



Thank you for your continued partnership and collaboration. This bulletin is to keep you informed of current initiatives and program announcements for MDX Hawai'i Medicare Advantage patients.



SPECIALTY PHARMACY VS. SPECIALTY MEDICATION

A Specialty Pharmacy focuses on high-cost, high-touch medication therapy for patients with complex disease or long-term conditions. The appropriate use of specialty medications is important for improving or maintaining the patient's health and quality of life. A specialty pharmacy provides a wide range of services and resources to support patients based on their unique medical needs.

For example, a specialty pharmacy can provide education about specific conditions and how your patient can manage his/her symptoms and avoid medication complications.

Specialty medications are injectable, oral, infused, or inhaled (and high cost) medications that:

- Are used to treat complicated, potentially life-threatening conditions or certain chronic disease states
- Are used at home or obtained in an infusion outpatient center
- Have special handling requirements such as storage or preparation

- May require close monitoring and/or on-going clinical management
- May have a limited distribution network

Focusing on patient care, specialty pharmacies offer:

- Infusion services
- Patient education and counseling
- Access to a team of pharmacists and technicians trained in specific diseases and conditions via phone or secure chat during business hours
- Enrollment in financial assistance programs (for select pharmacies)
- Proactive patient outreach for prescription refill and renewal
- Prior authorization assistance

MDX Hawai'i contracts with the following Specialty Pharmacies for your patients who may require specialty drugs or infusion services:

Accredo

677 Ala Moana Blvd, Suite 404
Honolulu, HI 96813-5412
Phone: (808) 650-6488
Fax: (808) 650-6487

Hawaii Specialty Pharmacy

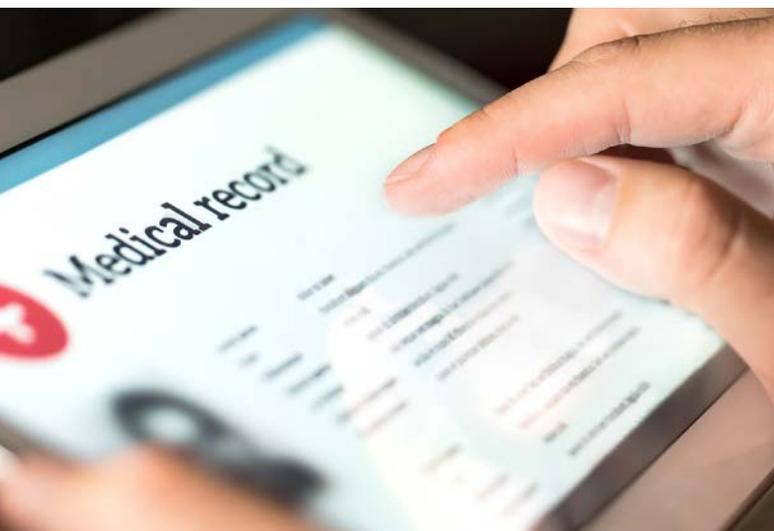
1150 South King Street, Suite 1105
Honolulu, HI 96814
Toll free Phone: (833) 767-5663
Fax: (808) 333-3682

Option Care

550 Paiea Street, Suite 236
Honolulu, HI 96849
Phone: (808) 489-9385
Fax: (808) 441-5925

Pharmacare

3375 Koapaka Street, Suite G-320
Honolulu, HI 96819
Phone: (808) 840-5600
Fax: (808) 840-5678



PROVIDER OPERATIONS MANUAL

An updated version of our Provider Operations Manual is now available on our secured provider portal.

HEALTHCARE QUALITY PROGRAM UPDATES

Annual Medical Record Review

Our annual medical records review has begun. If you have not already, you will be receiving an announcement letter and a list of the charts we are requesting for dates of service from 2019 to present.

Due to the COVID-19 pandemic, we understand in-office copying will be challenging. We have created additional ways for you to submit patient charts which include:

- Mail hard copy records
- Fax records
- Mail records saved on an encrypted CD or USB. We can supply the USB
- Portal / SFTP upload of charts

We are continuing to look for alternatives to ease the process.

If you have any questions, or would like more information, please reach out to your Provider Service Representative. You may also contact David Hiroe at 426-7622, or at DHiroe@mdxhawaii.com.

Provider Portal - New Features Released

We are pleased to announce new tools available on the Provider Portal:

- Interactive Member Information Profile (MIP)
- Member Roster to download MIPs
- Code Lookup
- Appointment Search
- Chronic Code Reassess Detail Report

Providers and office staff can continue to access the following tools using our Provider Portal:

- Check patient eligibility
- Check claims status
- Submit prior authorization
- Check prior authorization status

If you would like access to our secure Provider tools, please see your site administrator to set-up your User account. If you do not have a site administrator, please have your office submit a completed [registration form](#) to set-up an administrator account. A maximum of two (2) administrators per Provider or Group practice are allowed.

Revisions to the Physician Quality Incentive Program

We realize that there have been setbacks to seeing patients for an Annual Wellness visit (AWV) or Annual Health Assessment (AHA) due to the COVID-19 pandemic. In response to this, pay periods for incentives have been extended accordingly. The program updates and extended delivery dates have been communicated to the primary care physicians who have agreed to participate in the 2020 Physician Quality Incentive Programs.

For Medicare Advantage patients, please remember that in addition to the face-to-face visits, only AWVs are approved for telehealth visits, which requires both visual and audio to qualify. CMS has not yet approved of allowing AWVs or AHAs via telephone only. Chronic conditions cannot be assessed via telephone only.

If you have any questions, please feel free to contact David Hiroe at DHiroe@mdxhawaii.com or Letty Lian-Segawa at Letty.LianSegawa@mdxhawaii.com.



NCQA STARS/HEDIS GUIDELINE UPDATES

To ease the load on providers to close quality STAR gaps, the National Committee for Quality Assurance (NCQA) will be releasing an update sometime this month. We will provide updates to you at upcoming Office Manager Meetings (OMM).

Health Outcomes Survey (HOS)

The Health Outcome Survey (HOS) is a major area of emphasis in the Centers for Medicare and Medicaid (CMS) evaluation of Medicare Advantage organizations across the country. The HOS survey is a patient reported outcomes survey. It is usually sent in the Spring, however due to the current pandemic, surveys will be mailed in latter part of the summer.



Increasing Medication Adherence Compliance

It is important that your patients who are taking maintenance medications for conditions such as cholesterol, diabetes, and/or hypertension are adhering to your prescribed therapies. One way to ensure this is to encourage the use of mail order program and obtain meds directly delivered to home.

Another way to ensure compliance is to write a prescription for a 90-day refill. This decreases patients' out-of-pocket copays in many instances, and reduces the number of phone calls for refills

to your office. MDX Hawaii has been conducting outreach calls to patients to assist (or urge) with a mail order program and for a timely refill.

In addition, several local pharmacies have temporarily been doing home deliveries in select areas on Oahu. Please have your patients check with their local pharmacy if this service is available and if they refuse health plan mail order.

If you have any questions, please feel free to contact Letty Lian-Segawa at 792-8433, or at Letty.LianSegawa@mdxhawaii.com.



We are still open and here to serve you!

MDX Hawaii continues to support you and your office and operate normal business hours. Our Provider field representatives can be reached via email and phone.

Need Assistance? We are here to help!

Call our Provider Services
Call Center at:

(808) 532-6989 or
toll-free **(800) 851-7110**

Monday - Friday, 8 a.m. - 5 p.m.

www.MDXHawaii.com