimen of behavior modification techniques designed to improve desirable skills and behaviors and eliminate behaviors that interfere with learning and social development. Support and training are also provided to the parents or other caregivers to ensure that skill development is consistently applied even when the treating provider is not present. The National Institute of Mental Health provides an excellent overview of ASD here: https://www.nimh.nih.gov/health/topics/autism-spectrum-disorders-asd/index.shtml. AutismSpeaks, the leading advocacy group for individuals and parents of children with autism, also has valuable information about the disorder here: www.autismspeaks.org.

If you have keiki patients who present with delayed milestones please consider a referral to a specialist who can assess for the presence of ASD. If you have AlohaCare members who have already been diagnosed with ASD, or who have been newly diagnosed, you can contact their AlohaCare Service Coordinator for assistance with referring the member for ABA services. Contact AlohaCare at 973-0712, option 1, or toll-free at 1-877-973-0712, option 1.
Thank you for providing care to AlohaCare’s members and serving Hawaii’s beneficiaries of the Hawaii Medicaid program. We are grateful for your participation and recognize the valuable services you provide to the community and highly value your contributions to the health of Hawaii’s people. Please note the following Appointment Standards:

**AlohaCare Timely Access Standards**

<table>
<thead>
<tr>
<th>TYPE OF VISIT</th>
<th>DESCRIPTION</th>
<th>WAIT TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine PCP visits for children and adults</td>
<td>Care that keeps members healthy like well-child visits and routine follow-up care and check-ups.</td>
<td>Within 21 days</td>
</tr>
<tr>
<td>PCP visit for sick child</td>
<td>Symptoms like coughing, runny nose and sneezing.</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>PCP visit for sick adult</td>
<td>Symptoms like coughing, runny nose and sneezing.</td>
<td>Within 72 hours</td>
</tr>
<tr>
<td>Routine specialist visit</td>
<td>Special health issues that focus on one area such as the heart, lungs or foot.</td>
<td>Within 4 weeks</td>
</tr>
<tr>
<td>Urgent</td>
<td>Sudden problems that are not emergencies. For example, burns, wounds or a broken bone.</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Inpatient hospital stay not due to an emergency</td>
<td>Services that a member needs at the hospital such as surgery.</td>
<td>Within 4 weeks</td>
</tr>
<tr>
<td>Emergency care</td>
<td>Emergencies like broken bones, head injury, trouble breathing, in lots of pain, poison or overdose.</td>
<td>Immediately</td>
</tr>
</tbody>
</table>

**BEHAVIORAL HEALTH SERVICES**

<table>
<thead>
<tr>
<th>TYPE OF VISIT</th>
<th>DESCRIPTION</th>
<th>WAIT TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine care</td>
<td>Regular visits with a therapist or a doctor or for routine medication changes or renewals.</td>
<td>Within 21 days</td>
</tr>
<tr>
<td>Urgent</td>
<td>Sudden problems that are not emergencies. For example, having increased anxiety, depression or stress. Also, for more urgent medication needs such as refills or medication changes.</td>
<td>Within 48 hours</td>
</tr>
<tr>
<td>Non-life-threatening Emergency care</td>
<td>Symptoms like having thoughts of hurting oneself or others, or not feeling safe in the community.</td>
<td>Within 6 hours</td>
</tr>
<tr>
<td>Follow-up Routine care</td>
<td>After initial visit, follow up visits with a therapist or a doctor or for routine medication changes or renewals.</td>
<td>As needed</td>
</tr>
</tbody>
</table>
AlohaCare works hard to make sure our members receive quality care in a timely manner. QUEST Integration includes benefits for non-emergent medical transportation (NEMT) so that members can make medically necessary appointments. If an AlohaCare QUEST Integration member has no other means of transportation to their medical appointments, we can help.

**NON-EMERGENT MEDICAL TRANSPORTATION (NEMT) OPTIONS FOR QUEST MEMBERS**

**Other means of transportation is defined as follows:**

- Owns or has access to a vehicle.
- Family, friends, or volunteers that can drive a member to their medical appointments.
- A member is receiving services from a Home Care services provider that provides transportation services to and from a member’s medical appointments.
- A member resides in a facility that provides transportation services.
- Access to Public transportation like the Bus.
- Access to Handi-Van services covered by the County.
- Access to Para-transit services covered by the County.

When medically necessary, ground transportation should be arranged as soon as a member’s appointment is scheduled. Please notify AlohaCare a minimum of 3 business days before the appointment so we can make appropriate transportation arrangements. Please note that AlohaCare will make arrangements based on what is most suitable for the member, the member’s medical conditions or physical limitations, and not based on convenience or comfort.

