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Notice to UHA Members Receiving Medical Care Outside of Hawaii

UHA's participating provider service area is within the State of Hawaii. You generally pay more for services received on the mainland than for similar care received in Hawaii. To lower your costs, UHA has an agreement with a Mainland network to provide healthcare to our members outside of Hawaii. Please review the standards for referrals to out-of-state care below.

Generally, care outside of Hawaii falls into one of the following two categories:

1. Care While Away From Hawaii

Read this section if you are...

- traveling on the mainland for non-medical reasons,
- a full-time student at a mainland school,
- living on the mainland and working for a Hawaii employer, or
- covered through COBRA.



Mainland Network

Visit 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 www.myfirsthealth.com
- UHA does not guarantee availability of First Health providers
- **For extended travel, you may want to purchase travel insurance.**

NOTE: Special rates do not apply to all First Health providers.

Examples include the following:

- Mayo Health Systems Hospitals and Ancillary Facilities
- Baylor Health in the state of Texas
- Scripps Hospitals and Ancillary Facilities in California
- Whitaker Clinic
- Chiropractic providers
- Acupuncture providers
- Vision providers

Your Cost

You are responsible for all charges above UHA's payment. **Services must be medically necessary.**

Prior Authorization

Some services require prior authorization. For the most up-to-date list of these services, visit:

http://www.uhahealth.com/forms/listing_priorauth_req.pdf

2. Referrals For Care Not Available In Hawaii

Read this section if you...

- receive a referral from your physician to a provider outside the state, or you
- seek to receive treatment from an out-of-state provider.



Prior Authorization

Your physician must complete a Prior Authorization form. The Prior Authorization, Out-Of-State Request And Notification Form is available at: <http://www.uhahealth.com/forms.asp>

For a listing of these services, see your Medical Benefits Guide or visit:

http://www.uhahealth.com/forms/listing_priorauth_req.pdf

Your Cost

You are responsible for all charges above UHA's payment. **Services must be medically necessary.**

Advance Notice Required

Two weeks advance notice is required to verify:

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

NOTE: Reimbursement may be denied without UHA's prior authorization. We suggest you wait until authorization is received before making travel plans.

Are you considering out-of-state medical services?

For more information or to discuss your options, please call:

UHA Health Care Services

From Oahu:

532-4006

Toll free from the neighbor islands:

1-800-458-4600, extension 300