



PRIOR AUTHORIZATIONS PROCESS

PA TEAM CONTACT INFO: JOY MIYAT

PA Supervisor

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NOREEN IBANA

PA Coordinator

Direct Line: (808) 380-8203

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JERSIELINE MACOSI

PA Coordinator

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EMAIL THE PA TEAM AT:

pa@allisland-cmc.com

SERVICES

♥ OHANA: 1-888-866-4262

♥ UNITED HEALTHCARE:

1-888-980-8728

♥ HMSA: 1-808-948-6372

♥ KAISER: 1-808-432-5330

♥ ALOHA CARE: 1-808-973-0712

REQUESTING INCONTINENT SUPPLIES

DOCUMENTS REQUIRED:

- ♥ MD Order
- ♥ Clinical Justification/Progress Notes (must be current)

DELIVERY: Please contact VENDOR directly for delivery status (Contact Information is listed in CLIENT PROFILE). If you need further assistance, you may contact JOY, NOREEN or JERSIELINE.

MEDLINE CLIENTS: You must contact Medline directly every month to confirm supplies, otherwise supplies will NOT be delivered. **MEDLINE PHONE #:**

UHC: 1-877-816-5587

OHANA: 1-833-660-0905

VA CLIENTS: You must contact VA directly for supplies and delivery information.

REQUESTING ENTERAL SUPPLIES

DOCUMENTS REQUIRED WHEN REQUESTING GLUCERNA/ENSURE/NEPRO/BOOST:

- ♥ MD Order
- ♥ Clinical Justification/Progress Notes (must be current)
- ♥ Blood/Lab Test Results (Albumin level – must be current)
- ♥ Weight Records

DOCUMENTS REQUIRED WHEN REQUESTING THICKENER (THICK-IT):

- ♥ MD Order
- ♥ Clinical Justification/Progress Notes (must be current)
- ♥ Swallowing Evaluation

DURABLE MEDICAL EQUIPMENT (DME)

DOCUMENTS REQUIRED WHEN REQUESTING:

- ♥ Detailed Prescription
- ♥ Medical necessity notes
- ♥ Certificate of Medical Necessity form (Completed & Signed)
- ♥ Clinical Justification/ Progress Notes
- ♥ Height & Weight.

IF DME NEEDS REPAIR/ADDITIONAL: Please contact the vendor directly.

REQUESTING FOR TRANSPORTATION

DOCUMENTS REQUIRED (GURNEY/ STRETCHER):

- ♥ Prescription/ Script
- ♥ Clinical notes.

DOCUMENTS REQUIRED (ON WHEELCHAIR):

- ♥ Must be using a non-collapsible wheelchair
- ♥ Need at least one-person assist
- ♥ Uses Hoyer lift (optional).

Caregiver to call for scheduling. **REQUEST ONLY IF APPLICABLE**
Per HAR, it is the caregiver's responsibility to provide transportation for the client