



**Office Locations**

Island of O'ahu (Main Office) 949 Kamokila Blvd., # 350 Kapolei, HI 96707	Island of O'ahu (Satellite Office) 500 Ala Moana Blvd., Suite1D Honolulu, HI 96813	Island of Maui 285 W. Ka'ahumanu Ave., #101B Kahului, HI 96732	Island of Hawai'i 194 Kilauea Ave., Suite 102 & 103 Hilo, HI 96720
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**Important Phone Numbers**

Nurse Advice Line **1-800-919-8807**

Members may call this number to speak to a nurse 24 hours a day, 7 days a week.

**Convenient Self-Service Offerings**

'Ohana offers robust technology options to save you time. Below represent the fastest most effective ways to get what you need.

'Ohana Provider Portal

	Portal	CHAT	(IVR) Interactive Voice Response
Authorization Requirements*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Authorization Status*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Authorizations Request*	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Benefit Information	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Claims Status	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Co-Payment	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Eligibility Verification	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	Available
Submit Appeals	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Claim Disputes	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Claims	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A
Submit Corrected Claims	<a href="#">Fastest Result</a> ✓	<a href="#">Available</a>	N/A

'Ohana understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks.

The Provider Portal will help with those routine tasks.

Provider Portal Registration – [click here](#)

Provider Portal Training - [click here](#)

ⓘ \*Note: Includes Pharmacy Medical Requests supplied by Physician. For Pharmacy Benefit related questions please see the below Pharmacy page.

**CCS Customer Service:**

Interactive Voice Response System Phone: **1-866-401-7540** (24 hours, 7 days a week)

TTY: 711

**'Ohana Phone Numbers**

<b>Risk Management</b>	<b>Care Management Referrals</b>
'Ohana Fraud, Waste and Abuse Hotline	Phone: <b>1-866-635-7045</b>
<b>1-866-678-8355</b>	TTY: <b>711</b>
	Fax: <b>1-866-287-3286</b>
	Hours: <b>M-F 8 a.m. to 7 p.m. HST</b>

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**Claim Submission Information**

**Submission Inquiries:**

**CCS Customer Service**

1-866-401-7540 24 hours, 7 days a week

Questions related to claim submissions. For inquiries related to your electronic submissions to 'Ohana please, contact our EDI team at [EDI-Master@wellcare.com](mailto:EDI-Master@wellcare.com).

**Electronic Funds Transfer and Electronic Remittance Advice:**

Register online using the simplified enhanced provider registration process: [www.payspanhealth.com](http://www.payspanhealth.com) or call 1-877-331-7154. For more details on PaySpan®, please refer to your [Provider Manual](#).

**Clearinghouse Connectivity Setup and Connection Support:**

'Ohana has partnered with Change Healthcare as our preferred EDI Clearinghouse. You may connect directly to Change Healthcare, or in some cases your existing clearinghouse, billing service or trading partner may maintain existing reciprocal agreements with Change Healthcare. We encourage you to contact your claims vendor and determine to see if they have connectivity to Change Healthcare. If not, you may want to consider contacting Change Healthcare to establish free connectivity to 'Ohana for your EDI transactions.

Change Healthcare offers Submitter/Client Connectivity Services at 1-877-411-7271. All Clearinghouses, Practice Management Vendors or Billing Services may call Change Healthcare at 1-800-527-8133 for connectivity services.

**CHANGE HEALTHCARE CLEARINGHOUSE PAYER IDs (CPIDs)**

Claim Type	Fee for Service (CH – Chargeable) Submissions	Encounter (RP – Reporting only) submissions
Professional	1844	3211
Institutional	8551	4949

**'OHANA PAYER IDs** - If your clearinghouse or billing system is not connected to Change Healthcare and requires a 5-digit Payer ID, please use the following according to the file type (Fee-for-Service or Encounters):

- Fee For Service (FFS) is defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
- Encounters (ENC) is defined in the Transaction Type Code BHT06 as RF, which means Reportable only, NOT expecting adjudication.

Claim Type	Fee for Service (CH – Chargeable) Submissions	Encounter (RP – Reporting only) submissions
Professional or Institutional	14163	59354

**Free Direct Data Entry (DDE) and Small Batch File Solutions (use same WellCare Payer IDs defined above)**

AdminisTEP offers a web browser for single submission direct data entry (DDE) or batch upload for professional and institutional submissions, claim status and reporting and inquiry functions **at no cost to you**. To sign up go to: <http://www.administep.com/Signup.aspx> or call 1-888-751-3271.

ConnectCenter™ for physicians offers a web browser for direct data entry (DDE) or batch upload capability **at no cost to you**. To sign up, go to: <https://physician.connectcenter.changehealthcare.com>.

