

FEBRUARY 2020

Hawai'i Health Partners Announces HHP Central Support for Primary Care Providers

TRAINING & RESOURCES

Hawai'i Health Partners offers training sessions for provider members and their staff via our HHP Central Support team.

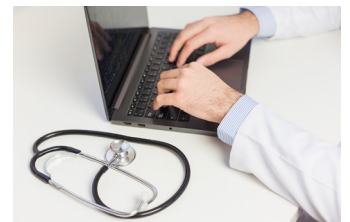
To schedule a training session, or for questions and more information, contact them directly at (808) 462-5104 or email Info@hawaiihealthpartners.org.

PROVIDER SUPPORT AREAS

1. Behavioral Health care coordination:
 - Assistance with finding an appropriate provider as well as outreach to patients with the provider information and resources needed to schedule an appointment.
2. DME/Supply Orders:
 - Assistance with locating the appropriate DME company and coordinating the necessary information required.
3. Network Access
 - Assistance with facilitating care to a HHP Network provider and/or services; includes outreach to connect providers and patients with information needed to schedule an appointment.

Hawai'i Health Partners (HHP) is pleased to announce HHP Central Support, a new service line via Epic for its provider members, currently available to HHP private practice Primary Care Providers on O'ahu. In December 2019, the pilot was launched to Pediatricians and rolled out to adult Primary Care Providers last month; with plans to expand to Kaua'i private practice Primary Care Providers this March.

Being a physician-led Accountable Care Organization (ACO) means great ideas often come directly from provider members. This is how Hawai'i Health Partners (HHP) Central Support came to be; to facilitate care coordination for members, thereby improving patient experience. Hawai'i Health Partners has invested time and resources to create a sustainable service with long-term plans to expand similar services to other specialties within HHP.



4 Things You Need to Know

1. Service applies to HHP attributed patients with a HMSA health plan.
2. Requesting providers are responsible for placing orders and referrals in accordance with their standard practice workflow.
3. Non-Urgent requests only.
4. Follow the Epic order prompt. For those without Epic, have the following information ready:
 - a. Behavioral Health:
 - i. Type of Behavioral Health provider/therapist patient needs
 - ii. Diagnosis
 - iii. Reason for needed referral
 - iv. Point of contact
 - v. Demographics
 - vi. Provider gender preference
 - b. DME
 - i. Type of DME being ordered
 - ii. Diagnosis
 - iii. Point of contact
 - c. Network Access
 - i. Type of in-network specialist referring patient to
 - ii. Diagnosis
 - iii. Reason for support
 - iv. Point of contact
 - v. Demographics

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How to use 'HHP Central Support' in Epic

Select 'HHP Support Service Referral.'

HHP SUPPORT SERVICE REFERRAL Accept Cancel

Referral Priority:

Reason for Referral: Behavioral Health Durable Medical Equipment Network Access

1

Dx Assoc.	Assc	Encounter Diagnoses	Codes	Qualifier	Comment
1	<input type="checkbox"/>	Gastroenteritis	K52.9		
2	<input type="checkbox"/>				

Process Inst.: Hawaii Health Patners (HHP) referrals only.

HHP SUPPORT SERVICE REFERRAL Accept Cancel

Referral Priority:

Reason for Referral: Behavioral Health Durable Medical Equipment Network Access

Type of Behavioral Health service requesting? Psychiatrist Psychologist Family Therapist Other

Please provide additional details for referral.

Patient Point of Contact and phone number.

2

Dx Assoc.	Assc	Encounter Diagnoses	Codes	Qualifier	Comment
1	<input type="checkbox"/>	Gastroenteritis	K52.9		
2	<input type="checkbox"/>				

HHP SUPPORT SERVICE REFERRAL Accept Cancel

Referral Priority:

Reason for Referral: Behavioral Health Durable Medical Equipment Network Access

Please provide additional details for referral.

Patient Point of Contact and phone number.

3

Dx Assoc.	Assc	Encounter Diagnoses	Codes	Qualifier	Comment
1	<input type="checkbox"/>	Gastroenteritis	K52.9		
2	<input type="checkbox"/>				