

## HILOC / 1147 Technical Support Contacts

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

| Contact Name                            | Title/Role                     | Email Address                                                                    | Phone                               |
|-----------------------------------------|--------------------------------|----------------------------------------------------------------------------------|-------------------------------------|
| <b>OHANA HEALTH PLAN</b>                |                                |                                                                                  |                                     |
| Kaohi Ibrao                             | SPOC & MCP Reviewer            | <a href="mailto:Kaohi.Ibrao@wellcare.com">Kaohi.Ibrao@wellcare.com</a>           | 808-675-7452                        |
| Kimberlyn Nahale                        | SPOC & MCP Reviewer            | <a href="mailto:Kimberlyn.Nahale@wellcare.com">Kimberlyn.Nahale@wellcare.com</a> | 808-675-7455                        |
| <b>UNITED HEALTHCARE COMMUNITY PLAN</b> |                                |                                                                                  |                                     |
| Karin Calantoc                          | SPOC                           | <a href="mailto:Karin_Calantoc@uhc.com">Karin_Calantoc@uhc.com</a>               | 808-535-1037                        |
| Nancy Angala                            | MCP Review Nurse               | <a href="mailto:Nancy_Angala@uhc.com">Nancy_Angala@uhc.com</a>                   | 808-636-4703                        |
| Raquel Antolin                          | MCP Review Nurse               | <a href="mailto:Raquel_Antolin@uhc.com">Raquel_Antolin@uhc.com</a>               | 808-484-5691                        |
| Misty Davis                             | Clinical Programs Director     | <a href="mailto:Misty_Davis@uhc.com">Misty_Davis@uhc.com</a>                     | 808-323-2841                        |
| <b>HMSA</b>                             |                                |                                                                                  |                                     |
| Chris Jamila                            | SPOC                           | <a href="mailto:Chris_Jamila@hmsa.com">Chris_Jamila@hmsa.com</a>                 | 808-948-5384                        |
| Jackie Suza                             | MCP Review Nurse               | <a href="mailto:MMLTSSPriorAuth@hmsa.com">MMLTSSPriorAuth@hmsa.com</a>           | 808-948-6464<br>Select 4            |
| Jayne Higa                              | MCP Review Nurse               |                                                                                  |                                     |
| Loredana Williams                       | MCP Provider Changes           | <a href="mailto:Loredana_williams@hmsa.com">Loredana_williams@hmsa.com</a>       |                                     |
| Health Coordinator                      | 1147 faxes contact for members | N/A                                                                              | 808-948-6486<br>Select 2, 6, then 3 |
| <b>KAISER</b>                           |                                |                                                                                  |                                     |
| Michelle Tolentino-Nahulu               | SPOC & MCP Review Nurse        | <a href="mailto:Michelle.D.Tolentino@kp.org">Michelle.D.Tolentino@kp.org</a>     | 808-439-1375                        |
| Shauna Riglos                           | MCP Review Nurse               | <a href="mailto:Shauna.G.Riglos@kp.org">Shauna.G.Riglos@kp.org</a>               | 808-243-6698                        |
| Jeanelyn Onnagan                        | MCP Review Nurse               | <a href="mailto:Jeanelyn.A.Onnagan@kp.org">Jeanelyn.A.Onnagan@kp.org</a>         | 808-243-6000                        |
| Jennylyn Dalamacio                      | MCP Review Nurse               | <a href="mailto:Jennylyn.R.Dalmacio@kp.org">Jennylyn.R.Dalmacio@kp.org</a>       | 808-285-5271                        |
| <b>ALOHACARE</b>                        |                                |                                                                                  |                                     |
| Val Gourley                             | SPOC & MCP Review Nurse        | <a href="mailto:Vgourley@alohacare.org">Vgourley@alohacare.org</a>               | 808-973-0573                        |
| Brittany Pacheco                        | MCP Review Nurse               | <a href="mailto:Bhironaka@alohacare.org">Bhironaka@alohacare.org</a>             | 808-973-1659                        |
| Teresa Simon                            | Manager Health Coordination    | <a href="mailto:Tsimon@alohacare.org">Tsimon@alohacare.org</a>                   | 808-973-6371                        |
| <b>DHS Med-QUEST (MQD)</b>              |                                |                                                                                  |                                     |
| Kathy Ishihara                          | MQD Nurse Consultant           | <a href="mailto:Kishihara@dhs.hawaii.gov">Kishihara@dhs.hawaii.gov</a>           | 808-692-8159                        |



| Contact Name                                                                                                                                                                                                                                                                                                                                  | Title/Role                        | Email Address                                                | Phone        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------|--------------|
| <b>HEALTH SERVICES ADVISORY GROUP (HSAG)</b>                                                                                                                                                                                                                                                                                                  |                                   |                                                              |              |
| Desiree Mizuno                                                                                                                                                                                                                                                                                                                                | Nurse Reviewer/Manager            | <a href="mailto:Dmizuno@hsag.com">Dmizuno@hsag.com</a>       | 808-941-1444 |
| Erika Shigemasa                                                                                                                                                                                                                                                                                                                               | Nurse Reviewer                    | <a href="mailto:Eshigemasa@hsag.com">Eshigemasa@hsag.com</a> | 808-941-1444 |
| Susan Mora                                                                                                                                                                                                                                                                                                                                    | Project Coordinator/User Accounts | <a href="mailto:Smora@hsag.com">Smora@hsag.com</a>           | 808-941-1444 |
| <b>HSAG OFFICE:</b><br>HSAG General Email: <a href="mailto:HILOCSupport@hsag.com">HILOCSupport@hsag.com</a><br>HSAG Office Phone: 808-941-1444 (Office Hours: 7:45 A.M. – 4:30 P.M.)<br>HSAG Fax: 808-941-5333<br>HSAG Help Desk: 1-866-316-6974 (After Hours)<br><br>Address:<br>1001 Kamokila Boulevard, Suite 311<br>Kapolei, Hawaii 96707 |                                   |                                                              |              |