

ALOHA CARE

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	265	54	9	1	41	41	39	450
PCPs - (accepting new members)	170	28	6	1	32	22	28	287
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	70	9	4	4	4	17	24	132
PCPs - # in Clinics (accepting new members)	63	9	4	4	4	15	24	123
Specialists	1685	197	26	2	112	102	112	2,236
Specialists (accepting new members)	753	107	7	1	46	34	49	997
Behavioral Health	431	89	5	3	44	60	64	696
Behavioral Health (accepting new members)	318	64	4	2	33	48	50	519
Hospitals	13	1	1	1	3	1	5	25
LTSS Facilities (Hosp./NF)	26	3	0	1	6	3	5	44
Residential Setting (CCFFH, E-ARCH, and ALF)	246	13	0	0	8	30	5	302
HCBS Providers (except residential settings and LTSS facilities)	12	5	3	3	5	6	5	39
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1012	177	18	14	109	115	102	1,547
Totals	3,760	548	66	29	332	375	361	5,471

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	31,840	9,045	2,137	491	5,820	6,256	6,172	61,761

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	95	144	164	98	129	108	98	106

Note: RFP requirement is 300 members for every PCP

HMSA

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	417	55	6	18	40	63	46	645
PCPs - (accepting new members)	323	26	5	13	36	49	38	490
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	65	8	2	1	6	18	37	137
PCPs - # in Clinics (accepting new members)	7	3	2	0	4	0	14	30
Specialists	1454	205	39	11	147	122	224	2,202
Specialists (accepting new members)	1454	205	39	11	147	122	224	2,202
Behavioral Health	811	141	7	2	84	144	117	1,306
Behavioral Health (accepting new members)	811	141	7	2	84	144	117	1,306
Hospitals	13	2	1	1	3	1	5	26
LTSS Facilities (Hosp./NF)	23	2	1		2	4	1	33
Residential Setting (CCFFH, E-ARCH, and ALF)	394	16			10	44	15	479
HCBS Providers (except residential settings and LTSS facilities)	98	30	9	7	18	31	20	213
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1036	195	19	24	120	136	145	1,675
Totals	4,311	654	84	64	430	563	610	6,716

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	93,277	8,561	647	116	8,853	23,930	15,069	150,453

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	194	136	81	6	192	295	182	192

Note: RFP requirement is 300 members for every PCP

KAISER

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	0	0						0
PCPs - (accepting new members)	0	0						0
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	153	52						205
PCPs - # in Clinics (accepting new members)	150	49						199
Specialists	277	33						310
Specialists (accepting new members)	277	33						310
Behavioral Health	52	13						65
Behavioral Health (accepting new members)	52	13						65
Hospitals	14	2						16
LTSS Facilities (Hosp./NF)	15	1						15
Residential Setting (CCFFH, E-ARCH, and ALF)	315	35						350
HCBS Providers (except residential settings and LTSS facilities)	32	9						41
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	87	20						113
Totals	945	165	0	0	0	0	0	1,115

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	18,309	9,531						27,840

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	120	183	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	136

Note: RFP requirement is 300 members for every PCP

OHANA

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	461	51	6	7	71	67	24	687
PCPs - (accepting new members)	289	26	5	8	47	27	17	419
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	67	2	1	1	2	10	13	96
PCPs - # in Clinics (accepting new members)	67	2	1	1	2	10	13	96
Specialists	1137	95	13	4	114	74	62	1,499
Specialists (accepting new members)	679	83	13	4	52	64	54	949
Behavioral Health	438	41	3	0	34	68	37	621
Behavioral Health (accepting new members)	407	34	3	0	33	60	36	573
Hospitals	11	2	1	1	3	1	5	24
LTSS Facilities (Hosp./NF)	23	3	1	1	5	2	3	38
Residential Setting (CCFFH, E-ARCH, and ALF)	855	42	0	0	15	82	25	1,019
HCBS Providers (except residential settings and LTSS facilities)	105	9	2	0	6	23	8	153
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1106	171	18	6	131	157	146	1,735
Totals	4,203	416	45	20	381	484	323	5,872

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	25,284	4,396	497	102	1,929	5,329	3,010	40,547

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	48	83	71	13	26	69	81	52

Note: RFP requirement is 300 members for every PCP

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	655	71	10	6	76	55	46	919
PCPs - (accepting new members)	579	62	8	6	76	37	38	806
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	13	0	0	0	3	11	1	28
PCPs - # in Clinics (accepting new members)	13	0	0	0	3	11	1	28
Specialists	1188	86	32	0	119	59	81	1,565
Specialists (accepting new members)	1166	86	32	0	119	48	80	1,531
Behavioral Health	563	82	2	1	26	60	42	776
Behavioral Health (accepting new members)	559	78	2	1	25	58	42	765
Hospitals	9	1	1	1	3	3	2	20
LTSS Facilities (Hosp./NF)	21	2	0	0	0	2	1	26
Residential Setting (CCFFH, E-ARCH, and ALF)	840	33	0	0	19	94	21	1,007
HCBS Providers (except residential settings and LTSS facilities)	274	22	0	0	8	24	6	334
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	662	103	6	2	69	62	68	972
Totals	4,225	400	51	10	323	370	268	5,647

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	24,554	3,327	133	31	2,235	5,425	2,626	38,331

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	37	47	13	5	28	82	56	40

Note: RFP requirement is 300 members for every PCP

OHANA

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	457	86	9	1	30	103	36	722
Network (provider look up, access)	58	19	1	0	1	15	8	102
Primary Care Physician Assignment or Change	289	58	6	3	20	62	35	473
NEMT (inquiry, scheduling) - <i>monthly report</i>	4134	726	63	13	138	677	676	6427
Authorization/Notification (prior auth status)	400	95	23	3	68	110	64	763
Eligibility (general plan eligiblity, change request)	433	51	3	2	28	40	36	593
Benefits (coverage inquiry)	226	43	1	0	8	43	18	339
Enrollment (ID card request, update member information)	537	94	11	4	29	106	51	832
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	329	67	14	0	11	71	27	519
Billing/Payment/Claims	1645	215	38	4	92	189	145	2328
Appeals	9	0	0	0	0	2	1	12
Complaints and Grievances	26	10	0	0	2	14	5	57
Other	1166	223	28	9	69	243	144	1882
Totals	9,709	1,687	197	39	496	1,675	1,246	15,049

UNITED HEALTHCARE

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	47	8	0	0	5	7	11	78
Network (provider look up, access)	255	30	0	0	37	80	40	442
Primary Care Physician Assignment or Change	22	4	0	0	4	4	1	35
NEMT (inquiry, scheduling) - <i>monthly report</i>	3748	394	5	7	177	691	558	5580
Authorization/Notification (prior auth status)	60	11	1	0	5	22	19	118
Eligibility (general plan eligiblity, change request)	471	68	3	1	62	111	76	792
Benefits (coverage inquiry)	7	2	0	0	1	5	1	16
Enrollment (ID card request, update member information)	728	113	10	0	83	162	122	1218
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	56	5	0	0	6	20	5	92
Billing/Payment/Claims	376	44	10	0	29	130	64	653
Appeals	0	0	0	0	0	0	0	0
Complaints and Grievances	0	0	0	0	0	0	0	0
Other	1431	259	14	9	229	564	287	2793
Totals	7,201	938	43	17	638	1,796	1,184	11,817