



July 2019

<Name>
<Address>
<City, State ZIP>

Dear Provider,

Thank you for your patience as we address patient attribution, which is critical to your monthly payment in HMSA's Payment Transformation program. We're in the process of matching some of our unattributed HMO members to PCPs. The first phase of this activity will start this month.

This improvement will help to ensure that patient attribution continues when members enroll in an HMO plan. In the past, prior PCP choices weren't carried over (e.g., when members moved from a PPO plan to an HMO plan), causing extra work for PCPs and staff.

Here's how the process will work if the HMO member hasn't indicated a preferred PCP when they enroll:

- First, we'll look at the member's attribution history over the past 18 months and find the most-recently attributed PCP. If you were the PCP with the most recent attribution for this patient, we'll attribute this patient to your panel.
- If the patient's 18-month attribution history doesn't provide a PCP name, we'll then look at 36 months of claims history to identify the PCP most recently seen and attribute the patient to that PCP.

The effective date for the HMO PCP assignment will be the first of the following month (e.g., Aug. 1, 2019, for assignments completed in July). HMO members will be issued new HMSA membership cards listing their PCP and can still call HMSA if they want to change their PCP. Future HMO enrollments will use this process going forward.

To prepare to receive new HMO member assignments, PCPs can:

- Go to Find a Doctor on hmsa.com and check whether your status is Accepting New Patients. If not, you can change your status using the Provider Self-Service tool in the provider portal on hmsa.com.
- Find your newly assigned patients on Coreo™ and review their records. New members may have gaps in care that are reflected on your Coreo dashboard. You may want to reach out to these patients to discuss their care needs.

If you have any questions, call us at 948-6820 on Oahu or 1 (877) 304-4672 toll-free on the Neighbor Islands. Or email PSInquiries@hmsa.com. Thank you for caring for our members and being part of the payment transformation journey.

Sincerely,

Cary K. Koike
Director, Strategic Network Relations
Provider Services

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