

Health Plan Authorization Support

Health Plan	Primary Contact	Phone	email	Escalation Contact
AlohaCare	Customer Service	808-973-0712 #1	EVVauthorizations@alohacare.org	EVVescalation@alohacare.org
Kaiser - Home Care, Home Health and SD	Ana	808-432-3147	N/A	alika.m.gomes@kp.org
Kaiser - Home Care, Home Health and SD	Heide	808-432-3679	N/A	alika.m.gomes@kp.org
HMSA	See Email	N/A	MMEVVAUTHINQ@hmsa.com	Marlene_Yam@hmsa.com
Ohana - Home Care Providers and SD	Customer Support (have member's ID ready)	888-846-4262	Email your PR Rep (Provider Relations Representative)	TBD: Phone Line Creation in process
Ohana - Home Health	Customer Support (have member's ID ready)	888-846-4262	Email your PR Rep (Provider Relations Representative)	TBD: Phone Line Creation in process
United - Home Care Providers and SD	Chelsea Fernandez	808-535-1013	chelsea_fernandez@uhc.com	888-980-8728
United - Home Health	Sarah Kincade	808-535-1028	sarah_kincade@optum.com	888-980-8728
DoH DDD	Provider PA/Claims Hotline (Conduent)	808-952-5570	N/A	Case Management Unit Supervisor