



March 2020

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

Dear Provider,

We appreciate your patience as we work to stabilize patient attribution for all lines of business. In August 2019, we implemented a new carry-forward process that assigns HMO members to the PCPs they were previously affiliated with, ensuring that they're assigned a single PCP to oversee their care for better health outcomes. Each month, we use this process for HMO members without PCP assignments.

In December, we implemented a similar process for QUEST Integration members who are new or returning to HMSA or who changed from a different HMSA plan. The QUEST Integration membership team is taking several factors into consideration before making PCP assignments, such as the member's island, if the PCP participates with QUEST Integration, and if the PCP's QUEST Integration panel is full.

We're implementing a parallel process for HMSA Medicare Advantage starting this month, reviewing attribution history and other data to make the best match. Because patient attribution is a critical part of the Payment Transformation program, we're making additional refinements to improve the attribution process and will keep you informed of any changes.

In addition, qualifying PCPs will receive another attribution true-up payment this month. The payment will cover the November 2018 to September 2019 period for situations where attribution was disrupted because of a plan change but prior PCP enrollment or claims activity support attribution to the qualifying PCP.

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](mailto:PSInquiries@hmsa.com). Thank you for your understanding and support.

Sincerely,

Cary K. Koike  
Director, Strategic Network Relations  
Provider Services