For registry questions, submitter/clients may contact Payer Connectivity Services at 1-877-411-7271. Direct questions regarding functionality of ConnectCenter to Change Healthcare at 1-800-527-8133, opt 2.

- Providers will be required to **enter a credit card** upon initial enrollment to verify them as a valid submitter.
- Only 'Ohana submissions are free of charge, and please ensure you **use vendor code 212750** when you register.

**Paper Submission Guidelines:**

'Ohana follows the Centers for Medicare & Medicaid Services (CMS) guideline for paper claims submissions. Since **Oct. 28, 2010**, 'Ohana accepts only the original "red claim" form for claim and encounter submissions. **'Ohana does not accept handwritten, faxed or replicated claim forms.**

[Click here](#) to locate claim forms and guidelines.

Mail paper claim submissions to:

**'Ohana Health Plan, Inc.**  
**Claims Department**  
 P.O. Box 31372  
 Tampa, FL 33631-3372

**Claim Payment Disputes**

The Claim Payment Dispute Process is designed to address claim denials for issues related to untimely filing, unlisted procedure codes, non-covered codes, etc. Claim payment disputes must be submitted in writing to 'Ohana within the time frame as indicated in the 'Ohana Provider Manual or as specified in your Provider Contract.

Submit all claims payment disputes with supporting documentation on our website: ['Ohana Provider Portal](#)

Mail all claim payment disputes with supporting documentation to:

**'Ohana Health Plan, Inc.**  
**Attn: Claim Payment Disputes**  
 P.O. Box 31370  
 Tampa, FL 33631-3370

[Click here](#) to locate: **Provider Administrative Review Request (form)**

**Note: Any appeals related to a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification must be sent to the Appeals (Medical) address in the section below. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC, however, this is not an all-encompassing list of Appeals codes. Anything else related to authorization, or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member-specific information.**

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**Claim Payment Policy Disputes**

The Claims Payment Policy department has created a new mailbox for provider issues related strictly to payment policy. Disputes for payment policy related issues must be submitted to 'Ohana in writing within the time frame as indicated in the 'Ohana Provider Manual or as specified in your Provider Contract. Please provide all relevant documentation (please do not include image of Claim) which may include medical records, in order to facilitate the review. Submit all Claims Payment Policy Disputes related to Explanation of Payment Codes beginning with IH###, CE### or PD### and second level disputes for CPI## on our website: ['Ohana Provider Portal](#)

Mail all disputes related to Explanation of Payment Codes beginning with IH###, CE### or PD### and second level disputes for CPI## to:	'Ohana Health Plan, Inc. Payment Policy Disputes Department P.O. Box 31426 Tampa, FL 33631-3426 <a href="#">Click here</a> to locate Provider Administrative Review Request (form)
Mail all medical records and first level disputes related to Explanation of Payment Codes beginning with CPI##:	<p><b>By Mail (US Postal Service)</b> Phone: 1-844-458-6739 Fax: 1-267-687-0994 Optum P.O. Box 52846 Philadelphia, PA 19115</p> <p><b>By Delivery Services (FedEx, UPS)</b> Optum 458 Pike Rd Huntingdon Valley, PA 19006</p> <p><b>By Secure Internet Upload</b> Refer to Optum's Medical Record Request letter for further instructions.</p>
Mail all disputes related to Explanation of Payment Codes LT###, RVLT#:	'Ohana Health Plan, Inc. CCR P.O. Box 31394 Tampa, FL 33631-3394
Mail all disputes related to Explanation of Payment Codes RVPI#:	PICRA PO Box 31416 Tampa, FL 33631-3416

