



RE: Out-of-State Services for UHA Members

Dear UHA Provider:

When patients are traveling outside of Hawaii on business or vacation, UHA Health Insurance will cover medically necessary services received if they are required unexpectedly on an emergency basis and not related to the reason for travel.

However, when patients are referred out-of-state for medical services that may or may not be available in Hawaii, two weeks' advance notice is required to verify that the requested services meet UHA payment standards, are medically necessary, and to make payment arrangements with the out-of-state provider or facility. UHA has considerable experience coordinating out-of-state care and the prior authorization process can be mutually beneficial. Please see the attached notice to UHA Members Receiving Medical Care Outside of Hawaii.

To notify UHA of a potential mainland referral, please call UHA Health Care Services at 532-4006, or toll free from the neighbor islands at 1-800-458-4600, extension 300, and let the Health Care Services Representative know you are considering a referral to a mainland provider. You will be connected to a case manager who will make sure the patient is aware of the implications of receiving care outside of Hawaii. If you would like to discuss the necessity of the referral directly with a case management nurse or the Medical Director, please call the above number.

Although we contract with First Health facilities, some of them are not participating with UHA. Please see the attached UHA Non Participating First Health Facilities effective September 1, 2013. For an updated list visit our website at <http://www.uhahealth.com>.

Unauthorized services may result in a contentious situation and significant out-of-pocket expenses for the member—both of which we would like to avoid and are hopeful you will help us in that regard.

Thank you in advance for your help!

Sincerely,

A handwritten signature in black ink, appearing to read "George McPheeters", written in a cursive style.

George McPheeters, MD, FACS
Chief Medical Officer

Attachments: Notice to UHA Members Receiving Medical Care Outside of Hawaii
UHA Non-Participating First Health Facilities

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