



## HMSA's **Care Access Assistance Program**



Providing access to care for  
HMSA members



An Independent Licensee of the Blue Cross and Blue Shield Association

## HMSA's Care Access Assistance Program (CAAP)

helps HMSA members pay for travel to another island for specialty care.



### Who's eligible for CAAP?

You may be eligible for CAAP if you:

- Are an HMSA member.
- Need specialty care that isn't available on your home island.
- Need specialty care that's available on your home island, but you can't get an appointment soon enough.

Most HMSA members qualify for the program. Although members who have HMSA QUEST Integration or an HMO plan (except Affordable Care Act plans) don't qualify for CAAP, they have Neighbor Island travel benefits through their plan.

## How does CAAP work?

Your doctor will need to:

- Determine that the care you need isn't available on your home island.
- Refer you to an HMSA participating provider on another island.
- Complete a travel request form on the Hawaii Healthcare Information Network before your appointment or no more than five business days after your appointment date.

Our CAAP travel staff will review the request and check your eligibility. Usually, we'll respond within 10 business days. If your request is approved, we'll reimburse you up to \$50 per one-way or up to \$100 per round-trip ticket for the flights that you book. Members can't be reimbursed for trips that use airline miles or gift cards, or for airline seats for a child that meets the airline's lap child age criteria. Restrictions apply. See [hmsa.com](https://hmsa.com) for more information.





## Can HMSA members see any provider?

If your request is approved, providers must be specialists who are HMSA participating providers. The following providers are not considered specialists under CAAP:

- Advanced practice registered nurses.
- Dentists.
- Family practice providers.
- General practice providers.
- Internal medicine providers.
- Optometrists.
- Pediatricians (except pediatric specialists).
- Physician assistants.
- Podiatrists.
- Rehabilitation therapists.





## **Need to travel to a Neighbor Island for medical treatment?**

HMSA can help you get there.

HMSA provides the people of Hawaii access to a sustainable, quality health care system that improves the overall health and well-being of our state.

## **Get to the care you need**

HMSA's CAAP can help connect you with your care, no matter what island you're on.

Ask your doctor about HMSA's Care Access Assistance Program. For more information, visit [hmsa.com](https://hmsa.com) or call (808) 948-5440 or 1 (844) 357-0726.

