

Starting March 1, 2022, Our new address is:

733 Bishop Street | Makai Tower | Suite 3000 | Honolulu, HI 96813

The phone numbers, fax numbers and emails will remain the same.

Medicare Advantage Plans Contracted with MDX Hawaii'i

For services rendered JAN 1, 2022 - DEC 31, 2022

Humana

(Oahu)

Humana Gold Plus HMO	H0028-048-001
Humana Choice PPO	H5216-232-001
Humana Choice PPO	H5216-233-001
Humana Honor PPO	H5216-234-000

(Kauai & Maui)

Humana Gold Plus HMO	H0028-048-002
Humana Choice PPO	H5216-232-002
Humana Choice PPO	H5216-233-002

UnitedHealthcare

(Oahu)

AARP Medicare Advantage Choice Plan 1	H2228-024-000
AARP Medicare Advantage Choice Plan 2	H2228-067-000
AARP Medicare Advantage Patriot	H2228-025-000

(Kauai & Maui)

AARP Medicare Advantage Choice	H2228-068-000
AARP Medicare Advantage Patriot	H2228-025-000

Claims

Electronic Claims Submission Payer ID

Emdeon/Administep:

MDXHI (CMS1500/UB04)

Trizetto:

MDXHI (CMS1500); UDXHI (UB04)

Paper Claims Submissions

Attn: Claims

MDX Hawaii

500 Ala Moana Blvd. Suite 2200

Honolulu, HI 96813

Starting March 1, 2022,

Submit Paper Claims to the New Address

733 Bishop Street

Makai Tower, Suite 3000

Honolulu, HI 96813

Reconsideration Process Submission

Email compliance@mdxhawaii.com or

Fax (808) 535-8837

Medical Management Programs

PA & Specialty Referral Request Submissions

Online at www.mdxhawaii.com

Toll-Free

Fax (808) 532-6999 **1-800-688-4040**

For questions:

Call (808) 532-6989 **1-800-851-7110**

Arrange a peer-to-peer discussion at (808) 426-7617

Facesheets

Fax (808) 792-8440

IP/SNF/HH clinical documentation

Fax (808) 792-8440

Case/Disease Management Programs & Services

Ala 'o Ho'ōla High Risk Care Program

Call (808) 465-3535

Fax (808) 792-8441

Assistance with managing complex cases involving heart, kidney and lung disease

Toll-Free

Call (808) 792-8402 **1-800-562-6907**

MDX Hawaii'i Medicare Advantage Provider Services Call Center

Toll-Free

Call (808) 532-6989 **1-800-851-7110**

Fax (808) 522-7561

Available 8:00am – 5:00pm, Monday through Friday

Quality Measures/STAR Ratings

Email QualityAnalysts@mdxhawaii.com

Fax (808) 451-2201

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MDX Hawaii Website/Secured Provider Portal www.mdxhawaii.com

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

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

MDX Hawaii Services for Medicare Advantage Plans

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

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

Commercial Plans/ Payor	Services Contracted with MDX Hawaii'i	Eligibility, Prior Authorization, Claims	Claims Filing Address
Aetna Health Plans	Network Reciprocity* Provider Credentialing Provider Network	1-888-632-3862	Aetna P.O. Box 14079 Lexington, KY 40512-4079
Cigna HealthCare	Network Reciprocity* Provider Credentialing Provider Network	1-800-244-6224 or Refer to member's ID card	Refer to member's ID card
Deseret Mutual Benefit Administrators (DMBA)	Provider Credentialing Provider Network	(808) 466-4077	Deseret Mutual Benefit Administrators P.O. Box 45530 Salt Lake City, UT 84145-0530
Hygeia – UnitedHealthcare International	Provider Credentialing Provider Network	Refer to member's ID card	Refer to member's ID card
UnitedHealthcare (UHC) – Commercial Plans	Network Reciprocity* Provider Credentialing Provider Network	Refer to member's ID card	Refer to member's ID card

* Network reciprocity allows PPO enrollees who live outside of Hawaii to receive services from an MDX Hawaii contracted provider when they are in Hawaii. It applies only to enrollees in Commercial PPO plans/payors identified above. It does not apply to HMO or indemnity plans.