**Recovery/Cost Containment Unit (CCU)**

Refund(s) in response to a WellCare overpayment notification should include a copy of the overpayment notification as well as a copy of attachment(s) and sent to:	'Ohana Health Plans, Inc. Attn: CCU Recovery P.O. Box 31584 Tampa, FL 33631-3584
If you do not agree with this proposed WellCare overpayment notification related to adjustments RVXX (Except RV059, which should refer to the Claim Payment Disputes section above), you may request an Administrative Review by submitting your request in writing within 60 days of the date of this letter. Your request should detail why you disagree with these findings and must include any supporting evidence/documentation you believe is pertinent to your position.	
Mail or fax your Administrative Review request to:	'Ohana Health Plans, Inc. Fax: 1-813-283-3284 Attn: CCU Recovery P.O. Box 31658 Tampa, FL 33631-3658
Additional documentation received after your initial Administrative Review request will not be considered. A Final Determination will be rendered within 30 days of the date of WellCare's receipt of your request. If you do not object or render payment within such time period, we will take action to recover the above listed amount as allowed by law, or applicable based on the contract between you and WellCare.	
Administrative Reviews related to Explanation of Payment Codes and Comments beginning with DN227, DN228, or RV213 must be submitted in writing and include at a minimum: a summary of the review request, the member's name, member's identification number, date of service(s), reason(s) why the denial should be reversed and copies of related documentation and all applicable medical records related to both stays to support appropriateness of the services rendered.	
Mail or fax your dispute to:	Cotiviti Fax: 1-203-202-6607 Attn: WellCare Clinical Chart Validation Hillcrest III Building 731 Arbor Way, Suite 150 Blue Bell, PA 19422
Provider Identified Refund(s) without receiving overpayment notification should include the reason for overpayment as well as any details that assist in identifying the member and WellCare Claim ID and can be sent to:	'Ohana Health Plans, Inc. Attn: CCU Recovery P.O. Box 31584 Tampa, FL 33631-3584
<b>Note:</b> For single claim checks, please use the <a href="#">Refund Check Informational Sheet</a> to help Recovery post accurately and timely. For checks in excess of 25 claims, please complete the <a href="#">Refund Referral Grid</a> and email all supporting documentation, including the grid, to <a href="mailto:OverpaymentRefunds@wellcare.com">OverpaymentRefunds@wellcare.com</a> to assist with expedited posting. Please note that only check referrals will be accepted by this email box; anything other than check referrals will not be responded to and will be closed.	

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**Appeals (Medical)**

Providers may file an appeal on behalf of the member with the member's written consent, within **60 calendar days** of "Notice of Action." Providers may also appeal on their own behalf within **90 calendar days** of a claims denial for lack of a prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification. Examples include Explanation of Payment Codes DN001, DN004, DN0038, DN039, VSTEX, DMNNE, HRM16, and KYREC. However, this is not an all-encompassing list of Appeals codes. Anything else related to authorization or medical necessity that is in question should be sent to the Appeals P.O. Box with all substantiating information (please do not include image of Claim) like a summary of the appeal, relevant medical records and member-specific information.

Mail or fax medical benefit appeals with supporting clinical documentation to:

'Ohana Health Plan, Inc. Fax: 1-866-201-0657  
 Attn: Appeals Department  
 P.O. Box 31368  
 Tampa, FL 33631-3368

**Grievances**

Member grievances may be filed verbally by calling Customer Service and by writing via mail or fax. Providers may also file a grievance on behalf of the member with the member's written consent. Please mail or fax all member grievances to:

'Ohana Health Plan, Inc. Fax: 1-866-388-1769  
 Attn: Grievance Department  
 949 Kamokila Blvd, #350  
 Kapolei, HI 96707

**'Ohana Partners**

**Contracted Networks**

Transportation\*

Reservations	1-866-790-8858	Ride Assist	1-866-481-9699	Hearing Impaired	1-844-603-6049 (TTY)
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We require 2 business days' notification for routine, non-emergent transportation reservations. Representatives are available Monday through Friday from 7:45 a.m. to 4:30 p.m. HST. \*Authorization is required for travel that involves air transportation.

[Click here](#) to locate:

- Certification of Medical Necessity of Mode of Transportation Form
- Physician Request for Transportation, Lodging and Meals Form

Interpretation Services Phone: 1-866-401-7540

**Suggested information needed:**

• Member information	• Type of interpreter	• Date of appointment	• Gender preference
• Appointment information	• Provider to be seen	• Duration	• Contact person information

**Pharmacy Services**

**Pharmacy Services:** 1-866-401-7540  
 Including after hours, weekends and holidays (CVS/Caremark®)  
 1-866-362-4006

**CVS/Caremark Provider Enrollment and Contract Inquiries:** [www.caremark.com/pharminfo](http://www.caremark.com/pharminfo)

<b>Rx BIN</b>	<b>Rx PCN</b>	<b>Rx GRP</b>
004336	MCAIDADV	RX8886

**Exactus™ Pharmacy Solutions** 1-866-458-9246  
[exactus@wellcare.com](mailto:exactus@wellcare.com) TTY: 1-855-516-5636  
 Fax: 1-866-458-9245

**Medication Appeals:** Fax: 1-888-865-6531

[Click here](#) to locate the **Medicaid Medication Appeal Request (form)** and mail with supporting documentation to:

'Ohana Health Plan, Inc.  
 Attn: Pharmacy Appeals Department  
 P.O. Box 31398  
 Tampa, FL 33631-3398

Medication appeals may also be initiated by contacting Provider Services. Please note that all appeals filed verbally also require a signed, written appeal.

