



## Important Changes

We have some important updates to show you. These updates are not in your printed Member Handbook, so please keep this insert as a reminder.

The changes are as follows:

- Under the “Other ‘Ohana Offices” section on **page 10** for the “ ‘Ohana Health Plan – Big Island Office”, the address has changed to:
  - **‘Ohana Health Plan-Big Island Office**  
**88 Kanoelehua Ave. Suite A105**  
**Hilo, HI 96720**
- In the “Member Rights” section on **page 53**, we have the following update:
  - To get information about your rights and responsibilities as required by 42 CFR §§ 438.100.

We also have a new change:

### **New Ways to Manage Your Digital Health Records**

On July 1, 2021, a new federal rule called the Interoperability and Patient Access Rule (CMS 9115 F) went into effect. This rule makes it easier for members to get their health records when they need them most.

You now have full access to your health records on your mobile device, such as your smartphone. This allows you to manage your health better and know what resources are open to you.

### **Imagine...**

- Going to a new provider because you don’t feel well, and that provider being able to pull up your health history from the past five years
- Using an up-to-date provider directory to find a provider or specialist
- Having access to your health history so a provider or specialist can quickly diagnose you and make sure you get the best care
- Seeing if your claim has been paid, denied, or is still being processed right from your computer
- Being able to take your health history with you if and when you switch health plans\*

*\* In 2022, members can start requesting that their health records go with them if they switch health plans.*

**In addition, the new rule makes it easier to find information\*\* on:**

- Claims (paid and denied)
- Specific parts of your clinical information
- Pharmacy drug coverage
- Healthcare providers

*\*\*You can get information for dates of service on or after January 1, 2016.*

For more information, please visit your online member account.

If you have any questions, just call Customer Service toll-free at **1-866-401-7540** (TTY **711**). We are available 24 hours a day, 7 days a week. You can also visit us at **[www.ohanahealthplan.com](http://www.ohanahealthplan.com)**.