

February 22, 2022

Re: 2022 Historical Review Utilization Management Initiative

Dear Valued Physician Partners,

We've shared with you that the requirement for prior authorizations for many services has been eliminated for 2022—including (but not limited to) chiropractic services, diagnostic tests, home health services, infusion services, and such outpatient services as surgeries, pain management procedures, and physical, occupational and speech therapy visits. (We encourage you to review the full range of specific services at https://hi.coreportal.com/Login_new.aspx).

To identify best practices and improvement opportunities moving forward, we will continue monitoring utilization of services that were removed from the prior authorization list. We may request specific records from you based on claims you submit to help you determine where you meet or exceed utilization and quality benchmarks; however, these reviews will not result in any retroactive claim denials or requests to recoup payments made.

Should services be added and/or removed from the prior authorization list, you will be notified in advance. Please note that removal of prior authorization requirements does not guarantee payment and that Medicare and proper coding rules still apply.

If you have questions, please contact your Provider Services Account Manager or our Provider Services Call center at (808) 532-6989 or toll-free at (800) 851-7110.

We look forward to working with you to improve the health of the communities we serve together.

UM Director



Medical Director

