



# PROVIDER Advisory

September 23, 2014

AlohaCare has made the difficult decision to discontinue its AlohaCare Advantage (HMO) Medicare health plan effective January 1, 2015.

We will continue to offer AlohaCare Advantage Plus, our Medicare Special Needs Plan, for those eligible for both Medicare and Medicaid. We also continue to serve our 60,000 QUEST program enrollees and are preparing to serve as a QUEST Integration health plan beginning January 1, 2015.

Across the country, health insurers are experiencing declining federal reimbursements and rising healthcare costs. Over the past eight years, AlohaCare has lost approximately \$18.5 million due to its Medicare Advantage health plan, therefore making the plan unsustainable. Despite the losses, our organizational mission is aligned closely with the population in this plan.

The capabilities and competencies that we are building within our organization for our new Hawaii Medicaid QUEST Integration contract aligns well with serving this population. The state's future potential direction in serving dually eligible Medicare and Medicaid populations also is a good fit for our mission and the strengths we are building.

We are committed to ensuring a smooth transition of our 1,300 members AlohaCare Advantage members to the Medicare health plan of their choice. We are notifying our members to make them aware that our plan will not be available and to offer our assistance.

On October 1, 2014, CMS will release Medicare health plans available for 2015. AlohaCare members seeking a new health plan may contact the following for assistance:

- 1-800-MEDICARE
- Hawaii's local Medicare SHIP office, Sage PLUS at 586-7299 or 1-888-875-9229

AlohaCare will continue to pay for covered services provided to AlohaCare Advantage members, including any member admitted to a healthcare facility, between now and December 31, 2014. As is prescribed by CMS, claims can be submitted up to 365 days after the date of service to be paid.

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## Frequently Asked Questions

Q: How does this affect AlohaCare Advantage members?

For 2015, members need to choose another plan, or return to original Medicare.

Q: Are all of AlohaCare's Medicare plans going away?

No. We will continue to offer our Medicare Special Needs Plan, called AlohaCare Advantage Plus. This plan is specifically for beneficiaries who are eligible for Medicare and Medicaid. From the start, this plan has been our priority because it aligns with our mission for providing coverage for the low-income and dual eligible beneficiaries of Hawaii.

Q: I am part of the AlohaCare provider network, will my contract be affected?

No. There will be no changes to your provider contract with AlohaCare. You will still be contracted for our Medicare Advantage Special Needs Plan, called AlohaCare Advantage Plus, and our QUEST and QUEST Integration plan.

Q: Where can my patients go for more information?

Members will receive an official notice that provides information they need to make informed decisions about their coverage choices for 2015.

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- 1-800-MEDICARE or [www.Medicare.gov](http://www.Medicare.gov)
- Hawaii's local Medicare SHIP office, Sage PLUS at 586-7299 or 1-888-875-9229

Members may also call AlohaCare at (808) 973-6395 or toll-free at 1-877-973-6395.

Should you have questions, please call (808) 973-6395 or toll-free at 1-877-973-6395.