

MDX Hawaii'i Services for Medicare Advantage Plans

Providing Humana Medicare Advantage Plans and UnitedHealthcare Medicare Advantage Plans the following services in Hawai'i:

- Claims Payment and/or Inquiries
- Prior Authorization Review
- Case Management
- Disease Management Program
- Health Care Quality Program
- Provider Credentialing and Contracting
- MDX Hawaii'i Preferred Provider Network Access

Medicare Advantage Plans Contracted with MDX Hawaii'i

For services rendered JAN 1, 2020 - DEC 31, 2020

Humana Plans

Humana Gold Plus	H0028-004	HMO
HumanaChoice	H5216-040	PPO
HumanaChoice	H5216-041	PPO

UnitedHealthcare Plans (PPO Plans)

AARP Medicare Advantage Choice Plan 1	H2228-024	Grp # 77000/77007
AARP Medicare Advantage Choice Essential	H2228-025	Grp # 77003/77008
AARP Medicare Advantage Choice Plan 2	H2228-067	Grp # 77024/77025
AARP Medicare Advantage Choice (Kaua'i, Maui)	H2228-068	Grp # 77026/77027

Our Secured Provider Portal Visit us at www.mdxhawaii.com

- Submit Prior Authorization Request *
- Submit Specialty Referral Request *
- Verify Authorization Status *
- Verify Claims Status *
- Verify Member Eligibility *
- Find a Participating Provider
- Verify if a Procedure Code or Medication Requires Prior Authorization
- Print Copies of Forms
- Latest Bulletins and Updates

* **When registered for our Secured Provider Portal**

MDX Hawaii'i Medicare Advantage Provider Services Call Center

	Oahu	Neighbor Islands
Call	532-6989	1-800-851-7110
	<i>Option 1 Humana</i>	
	<i>Option 2 UnitedHealthcare</i>	
Fax	532-3396	1-800-844-7522
Available 8:00am – 5:00pm, Monday through Friday		

Claims

Electronic Claims Submission Payer ID

Emdeon/Administep: MDXHI (CMS1500/UB04)
Trizetto: MDXHI (CMS1500); UDXHI (UB04)

Hard Copy Claims Submission

ATTN CLAIMS
MDX HAWAII
500 ALA MOANA BLVD STE 2200
HONOLULU HI 96813-4993

Reconsideration Process Submission

Email compliance@mdxhawaii.com or
Fax 808-535-8837

Medical Management Programs

PA & Specialty Referral Request Submissions (coming soon online at www.mdxhawaii.com*)

	Oahu	Neighbor Islands
Fax	532-6999	1-800-688-4040
For questions:		
Call	532-6989	1-800-851-7110

Option 1 Humana

Option 2 UnitedHealthcare

Arrange a peer-to-peer discussion **808-426-7617**
Facesheets **Fax 792-8440**
IP/SNF/HH clinical documentation **Fax 792-8440**

Case/Disease Management Programs & Services

Ala 'o Ho'ola High Risk Care Program

Call 465-3535 Fax 792-8441

Assistance with managing complex cases

Congestive Heart Failure Management Program

Diabetes Management Program

	Oahu	Neighbor Islands
Call	792-8402	1-800-851-7110