

Summary of Plan Changes Effective January 1, 2024

Questions? Contact our Customer Service Center at 808.941.HMAA or toll-free 888.941.HMAA 8 am to 4 pm HST Mon-Fri.

Change Congret Changes (for starification as	Description of Change
Updated HMAA's address throughout the Description of Coverage (DOC)	HMAA 220 South King Street, Suite 1200 Honolulu, HI 96813
Revised definition of Eligible Charge for Compliance with Federal Law (No Surprises Act, or "NSA").	For most medical services, except for emergency and air ambulance services provided by non-participating providers and certain services provided by non-participating providers in participating facilities, the <i>Eligible Charge</i> is the lower of either the provider's actual charge or the amount we establish as the maximum eligible fee. HMAA's payment and your coinsurance are based on the eligible charge. Exception: For services provided by participating facilities, HMAA's payment is based on the maximum eligible fee, and your coinsurance is based on the lower of the actual charge or the maximum eligible fee. Your copayment is a fixed dollar amount that does not change based on the eligible charge.
	The base amount on which your coinsurance and/or copayment is calculated for emergency and air ambulance services rendered by non-participating providers, as well as certain non-emergent services provided by non-participating providers in participating facilities, is calculated in accord with federal law.
Benefit Changes (Additions and Exclusions)	
Revised "Artificial Insemination" to "Intra-uterine Insemination" in Chapter 3: Summary of Benefits and Your Payment Obligations; and Chapter 4: Description of Benefits, Special Benefits for Women.	Intra-uterine Insemination Covered.
	Coverage for other related services such as office visits, labs and radiology are described in other sections of this DOC.
Revised "Orthodontic Treatment for Orofacial Anomalies" in Chapter 3: Summary of Benefits and Your Payment Obligations; and Chapter 4: Description of Benefits, Other Medical Services and Supplies.	Orthodontic Treatment for Orofacial Anomalies
	Medically necessary orthodontic services for the treatment of orofacial anomalies resulting from birth defects or syndromes are covered in accordance with Hawaii Law and HMAA's medical policies subject to a maximum benefit of \$6,898 per treatment phase. The number of visits to an orthodontist is excluded from the maximum benefit which will be adjusted annually for inflation.
Revised "Hair Loss" benefits in Chapter 6: Services Not Covered, Miscellaneous Exclusions	Hair Loss
	You are not covered for services or supplies related to the prevention and/or treatment of baldness or hair loss regardless of condition. This includes hair transplants and topical medications.

Par = Participating Provider. Non-Par = Non-Participating Provider.

Refer to the Description of Coverage (DOC) for definitions and further information. **This is only a summary.** In the case of a discrepancy between this document and the language contained within the DOC, the latter will take precedence.