



## Check Member Eligibility Now in Real Time!

July 1, 2009

Dear `Ohana Health Plan Provider,

`Ohana Health Plan (the Plan) has partnered with Availity, LLC, a premier health information network, to offer real-time HIPAA 270/271 electronic eligibility and benefit information transactions to providers. This service improves data interchange, provides an innovative solution to provider requests and will be leveraged to implement other HIPAA compliant transactions in the future.

You now have access to the Eligibility and Benefit Inquiry transactions via the Availity secure transaction interchange. You are able to check member eligibility information for all `Ohana Health Plan lines of business.

This service is **free** and your participation is **optional**. We encourage you to use this technology because you will receive real-time information at your fingertips without having to call Provider Services or visit the Plan’s Web site.

To gain access to the Availity Real Time Eligibility transactions, you need to register on the Availity Web site at [www.availity.com](http://www.availity.com) and follow these simple steps:

1. Click *Eligibility and Benefits / Eligibility and Benefits Inquiry* in the Availity menu.
2. Select `Ohana Health Plan in the Payer field.

Availity offers free, online training Webinars for several topics including Eligibility and Benefits transactions. To register for one of these Webinars, visit the Availity Web site and navigate to the *Demo* tab.

We appreciate your continued participation in providing superior care to our members. If you have any questions, please call Provider Services at **1-888-846-4262** (Medicaid) or **1-888-505-1201** (Medicare). You may also call Availity at **1-800-Availity (1-800-282-4548)**.

Sincerely,  
`Ohana Health Plan