



Receiving Medical Care Outside of Hawai'i

UHA's healthcare network is within the state of Hawai'i only. You will pay substantially more for services you receive on the mainland if the service can be done in Hawai'i. For travel emergencies and other situations that meet UHA guidelines for mainland care, UHA works with a mainland network to lower your cost. The information below will help you through this process.

Generally, care outside of Hawai'i falls into one of the following two categories:

- 1) Care while away from Hawai'i**
- 2) Physician referred care outside of Hawai'i**

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CARE WHILE AWAY FROM HAWAI'I

- Emergency medical care when traveling on the mainland for non-medical reasons
- less than 26 years of age and attending school or living on the mainland
- working or living on the mainland
- covered through COBRA and living on the mainland
- if you have two addresses, UHA will only recognize the Hawai'i address which provides coverage in the Plan's Service Area
- Global Emergency Services: Assistance to find emergency care when you're 100 or more miles away from home

Mainland Network

You may see a **First Health Network** provider. With First Health, you have access to medical providers across the mainland.

Find a First Health Provider

- Call 1-888-685-7774 (8:00 a.m. - 8:00 p.m. Eastern Standard Time, Monday through Friday)
- Visit: uhahealth.com/page/first-health
- UHA does not guarantee availability of First Health providers in all areas
- For extended travel, you may want to purchase travel insurance

Your Cost

You are responsible for all charges above UHA's payment. Services must be medically necessary. Using a First Health provider will minimize your out of pocket cost.

Prior Authorization

Some services require prior authorization, **(e.g.: Mainland residents seeking elective inpatient or elective orthopedic procedures.)** Refer to UHA's website for a list of services that require prior authorization.

Special rates do not apply to all First Health and other mainland providers

Please check with UHA before you travel to determine the extent of coverage through the mainland contractor in the area you are visiting. For a complete list of facilities that are not contracted, please visit uhahealth.com/care-outside-hi

Note that the agreement between UHA and the mainland contractor does not include coverage for Vision, Chiropractors, and Acupuncturists.

Global Emergency Services

The Global Emergency Services program from Assist America immediately connects you to doctors, hospitals, pharmacies and other services if you experience a medical or non-medical emergency while traveling 100 miles or more away from your permanent residence, or in another country.

Assist America is a provider of global travel assistance services that brings peace of mind when faced with an emergency. Assist America is not a travel or medical insurance.

For information visit: uahahealth.com/page/global-emergency-services

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PHYSICIAN REFERRED CARE OUTSIDE OF HAWAI'I (PRIOR AUTHORIZATION REQUIRED)

- if you are a Hawai'i resident and require medical services that are not available in Hawai'i, your physician must contact us at least 2 weeks in advance for an authorization for a referral to a mainland provider

Your Cost

You are responsible for the cost of services if they are available in Hawai'i and you choose to have the services done out-of-state. You will be responsible for the difference between the billed charges and UHA's reimbursement.

Advance Notice Required

Two weeks advance notice is required to:

- verify the requested services meet UHA payment standards,
- verify the requested services are medically necessary, and
- make payment arrangements with the out-of-state provider.

Prior Authorization

Your physician must complete the Out-of-State Services Request Form.

Services that are not pre-approved may be denied on retrospective review. You may need to pay much more for services received out-of-state when those same services can be done in Hawai'i.

Reimbursement requires UHA's Prior Authorization

Before making your travel plans, be sure you have received UHA's approved prior authorization.

If you decide to go out-of-state for elective or self-referred treatment when the same or similar service is available here locally, then UHA fully informs you of the potential financial obligations that you will be responsible for in choosing to self-refer.

For more information or to discuss your options, please contact UHA Health Care Services at:

Oahu 532-4006, or
Neighbor islands 1-800-458-4600, extension 300

Visit: uahahealth.com/care-outside-hi to review documents related to receiving medical care outside of Hawai'i