

BULLETIN NUMBER: 02-2021
TITLE: HCF COORDINATION OF CARE TO SELF-PAYING INDIVIDUALS AND SECONDARY INSURANCE
DATE INTRODUCED: JULY 29, 2021
EFFECTIVE DATE: AUGUST 1, 2021

PURPOSE:

The purpose of this bulletin is to clarify the role of the Healthcare fund in assisting individuals seeking treatment at an approved HCF Provider without the approval of the Medical Referral Committee (MRC). This bulletin further explain guidelines for the HCF to assist individuals (member or non-members) or secondary insurance members seeking off-island treatment at any HCF approved provider without the MRC approval and selection process. Form of assistance through advance payment to the Plan and agreements with insurers licensed to provide coverage in the Republic of Palau for individuals with private health insurance.

POLICY:

Section 702. Reimbursement to covered individuals (1.) the HCF may reimburse covered individuals for covered services where payments were made directly to a provider. In addition to a valid Proof of Payment, the covered individual shall be required to submit the same information as the approved provider, prior to the reimbursement. (2) The HCF may enter into agreements with insurers licensed to provide coverage in the Republic of Palau to reimburse an insured for covered services by an approved provider to a covered individual, which have been paid by the insurer. If the insurer and the HCF enter into such an agreement, the insurer shall be required to submit the same information as the approved provider, prior to reimbursement.

BACKGROUND:

The Healthcare Fund have established contracts and negotiated rates through MOUs with many Off-Island healthcare providers mainly in the Philippines and the Republic of China (ROC) Taiwan. Through partnerships and established contract rate with off-island providers, the Healthcare Fund pays affordable rates for medical care compared to paying out-of-pocket for individuals seeking treatment on their own accord. Individuals with other means to cover for immediate off-island referral care have opted in the past to seek treatment without the approval of the Medical Referral Committee. The Healthcare fund assist with coordination of care and payment arrangements with the individual through up-front/advance payment method or agreement with secondary insurance for reimbursement.

GUIDELINES:

Advance Payment Method:

- Pre-payment of amount based on the provider's quotation cost.
- Any amount over the estimated quote and/or additional coverage that HCF issued COA while member in undergoing treatment must be either paid in full or individual consent to payment agreement.
- Airfare arrangements not included

Secondary Health Insurance Payment Agreement:

- HCF to enter into agreement with the individuals secondary health insurance provider
- HCF to issue COA to Provider following receipt of secondary health insurance approval of the Letter of Authorization (LOA)
- Airfare arrangements not included

REQUIRED DOCUMENTS:

- Attending physician medical summary on island and off-island
- Medical Records related to illness such as copies of diagnostic test and prognosis including CT scan, X-ray, Ultrasound, lab works, blood tests etc.
- Estimated Quote from selected HCF approved providers

INTERPRETATION:

OFF-ISLAND REFERRAL:

The Healthcare Fund can assist individuals requesting coordination of care and payment arrangement in the form of prepayment to an approved provider without going through the process of approval from the Medical Referral Committee. Individuals must first seek with local physicians for assessment of their medical care and provide a written justification for seeking off-island medical care. After HCF obtains estimated costs of treatment based on local physician assessment, the HCF contacts the individual for payment based on approved guidelines. HCF to proceed with coordination of care with provider.

The Healthcare fund can assist individuals with secondary health insurance opting to seek treatment under secondary health insurance. All agreements must be negotiated in a form of MOU with the insurer licensed to provide coverage in the Republic of Palau.