



[Date]

<Provider Name>
<Mailing Address Line 1>
<Mailing Address Line 2>
<City, State Zip>

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 provided that they are required unexpectedly on an emergency basis. They may not be covered when a member is on the mainland seeking medical care which is available within the State of Hawaii and has not been specifically authorized by UHA.

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 enclosed Member Quick Guide and Services That Require Prior Authorization. When services are available locally, even when a referral to the mainland has been made, UHA's reimbursement might leave your patient with a significant balance bill. It is very important that all parties recognize this.

To notify UHA of a potential mainland referral, please call UHA Health Care Services at 808-532-4006, or toll free from the neighbor islands at 1-800-458-4600, extension 300, and let our 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.

Unauthorized services may result in contentious situations and significant out-of-pocket expenses for the member, as noted above. We seek your assistance in avoiding these problems and I am always available to discuss the specific issues related to any case.

Thank you in advance for your help!

Sincerely,

A handwritten signature in black ink, appearing to read 'George McPheeters', written over a horizontal line.

George McPheeters, MD, FACS
Chief Medical Officer

Enclosures: Member Quick Guide
Services That Require Prior Authorization

HCR-0620-050522