

# RCUH AKAMAI ADVANTAGE RETIREE DRUG COVERAGE/VACCINATION APPEALS PROCESS

RCUH's Akamai Advantage Prime MA Plan offers active commercial drug to our retirees, therefore some prescriptions/vaccinations (i.e., shingles) may need to be submitted to HMSA manually for reimbursement (subject to HMSA's review and approval).

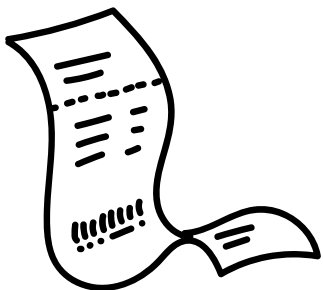
## Coverage Matters: Drug vs. Medical

If covered under **Drug** > Pick up at Pharmacy > Pay out-of-pocket > Submit appeal to HMSA > If accepted, receive reimbursement.



If covered under **Medical** > Pick up at physician's office (provider will do a "buy and bill").

01.



### Pay for the injectable vaccination out-of-pocket.

If HMSA informs you the injectable vaccination is not covered by the plan, pay for the vaccination out-of-pocket. Don't forget to obtain a receipt.

02.



### Submit receipt and Form to Appeal to HMSA

The completed appeals form and receipt can be mailed to:  
HMSA Member Advocacy & Appeals  
Appeals Coordinator  
P.O. Box 1958  
Honolulu, HI 96805-1958

Or faxed to: (808) 952-7546 or  
(808) 948-8206 for those on Oahu.

You may also send it via email to [appeals@hmsa.com](mailto:appeals@hmsa.com). Please note that unencrypted email could be intercepted.

Contact RCUH Employee Benefits and we can follow-up with HMSA's appeals team.

Contact the RCUH Employee Benefits Section at  
[rcuh\\_benefits@rcuh.com](mailto:rcuh_benefits@rcuh.com) or call (808) 956-6979 or (808) 956-2326.