




HMSA's Routine Test Management Program

Effective July 1, 2024, HMSA implemented their **Avalon Routine Test Management (RTM) Program**, a lab benefit management solution based on national care guidelines. To assist in navigating the new program, HMSA has the following resources available to healthcare providers:

Resource	Summary	QR code
Routine Testing Management (RTM) Guidelines: Avalon	This web page provides access to: <ul style="list-style-type: none"> • Quick reference guides and policies • Frequently asked questions (FAQs) • Training materials 	
Acknowledgement of Financial Responsibility	If you find that your patient's test(s) may not be covered, you can find HMSA's Acknowledgement of Financial Responsibility through this page	
Avalon Trial Claims Advice Tool via HHINPlus (requires login credentials)	Access the Avalon Trial Claims Advice Tool via your HHIN Plus access at: <ul style="list-style-type: none"> • PreAuthorization/SSO ► Avalon ► Avalon Portal ► Application Pages ► Trial Claim Advice 	

All questions regarding the program may be directed to the following:

HMSA's Provider Call Center

1. Phone: (808) 948-6330 or 1 (800) 790-4672
2. Email for medical policy/clinical-related inquiries: medical_policy@hmsa.com

- Lab tests coverage will be based on medical necessity per their guidelines, please contact HMSA for more information.