

HILOC / 1147 Technical Support Contacts

For technical assistance with 1147 forms or HILOC, please e-mail or call the **managed care plan (MCP) reviewer(s)** or the HSAG office:

Contact Name	Title/Role	Email Address	Phone
OHANA HEALTH PLAN			
Kaohi Ibrao	SPOC & MCP Reviewer	kaohi.ibrao@wellcare.com	808-675-7452
Alisia Grilho	Care Coordination Manager	alisia.grilho@centene.com	808-675-7426
Ohana Customer Service		Fax: 855-703-8078	888-846-4262
UNITED HEALTHCARE COMMUNITY PLAN			
Karin Calantoc	SPOC/Sr. Administrative Assistant	karin_calantoc@uhc.com	808-535-1037
Nancy Limqueco	MCP Review Nurse	nancy_limqueco@uhc.com	808-535-1068
Raquel Antolin	MCP Review Nurse	raquel_antolin@uhc.com	808-535-1065
Patricia Mina	MCP Review Nurse (as needed)	patricia_mina@uhc.com	888-980-8728
Anna Crane	RN Clinical Program Manager	anna_crane@uhc.com	808-482-1693
UHC Customer Service			888-980-8728
HMSA			
Chris Jamila	SPOC/Health Coordination Director	chris_jamila@hmsa.com	808-948-5384
Jackie Suza	MCP Review Nurse	jackie_suza@hmsa.com	808-948-6464 Select 4
Jayne Higa	MCP Review Nurse	jayne_higa@hmsa.com	
Natalie Hotta	MCP Review Nurse	Natalie_hotta@hmsa.com	
Ana McMillan	MCP Provider Changes	ana_mcmillan@hmsa.com	
Marie Seabolt	MCP Review Nurse	marie_seabolt@hmsa.com	
Mika Walker	MCP Review Nurse	mika_walker@hmsa.com	
Susan Faulkner	MCP Review Nurse (as needed)	susan_faulkner@hmsa.com	
MCP Reviewers Group Email		MMLTSSPriorAuth@hmsa.com	
Health Coordinator	1147 faxes contact for members	N/A	808-948-6997
HMSA Customer Service			808-948-6486
KAISER			
Michelle Tolentino-Nahulu	SPOC & MCP Review Nurse	michelle.d.tolentino@kp.org	808-439-1375
Jeanelyn Onnagan	MCP Review Nurse	jeanelyn.a.onnagan@kp.org	808-243-6000
Scott Cordeman	MCP Review Nurse	scott.s.corderman@kp.org	808-463-5942



Contact Name	Title/Role	Email Address	Phone
Shauna Riglos	MCP Review Nurse	shauna.g.riglos@kp.org	808-243-6698
Jennylyn Dalamacio	MCP Review Nurse	jennylyn.r.dalamacio@kp.org	808-285-5271
Joshua Arquero	Quality Improvement Manager	joshua.p.arquero@kp.org	808-757-5221
Kaiser Customer Service			808-432-5330
ALOHACARE			
Brittany Pacheco	SPOC/MCP Review Nurse Health Coordination Manager	bpacheco@alohacare.org	808-973-1659
Kiera McCoy	MCP Review Nurse	kmccoy@alohacare.org	808-482-2922
AlohaCare Customer Service			808-973-0712
DHS Med-QUEST (MQD)			
Kathy Ishihara	MQD Nurse Consultant	kishihara@dhs.hawaii.gov	808-900-8664
HEALTH SERVICES ADVISORY GROUP (HSAG)			
Desiree Mizuno	Nurse Reviewer/Associate Director	dmizuno@hsag.com	808-941-1444
Erika Shigemasa	Nurse Reviewer	eshigemasa@hsag.com	808-941-1444
Sherrie Mendoza	Nurse Reviewer	smendoza@hsag.com	808-941-1444
Susan Mora	Project Coordinator/User Accounts	smora@hsag.com	808-941-1444
<p>HSAG OFFICE: HSAG General Email: hilocsupport@hsag.com HSAG Office Phone: 808-941-1444 (Office Hours: 7:45am – 4:30pm) HSAG Fax: 808-941-5333 HSAG Toll Free Fax: 877-797-5351 HSAG Help Desk: 866-316-6974 (After Hours)</p> <p>Address: 1001 Kamokila Boulevard, Suite 311 Kapolei, Hawaii 96707</p>			