

September 27, 2023

## HMSA Avalon Genetic Testing Management Process

Aloha Providers,

Mahalo for your continued partnership in providing excellent care to the people of Hawai'i. At Diagnostic Laboratory Services, Inc. (DLS), our goal is to provide you with efficient, accurate data so that you can effectively treat your patients. To help with that, we would like to detail a new process that has been implemented by HMSA for genetic testing services.

Earlier this summer, HMSA started their Avalon Genetic Testing Management program. This now requires prior authorization for genetic and molecular testing. To comply with this change, DLS recommends following these guidelines when ordering qualifying tests.

1. If your patient is insured through HMSA and you are ordering a genetic/molecular test, proceed to step 2. If you are unsure if your order falls within this category, contact HMSA at 808-948-6464 or toll free at 1-800-344-6122.
2. Submit the required precertification requests through the Avalon PAS Portal, by calling 844-227-5769, or by faxing 813-751-3760.
3. When a prior authorization is received from HMSA's Avalon system, email your completed requisition to DLS' Client Services at [css-specialist@dlslab.com](mailto:css-specialist@dlslab.com). Please include a copy of the authorization form and/or include the number on the requisition as well as any other documentation pertaining to this order.

If prior authorization is not obtained before your patient presents at a DLS location, our phlebotomists will be unable to service them. We recognize that this can be an inconvenience for you, but we appreciate your cooperation in adjusting with us to meet HMSA's new requirements.

You may read about all the tests that are affected on HMSA's provider resource center – <https://prc.hmsa.com/s/article/Genetic-Testing-Medical-Policies-Avalon>. The most frequently ordered at DLS are:

- CYP2C19
- Factor V Leiden Mutation Analysis
- Hemochromatosis (HFE) Gene Analysis
- MTHFR Mutation Analysis
- NGS Oncology Tumor Profile
- P210 BCR-ABL1
- Prothrombin (F2) Mutation Analysis

Please note that HMSA will be expanding their test management program on November 1, by modifying the guidelines for another 300+ procedure codes. If you have any questions about these changes, please contact them at 808-948-6330 or toll free at 1-800-790-4672.

We thank you for your understanding and flexibility as we aim to help you provide your patients with top quality care, while aligning with the policies of HMSA.

Mahalo,  
DLS Management