



**2019 Provider Quick Reference Guide
Medicare Advantage Plans
Administered by MDX Hawai'i**

MDX Hawai'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 Hawai'i Preferred Provider Network Access

Medicare Advantage Plans Administered by MDX Hawai'i

For services rendered JAN 1, 2019 - DEC 31, 2019:

Humana Gold Plus	H0028-004	HMO Plan
Humana Choice	H5216-040	PPO Plan
Humana Choice	H5216-041	PPO Plan

UnitedHealthcare

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

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

- Submit Prior Authorization Request*(coming soon)
- Submit Specialty Referral Request*(coming soon)
- 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 Hawai'i Medicare Advantage Provider Services Call Center

O'ahu	Neighbor Islands
Call 532-6989	1-800-851-7110
	Option 1 Humana
	Option 2 UnitedHealthcare
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*)

O'ahu	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 at 808-426-7617

Facesheets	Fax 792-8440
IP/SNF/HH clinical documentation	Fax 792-8440

Case/Disease Management Programs:

- 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

O'ahu	Neighbor Islands
Call 792-8402	1-800-851-7110