



## Medical Services and Prescriptions on the Mainland

Be sure to verify the participating provider networks applicable to your health plan and coverage by referring to your member ID card or checking with your health plan administrator.

### Medical Services on the Mainland

We provide access to certain services on the U.S. Mainland by participating with other PPO provider networks. This enables members to obtain medical services, including emergency care, from participating providers while traveling outside our service area, the State of Hawaii. Our Mainland network does not apply to dental services.

On the Mainland, you will receive the most comprehensive benefits if you receive medical services from a participating provider. Benefits will be paid at the participating level, comparable to when you receive services from a participating provider in Hawaii.

We do not guarantee the availability of Mainland participating providers, including emergency care providers, in all areas. Please remember that your out-of-pocket costs will be substantially higher when you see a non-participating provider. Before you receive these services, we strongly recommend you visit our *Find a Provider* online search at [hwmg.org](http://hwmg.org) for a list of participating providers.

You may also contact our Customer Service Center for assistance at (808) 941-4622, toll-free at (888) 941-4622, or via email at [CustomerService@hwmg.org](mailto:CustomerService@hwmg.org).

### Prescriptions on the Mainland

Our pharmacy benefit manager is **OptumRx**. If you go to a participating pharmacy on the Mainland, just present your member identification (ID) card. The pharmacy will collect a co-payment from you and file a claim with us. Register at [optumrx.com](http://optumrx.com) for a list of participating pharmacies.

If you go to a non-participating pharmacy, you may file prescription claims by asking the pharmacist for a completed and signed Universal Claim Form (UCF). If your pharmacist does not stock the UCF, you may send OptumRx a copy of your receipt or a billing statement that includes all of the following:

- NDC (National Drug Code Index) number
- Name of drug
- Strength of drug
- Quantity purchased
- Number of days supply
- Itemized charges
- NABP (Pharmacy's National ID number)

All claims must be filed directly to OptumRx within 90 days from the date of service. You may download a Drug Claim Form at [optumrx.com](http://optumrx.com). Please note that your health plan does not cover prescriptions filled outside the United States.

**To contact OptumRx:**  
[optumrx.com](http://optumrx.com)  
Toll-free (800) 880-1188

**Mail claims to:**  
OptumRx Claims  
P.O. Box 29045  
Hot Springs, AR 71903