



TPA Services Administered by MDX Hawai'i

MDX Hawai'i offers the following services to a prospective Payor Group (Payor). A Payor Group has the option to choose any or all of the following services:

Preferred Provider Network

MDX Hawai'i provides Payors access to a local provider network dedicated to delivering quality care while keeping costs affordable. MDX Hawai'i contracts with physicians, hospitals and ancillary providers to form the MDX Hawai'i Preferred Provider Network. Currently, our network includes over 2000 qualified providers of every major specialty and hospitals throughout the state. All participants in the provider network undergo a strict credentialing process using nationally recognized standards. All providers go through a re-credentialing process at scheduled intervals.

With MDX Hawai'i's Preferred Provider Network, Payors can offer their Hawai'i employees the ability to access local providers. Patients benefit from receiving care from an in-network provider.

Medical Services — Medical Management/Quality Assurance

We also offer Medical Management Services which help Payors appropriately manage the cost of medical care. Our Medical Management Program includes precertification review, concurrent review, continued stay review, discharge planning and retrospective review of both inpatient and outpatient services. MDX Hawai'i also provides a Case Management program.

The MDX Hawai'i Medical Management/Quality Assurance programs:

- Ensure that timely, medically necessary, quality health care services are rendered at the most appropriate location and level of service.
- Monitor and evaluate patient care and clinical performance of health care providers.
- Review and identify improvement opportunities for patient care

We partner and depend on the cooperation and active participation of our preferred providers in our medical management activities.



Claims Administration

MDX Hawai'i offers claims processing and payment services as well as claims re-pricing services.

For claims processing, MDX Hawai'i will administer and pay claims for a Payor Group.

A Payor Group can also contract to re-price their claims. Re-pricing a claim means that we use our provider fee schedules to determine the Eligible Charge for the elements of the claim. The claim is then forwarded to the Payor Group for processing and payment according to the specific Benefit Plan design.

Call Center

MDX Hawai'i offers a call center service, for both Members and Providers. While we have the capability for an automated phone answering system, we also provide the capability of always having the call picked up by a friendly agent instead of a machine. Our service is based in Hawai'i and staffed by locals who live in Hawai'i. We pride ourselves that we deliver culturally sensitive services for those of us in this culturally unique location.