

Charter Communications Precertification Program

Charter Communications' (formerly Oceanic Time Warner Cable) health plans require precertification of hospital admissions and certain inpatient/outpatient services. Precertification requests are approved for medical necessity only. Approval is not a guarantee of benefits or payment and is contingent on standard eligibility verification. **Failure to obtain precertification may result in a reduction of benefits or payment.**

To obtain precertification: Mail or fax a completed **Precertification Request Form** as described below along with supporting clinical documentation at least two (2) business days **prior** to the planned service, surgery and/or admission; or within forty-eight (48) hours of an emergent admission. Forms are available on our website at hwmg.org.

Hospitals: Fax the admission face sheet within the time frames stated above.

Service Type	Mailing Address	Phone Numbers	Fax Number
Drugs	HDI Solutions, LLC Prior Authorizations 1550 Pumphrey Avenue Auburn, Alabama 36832	Toll-Free (866) 689-0493	(844) 580-3965
All Other Services	HWMG Health Management Department 737 Bishop Street, Suite 1200 Honolulu, Hawaii 96813	On Oahu (808) 791-7505 Toll-Free (888) 941-4622 ext. 302	(808) 535-8398

Services Requiring Precertification

This list is subject to change at any time and without prior notice. Please contact us or visit our website for the current list.

INPATIENT SERVICES

- Acute Care
- High-Risk Maternity
- Long-Term Acute Care
- Rehabilitation
- Skilled Nursing Facility

Behavioral Health

- Detox
- Hospital
- Residential

DRUGS

- Botox (Botulinum Toxin A) and Similar Medications
- Experimental/ Investigational
- Home Infusion
- Injectables
- Unclassified Drugs/ Biologics including Antineoplastics

DURABLE MEDICAL EQUIPMENT (DME)

- Insulin Infusion Pump
- Miscellaneous DME
- Neuromuscular Stimulators
- Orthotics and Prosthetics
- Osteogenesis Stimulators
- Penile Implants
- Power Operated Vehicles
- Pumps
- Seat Lifts
- Speech Generating Devices
- TENS
- Wheelchairs

EAR DEVICES

- Auditory Brain Stem Implant
- Cochlear Implant
- Osseointegrated Implant

GASTRIC BYPASS SURGERY

HOME HEALTH SERVICES

MISCELLANEOUS PROCEDURES

- Air Ambulance
- Keratoplasty
- Molecular Pathology and Gene Analysis

OUTPATIENT PROCEDURES

- Blepharoplasty
- Breast Reconstruction or Reduction
- Facial Reconstruction
- Rhinoplasty
- Varicose Vein Treatment
- Vascular Surgery

SLEEP MANAGEMENT PROGRAMS

- Diagnostic or therapeutic sleep studies
- Obstructive sleep apnea

SPEECH THERAPY

SPINAL PROCEDURES

THERAPEUTIC RADIOLOGY

TRANSPLANTS