

HMSA's Care Access Assistance Program

Providing access to care for HMSA members on the Neighbor Islands.

HMSA's Care Access Assistance Program (CAAP) is a program designed to assist HMSA members with travel for access to specialty care from HMSA participating providers on another island when that care is not available on the member's home island. The program helps improve member access to care in rural areas.

Who Qualifies for CAAP?

Most HMSA members qualify for the program. Confirmation of eligibility will be given when requests for transportation assistance are processed. Members of HMSA QUEST and HMO plans have existing interisland transportation benefits.

How Does the Program Work?

1. Your physician will:
 - Determine that appropriate specialty care is not available on your home island or not available from an HMSA participating provider on your island.
 - Refer you to an HMSA participating specialist on another island.
 - Complete an HMSA Care Access Assistance Program Request form and fax the form to HMSA at (808) 944-5600 on Oahu prior to your appointment or not more than five days after the appointment date.

2. HMSA's Medical Management department will:
 - Review the request as soon as possible depending on your appointment date and receipt of all pertinent information. Medical Management will grant access for one appointment date at a time.
 - Notify you if your request meets program guidelines. You will receive a letter telling you how the specialty physician certifies that you kept your appointment and how to file the necessary paperwork for reimbursement.
 - Notify you by telephone if your request meets program guidelines and you would like HMSA to book the flight for you. You will receive a letter explaining how the specialty physician certifies that you kept your appointment.
 - Mail a letter to you if the request does not meet program guidelines.

3. If the request meets program guidelines, **you** can:
 - Make your own travel arrangements or request that HMSA assist in booking your flight.
 - Mail or fax your receipts to Medical Management for reimbursement along with a copy of the signed physician certification letter after your appointment. Your receipts must have your name, the date of travel, and the amount you paid. Credit card statements are not accepted.

Can I See Any Provider on Another Island?

Transportation expenses may be allowed if you need to see an HMSA participating specialist on another island. For purposes of this program, general practice, family practice, pediatric, and internal medicine physicians are not considered specialists. Exceptions may be made for visits to physicians with specific subspecialties (for example, a pediatric cardiologist). In addition, travel costs will not be covered for visits to dental, vision, or rehabilitation (such as physical and occupational therapy) providers, optometrists and podiatrists.

Are There Any Restrictions or Limitations?

Interisland travel will not be granted if you are:

- Referred to a specialist who does not participate with HMSA.
- Referred for a service that is not a benefit or is a specific exclusion of your HMSA plans (for example, cosmetic surgery).
- Unwilling to see a specialist on your home island.
- Unwilling to take an available appointment with a specialist on your home island.

In addition, you will not be reimbursed for:

- First-class or multiple seats.
- Companion airfare (for members age 18 and older).
- Frequent flier miles.
- Lodging.
- Ground transportation.
- Parking.
- Meals.
- Reservation change fees.
- Intraisland transportation (for example, traveling from Hilo to Kona).
- Requests received more than five days after the specialty service is rendered.
- More than six round trips for services requiring a daily course of treatment (e.g. radiation therapy, chemotherapy).
- More than 10 round-trip tickets per calendar year.

If travel is booked by HMSA, it will be limited to selected lower-cost flights. Members do not have the option of choosing which flight time they prefer. Members who have HMSA-booked tickets and do not obtain the approved specialty care will be asked to reimburse HMSA the cost of the ticket. If HMSA does not receive reimbursement, the member will be ineligible to participate in CAAP. If reimbursement is received, future travel granted through CAAP will be limited to reimbursement only.

Retroactive Travel Requests

Retroactive travel requests will not be reviewed if HMSA receives a request more than five days after specialty services have been rendered. (Airfare receipts sent or faxed to HMSA are not considered requests.) If HMSA grants access to a specialist for the initial visit, HMSA must be notified in writing, by email or telephone before each subsequent follow-up visit. Access is granted for one visit at a time.

In instances where urgent care is needed, the referring provider or member should contact HMSA's Medical Management department at 948-6464 on Oahu or 1 (800) 344-6122 from Neighbor Islands, or fax the Care Access Assistance Program Request form immediately to (808) 944-5600. You can then set up an appointment and make your own travel arrangements. HMSA's decision whether to provide assistance with the travel costs will be issued retroactively, but only if the request is received not more than five days after the service has been rendered.

Booking Transportation Under CAAP

You can set up your appointments and make travel arrangements to best fit your schedule and medical needs. However, you have the option to request HMSA's assistance with travel arrangements.

- **If you make your own travel arrangements:** You must provide HMSA with original receipts showing the name of the traveler, travel cost, dates of travel, and travel vendor along with a copy of the signed specialty physician certification that you received with your confirmation letter.
- **After you return home:** You must mail or fax this paperwork to HMSA's Medical Management department following the directions in the travel confirmation letter. HMSA will process receipts for reimbursement as soon as possible if information is received as instructed.
- **If the trip is booked by HMSA:** HMSA will pay the transportation company directly. An HMSA representative will contact you to arrange travel. You will still need to submit the specialty physician certification portion of your confirmation letter, attesting that you were seen.

Getting the Care You Need

HMSA wants you to receive the appropriate care. And HMSA's CAAP can help you see the doctor you need, no matter what island you're on. If you have questions about HMSA's CAAP, call HMSA at 1 (800) 776-4672.