



August 18, 2026

Aloha Providers:

We want to share an update regarding the recent changes made to our Prior Authorization List (PAL) for therapy services.

Our goal was to align MDX Hawaii's authorization requirements with UnitedHealthcare's policy. Based on provider feedback and further review, we identified system limitations that prevent the process from functioning as intended.

As a result, MDX Hawaii has decided that **prior authorization will not be required for our contracted providers** for the following services:

- Physical Therapy (PT)
- Occupational Therapy (OT)
- Speech Therapy (ST)
- Chiropractic Services

Prior authorization requirements will remain in effect for non-contracted providers.

Please note that while prior authorization is not required for these services, MDX Hawaii's existing policies related to medical necessity, appropriate utilization, and claims review continue to apply.

Thank you for your patience and for sharing your feedback throughout this process. We hope this update helps support timely access to care and reduces administrative burden for your teams.

We appreciate your partnership and ongoing commitment to serving our members.

If you have any questions, please contact Customer Service at **800-851-7110**.