**Formulary Inclusions:**

To request consideration for inclusion of a drug to 'Ohana's formulary, providers may submit a medical justification to 'Ohana in writing to:

'Ohana Health Plans, Clinical Pharmacy Department  
 Director of Formulary Services  
 Pharmacy and Therapeutics Committee  
 P.O. Box 31577  
 Tampa, FL 33631

**Coverage Determination Review:** Fax: 1-888-877-8239

[Click here](#) to locate the **Coverage Determination Request form** to be submitted for the exception listed below:

- Drugs not listed on the Preferred Drug List (PDL)
- Duplication of therapy
- Prescriptions that exceed the FDA daily or monthly quantity limit (QL)
- Brand name drugs when an equivalent generic exists
- Drugs that have an age limit (AL)

[Click here](#) to locate 'Ohana Community Care Services (CCS) Comprehensive Preferred Drug List (PDL)

[Click here](#) to locate Pharmacy Request forms such as: Injectable Infusion; Oral Nutrition Supplement form, etc.

**For Home Infusion/Enteral services:**

Once Authorization Approval is obtained through 'Ohana, please contact our preferred provider, **Coram**, to initiate Services:

Phone: 1-800-423-1411 or Fax: 1-866-462-6726

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## ‘OHANA’S PRIOR AUTHORIZATION LIST

### Prior Authorization (PA) Requirements

This ‘Ohana Prior Authorization list supersedes any lists that have been distributed to our providers. Please ensure that older lists are replaced with this updated version. Authorization changes will be denoted with a **P** symbol for easy identification. Requirements that have been edited for clarification only are denoted with a **I** symbol.

All services rendered by non-participating providers and facilities require authorization with the exception of Emergency Services.

**Urgent Authorization Requests and Admission Notifications — Call 1-866-401-7540 24 hours, 7 days a week and follow the prompts.**

- Notify the Plan of unplanned Behavioral Health inpatient hospital admissions within the **next business day**. Telephone authorizations must be followed by a fax submission of clinical information by the next business day.
- Outpatient authorizations for urgent and time sensitive services may be requested by phone when warranted by the member’s condition. Please include **CPT and ICD-10 codes** with your authorization request. Standard authorization requests may be submitted [online](#) or via fax to the numbers listed on the associated forms located [here](#).
- [Web submissions](#) are faster, and if the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference.
- Obtaining prior authorization does not guarantee payment, but rather only confirms whether a service meets ‘Ohana’s determination criteria at the time of the request. ‘Ohana retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, the medical necessity of services and correct coding and billing practices.

### Behavioral Health Services

[‘Ohana Web Submission Portal](#)

Please [log in](#) to submit your Outpatient Authorization Requests and Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

PROCEDURES and SERVICES	Authorization Required	Comments
Acute Behavioral Health, Alcohol or Substance Abuse admissions	Yes	Clinical updates requires for continued length of stay (LOS). No authorization required for Physician consults.
Chemical Dependency, Alcohol and Substance Abuse	Yes	Residential Treatment and Intensive Outpatient Treatment (IOP) require Authorization. PA is required for addiction treatment; no authorization required for Pain Management.
Court-ordered services	Yes	
Intensive Outpatient Treatment Program (IOP) and Partial Hospitalization (PHP)	Yes	Fax Authorizations: 1-855-550-8977
Non-contracted (nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization.
Partial Hospitalization	Yes	

### Emergency Services

PROCEDURES and SERVICES	Authorization Required	Comments
Emergency Room Services	No	
Emergency Transportation	No	

### Inpatient Services

[‘Ohana Web Submission Portal](#)

Please [log in](#) to submit your Authorization Requests and Inpatient Clinical Submissions.

To fax a request, please access our forms [here](#)

PROCEDURES and SERVICES	Authorization Required	Comments
Ambulance Transportation	Yes	Non-emergent and inter-island transportation
Inpatient Admissions	Yes	Clinical updates required for continued length of stay (LOS)

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## Outpatient Services

### ['Ohana Web Submission Portal](#)

Please [log in](#) to submit your Outpatient Authorization Requests and Clinical Submissions.

To fax a request, please access our forms [here](#)

Pharmacy Medical Requests Fax: **1-855-292-0239**

PROCEDURES and SERVICES	Authorization Required	Comments
Select Outpatient Procedures	Yes – See Comments	Please refer to the <a href="#">Authorization Lookup Tool</a> for prior authorization requirements. <a href="#">'Ohana Web Submission Portal</a>
Non-contracted(nonparticipating) Provider Services	Yes	All services from nonparticipating providers require prior authorization.
Telehealth	Yes – See Comments	Please refer to the <a href="#">Authorization Lookup Tool</a> for prior authorization requirements.

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