

OFFICE LOCATIONS

Island of Oahu (Main Office) 1357 Kapiolani Blvd, Suite 1250 Honolulu, HI 96814	Island of Hawaii 1221 Kilauea Ave, Suite 50 Hilo, HI 96720	Island of Kauai 4473 Pahee St, Suite N Lihue, HI 96766	Island of Maui 210 Imi Kala St, Suite 206 Wailuku, HI 96793
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CONTACT US TODAY!

Provider Services (808) 973-1650 Toll-free 800-434-1002	Pharmacy Department (808) 973-7418 Toll-free 866-073-7418	Clinical Operations Department (808) 973-1657 Toll-free 800-434-1002	Behavioral Health Department (808) 973-2475 Toll-free 888-875-4979
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| <ul style="list-style-type: none"> • Prior authorization status • Provider look-up and access • Member eligibility and benefits • Billing, payment and claims • File a grievance and/or an appeal • Refer a member for Service Coordination or talk to a member's Service Coordinator | <ul style="list-style-type: none"> • Questions about our formulary • Ask for a prior authorization • Ask for a medication override | <ul style="list-style-type: none"> • Refer a member to a specialist • Start a prior authorization over the phone • Inquire if a service or durable medical equipment needs prior authorization • Check on travel status • Speak to the Utilization Management Nurse about a service you requested | <ul style="list-style-type: none"> • Discuss pending authorization on medical necessity • Refer a member to BH program • Inquire if a service needs prior authorization |
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ALOHACARE WEBSITE

Find the following resources and more on our website: www.AlohaCare.org

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| <ul style="list-style-type: none"> • Provider manual • Provider forms • Access to AC-Online secured provider portal | <ul style="list-style-type: none"> • Formulary • AlohaCare contact numbers and addresses • Newsletters |
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To become an AC-Online user to revise your user access, you may download the AC-Online registration form from the Provider Forms section of our website. Once completed, the form may be faxed to Provider Relations. We will process your request within 72 hours of its receipt.

Fax: (808) 973-0811 • Toll-Free Fax: 1-866-973-0204