

## HMSA Dual Membership

HMSA requires an auth anytime they are expected to pay a claim.

This includes when HMSA is secondary to any other insurance including Akamai Advantage.

### Exceptions:

If **Medicare Part B** is the primary insurer, then **NO** authorization is needed

- If the member has more than one HMSA insurance plan, then only **ONE** authorization is needed under the member's primary plan.
  - If you are unsure (and the patient is unsure) which is the primary, you can either call HMSA (or look up in HHIN) or submit the request under the first active commercial plan when in RadMD. If when submitting claims you find your 'guess' on which commercial plan was primary is incorrect, you can always contact the call center and ask them to update it.
  - Evolent (formerly Magellan Hawai'i) does not receive primacy indicators in the membership feed and is unable to identify which commercial plan is primary. QUEST will always be the payor of last resort.