

11.15.2023

'Ohana Health Plan Claim Processing Update

Effective January 1, 2024, 'Ohana Health Plan will transition to Express Scripts as their pharmacy benefits manager. Please ask members to provide their new member ID cards and enter the new Member ID Number, BIN, PCN, and Rx Group.

Please use the following information when submitting claims for 'Ohana Health Plan members.

Plan Name	Bin	PCN	Rx Group
Community Care Services	003858	MA	2GEA
QUEST Integration	003858	MA	2GMA

Sample ID Card

 <p>Community Care Services (CCS)</p> <p>Member: SAMPLE A SAMPLE Member ID: 123456789 Effective Date: 03/19/2018 Eligibility Recert Date: 05/31/2024 Case Manager/Agency: MENTAL HEALTH ASSOCIATES 123 N MARKET ST WAILUKU, HI 96793 Phone: 1-808-123-4567</p> <p>Medicaid #: 0001234567 Third Party Liability: N RxBIN: 003858 RxPCN: MA RxGRP: 2GEA</p>	<p>www.ohanahealthplan.com 'Ohana Health Plan CCS 820 Mililani Street, Suite 200 Honolulu, HI 96813</p> <p>Customer Services: 1-866-401-7540/TTY: 711 Nurse Advice Line: 1-800-919-8807</p> <p>If you have a behavioral health emergency, call 911 or go to the nearest emergency room.</p> <p>Mail behavioral health-related claims to: 'Ohana Health Plan CCS PO Box 31372 Tampa, FL 33631-3372</p> <p>For non-emergencies you can call your 'Ohana CCS case manager/agency or our 24-hour toll-free Customer Service line.</p>
 <p>QUEST Integration</p> <p>Member: SAMPLE A SAMPLE Member ID: 123456789 Effective Date: 02/01/2018 Group ID: ZAB003-01 Primary Care Provider (PCP): ISLAND HEALTH CARE CENTERS 12-345 KAMEHAMEHA HWY HALEIWA, HI 96712 PCP Phone: 1-808-123-4567</p> <p>Medicaid #: 0001234567 Third Party Liability: N RxBIN: 003858 RxPCN: MA RxGRP: 2GMA OTC Eligible</p>	<p>www.ohanahealthplan.com 'Ohana Health Plan 820 Mililani Street, Suite 200 Honolulu, HI 96813</p> <p>Customer Services: 1-888-846-4262/TTY: 711 Nurse Advice Line: 1-800-919-8807</p> <p>Mail Medical claims to: 'Ohana Health Plan PO Box 31372 Tampa, FL 33631-3372</p> <p>For emergencies, call 911 or go to the nearest ER. Contact your primary care provider (PCP) as soon as possible.</p>

If you need a member's specific prescription processing information or other help with a claim, please visit our Pharmacist Resource Center at <https://prc.express-scripts.com>. If you still need assistance processing a claim, please call the 'Ohana Community Care Services Help Desk at **833.750.5392** or the QUEST Integration Help Desk at **833.750.4529**.