

HMSA's Care Access Assistance Program

Providing access to care for HMSA members on the Neighbor Islands.

HMSA's Care Access Assistance Program (CAAP) offers air travel reimbursement assistance to HMSA members to travel to another island for specialty care when that care isn't available on their home island. The program improves access to care for members who live in rural areas.

Who qualifies for CAAP?

Most HMSA members qualify for the program. HMSA QUEST Integration and HMO members have interisland transportation benefits in their plans and don't need CAAP.

How does the program work?

1. Your physician will:
 - Determine that appropriate specialty care isn't available on your home island or isn't available from an HMSA participating provider on your island.
 - Refer you to an HMSA participating specialist on another island.
 - Complete a Travel Request Form on the Hawaii Healthcare Information Network (HHIN) at <https://hhin.hmsa.com> before your appointment or not more than five business days after your appointment date.

2. HMSA's travel department will:
 - Review the request as soon as possible depending on your appointment date and receipt of all pertinent information. The travel coordinator will grant access for one appointment at a time.
 - Notify you in writing if your request does or doesn't meet program guidelines.

3. If the request meets program guidelines, you can:
 - Make your own travel arrangements.
 - Mail or fax your receipts and a copy of the specialist-signed physician certification letter certifying that you kept your appointment to the HMSA travel department.

Fax: 944-5600 on Oahu

Mail: HMSA
Travel Department
P.O. Box 860
Honolulu, HI 96808

Your receipts must have your name, the date of travel, and the amount you paid. Credit card statements are not acceptable. We'll reimburse you up to a set amount for each one-way travel segment.

4. If you need a follow-up appointment with the same provider, you must call HMSA before the appointment at 948-5440 on Oahu or 1-844-357-0726 toll-free or email travelcoordination@hmsa.com. Airfare receipts are not considered a follow-up request.

Can I see any provider on another island?

No. Transportation expenses may be allowed if you need to see an HMSA participating specialist on another island. For purposes of this program, family practitioners, general practitioners, internists, optometrists, and podiatrists aren't considered specialists. Exceptions may be made for visits to physicians with specific subspecialties (for example, a pediatric cardiologist). Also, travel costs won't be reimbursed for visits to dental, vision, or rehabilitation (such as physical and occupational therapy) providers.

Are there any restrictions or limitations?

Yes. Interisland travel can't be granted if you are:

- Referred to a specialist who doesn't participate with HMSA.
- Referred for a service that isn't a benefit or is a specific exclusion of your HMSA plan (for example, cosmetic surgery).
- Unwilling to see a specialist on your home island.
- Unwilling to take an available appointment with a specialist on your home island.

You also can't be reimbursed for:

- First-class or multiple seats.
- Companion airfare (for members age 18 and older).
- More than one companion airfare per household (for members age 17 and under).
- Frequent flier miles.
- Lodging.
- Ground transportation.
- Parking.
- Meals.
- Reservation change fees.
- Interisland transportation (e.g., traveling from Hilo to Kona).
- Requests received more than five days after the specialty service is rendered.
- More than six round trips for services requiring a daily course of treatment (e.g., radiation therapy, chemotherapy).

- More than 10 round-trip tickets per calendar year.

Retroactive Travel Requests

Travel requests that are received more than five days after specialty services have been rendered aren't eligible for reimbursement. (Airfare receipts sent to HMSA aren't acceptable as requests.) If HMSA grants access to a specialist for the initial visit, please notify us before each follow-up visit in writing, by email, or telephone. Access is granted for one visit at a time.

If urgent care is needed, the referring provider should contact HMSA's Care Access Assistance Program at 948-5440 on Oahu or 1-844-357-0726 toll-free or submit a travel request on HHIN immediately. You can make an appointment and your own travel arrangements. Our decision of whether to reimburse the air travel costs will be made retroactively, but only if we receive the request within five days of the service being rendered.

Booking Your Flight Under CAAP

You can make your appointments and travel arrangements to fit your schedule and medical needs.

- **After you make your travel arrangements:** You must provide us with original receipts showing the name of the traveler, travel cost, dates of travel, and travel vendor with a copy of the specialist-signed physician certification letter certifying that you kept your appointment.
- **When you return home:** You must mail or fax these documents to HMSA's travel department following the instructions in the travel confirmation letter. We'll process the reimbursement as soon as we can if we receive all the information we need.

Getting the Care You Need

HMSA wants you to receive the appropriate care. And HMSA's CAAP can help you see the doctor you need no matter what island you're on. If you have questions about HMSA's CAAP, talk to your doctor or call HMSA at 948-5440 on Oahu or 1-844-357-0726 toll-free.