



Dear ‘Ohana Provider,

‘Ohana Health Plan maintains a Hawai’i-based Provider Service Center to answer your questions. Please always use the dedicated Provider Services telephone numbers listed on the Quick Reference Guide when contacting the Plan.

‘Ohana Provider Services is available by calling:

(888) 846-4262 for Medicaid

or

(888) 505-1201 for Medicare

When calling, you may use our automated system to perform several useful functions by following the steps below:

- Providers press **2**

Then

- To use our automated system to verify member eligibility, check the status of a claim, or obtain a list of participating providers or pharmacies, press **1**.
- To request an authorization for medical services, press **2**.
- For pharmacy inquiries, press **3**.
- For inquiries or problems with our Web site, press **4**.
- For information or inquiries about Electronic Claims Submissions, press **5**.
- To speak with a service representative in regard to verifying member eligibility, requesting an authorization, checking claim status, and all other inquiries, press **6**.

Resources like the Medicaid Preferred Drug List, the Quick Reference Guide and the Provider Manuals are available on the Provider area of ohanahealthplan.com.

Thank you for your continued partnership with ‘Ohana Health Plan.