**Our Process:**

1. Please notify AlohaCare at least three (3) business days prior to the medical appointment by completing and sending in a prior authorization request form to (808) 973-0676 or (888) 667-0680 for neighbor islands. Please make sure that the member’s current demographic information is indicated on the prior authorization request to avoid delays with member notification.

2. AlohaCare will verify that services requiring the transportation request have been approved.

3. AlohaCare will arrange the ground transportation services, then contact the member to provide details about the transportation arrangements.

If a member’s medical appointment is canceled or rescheduled, please contact AlohaCare directly at (808) 973-0712 Option 1 or Toll-free (877) 973-0712 Option 1. AlohaCare will contact our NEMT vendor to cancel or re-schedule services. Only AlohaCare may authorize and communicate changes to any reservation to the NEMT vendor.

**NEMT Transportation Exclusions:** Transportation services requested to go to the pharmacy, dental appointments, disability eligibility appointments, day habilitation, clubhouses or life skills training are specifically excluded by AlohaCare and not covered. If a member is approved and eligible for Long term Services and Supports, these exclusions may not apply. To check if your AlohaCare patient is approved for Long Term Services and Supports, and may qualify for NEMT, please call AlohaCare directly at (808) 973-0712 Option 1 or Toll-free (877) 973-0712 Option 1.
AlohaCare QUEST Integration members, if eligible and pre-authorized by AlohaCare, may travel to and from the neighbor islands for medical services and appointments. AlohaCare QUEST Integration members may be eligible for off-island travel with airfare, ground transport, lodging and meals reimbursements. AlohaCare also provides coverage for companion travel if deemed medically necessary.

**Air Travel:**

- Prior authorization is required for all air travel. Please provide AlohaCare at least 14 days’ notice to arrange the air travel. If air travel is required in less than 14 days due to an urgent medical need, please provide clinical documentation to support the urgent request.
- Primary Care Provider, Community Health Center or Treating Physician will confirm if a similar PAR/Non-PAR provider is not available on member’s home island.
- AlohaCare will verify that services requiring the travel request have been approved, if PA is required, prior to authorizing or coordinating travel.
- The RAN form must be submitted by a member’s Primary Care Provider, Community Health Center or Treating Physician and should include the following information to avoid delays with travel coordination of these services:
  - Date and time of appointment
  - Complete provider and/or facility name, contact information and address of where the member is receiving services
  - Medical necessity for off-island travel
  - ICD and CPT Codes per the most current codification list
  - Member’s current demographic information

**Companion:**

- Children under 18 require one adult companion (legal guardian) to accompany them when traveling.
- Adults over 18 requiring a companion must be prior authorized by AlohaCare. Requests for companion travel must be submitted with the member’s travel request to AlohaCare. Supporting documentation indicating the medical need for companion travel is necessary. If deemed medically necessary, one (1) companion will be authorized to escort the member to and from appointments.

**Meals**

- Meal reimbursement for approved off-island travel to medical appointments or services may be covered for members and/or an approved companion. Reimbursement will be provided for meals or groceries purchased during the pre-approved dates of medical travel. The member or their approved companion must submit their itemized receipts within 30 days of their return travel date. Meals reimbursement is limited to specified amounts per MQD policy. Non-food items such as alcohol, household and convenience items are not reimbursable per our policy.

Per policy, all travel must be approved and coordinated by AlohaCare. Members will not be reimbursed for unapproved, self-booked air travel, cab or car service, shared ride, and meals.

If a member’s medical appointment is canceled or rescheduled, please contact AlohaCare directly at (808) 973-0712 Option 1 or Toll-free (877) 973-0712 Option 1. AlohaCare will assist with changing or rescheduling flight and other transportation reservations and contact our NEMT vendors to cancel or update services. Any changes to any reservation must be authorized and communicated by AlohaCare.
SOME REMINDERS BEFORE PRESCRIBING OPIOIDS

- Determine the goals for using opioids.
- Assess risk, weighing the benefits of opioid therapy against the risks of misuse or substances use disorder and addressing these risks.
- For first-time prescriptions, prescribe up to seven days unless an exception applies.
- Explain the benefits of opioids, side effects, risks, and safety measures to patients and care-givers.
- Document patient goals, exception and reasons, patient education, and treatment plan.

Modified from www.massmed.org/PrescriberOpioidFactSheet