



Dear Member:

Hawaii-Mainland Administrators, LLC. (HMA) would like to welcome you to our organization. HMA has been contracted by your employer to provide health care administration which includes payment of claims for medical and pharmacy coverage. In addition HMA will administer the provider networks, utilization review, and customer service for you and your family members. Along with this letter, we have included several important documents within this welcome packet so please review to understand the changes taking place.

Listed below is some helpful information regarding this change to HMA:

1. Benefits and Claims Payment information

HMA will be responsible for paying your claims and answering questions about your benefits under the Employee Benefit Plan. Instructions on where to send your claims are listed on the back of your ID card.

2. Participating Providers

PHCS/MultiPlan has contracted with healthcare providers to provide medical services to you. You should contact PHCS/MultiPlan at (888) 893-6288 or visit the website at multiplan.com to find out if your physician is a participating provider.

3. Pre-Admission and Prior Authorization (Utilization Review)

HMA is responsible for providing pre-admission and prior-authorization reviews as required under your Employee Benefit Plan. You must call HMA for all services requiring precertification/pretreatment. A detailed list of these requirements is listed in the Summary Plan Description under the section titled "Utilization Review".

4. WellDyne Rx Pharmacy Program

For questions on mail order or for customer support, please contact (888) 479-2000 or visit the website at WellDyneRx.com for more information.

At HMA, we are committed to providing exceptional customer service. If you have any benefit questions, claim questions, participating provider questions, pre-admission or prior authorization questions, ID card corrections or any other questions, please contact us at (866) 826-5317, Monday through Friday, 7:00 a.m. to 5:00 p.m (MST). ***We are here to help you!***