Utilization Review

About Our Utilization Review Department

The Code of Federal Regulations 42CFR 482.30 mandates a hospital to have a utilization review plan that provides for review of services furnished by the institution and by members of the medical staff to patients entitled to benefits under the Medicare and Medicaid programs.

Utilization Review’s Benefit to the Hospital

The HMC UR department is part of the fiscal team consisting of: Patient Access, Health Information Management (HIM) and Business Office. UR screens 100% of admissions for medical necessity, duration of stays and professional services provided to all patients regardless of the payer. UR utilizes nationally accepted screening tools, a nationally accepted team of external physician reviewers and an internal UR committee consisting of HMC physicians and management staff.

The UR team works behind the scenes through timely concurrent reviews to maximize payment by securing authorizations and by ensuring patient care is administered at the most appropriate level of care utilizing appropriate lengths of stay. UR helps the insured and uninsured make informed decisions about their health care costs while minimizing out of pocket costs.

Appeals Coordinators’ Benefit to the Hospital

The Appeals team helps to maximize payment to the hospital and minimize patients’ out of pocket costs by appealing insurance payment denials for inpatient hospitalizations and outpatient procedures on the back end. The Appeals team helps improve internal processes to prevent payment denials and also helps to ensure that both HMC and payers follow pre-authorization, payment and government policies.

Read about Our Staff

Caring for Our Community Close to Home
MEET OUR UTILIZATION REVIEW TEAM

Shari Vincent, RN Utilization Review Director — 932-3530
Shari’s 24-year career consists of 20 years in UR. She has worked in medical units, ICU, ER, behavioral health, case management, quality improvement, disability specialist and patient educator. Shari has previously worked at The Queen’s Medical Center, HMSA, the Queen’s Health Plan and Valley Hospital in Las Vegas.

Julie Miyahira-Lopes, Utilization Review Clerk — 932-3529
Julie has 10 years of UR experience. Julie has 20 years of service at HMC and currently specializes in assisting the UR nurses, Appeals Coordinator, payers, QIO and other departments in facilitating the authorization and appeals process.

Robyn Mattos, Appeals/Utilization Review Clerk — 932-3536
Robyn has 1 year of UR experience. Robyn specializes in assisting the UR nurses, Appeals Coordinator, payers, QIO and other departments in facilitating the authorization and appeals process.

Pamela “Pam” Melchor, RN Utilization Review — 932-3144
Pam’s 24-year career consists of 7 years in UR. She has worked in Medical unit, Case Management and Home Health at Hilo Medical Center. Current UR focus: Medical unit.

Patricia “Pat” Ishii, RN Utilization Review — 932-3249
Pat’s 28-year career consists of 10 years in UR. She worked in Medical and Surgical units, case management at HMC and LPN for Dr. Scott Miles. Current UR focus: Laulima (Surgical), OB and Behavioral Health units.

Linda Hutson, RN Utilization Review — 932-3438
Linda’s 23-year career consists of 1 year in UR. She has worked in Medical and Surgical units, geriatrics, DME business owner and district manager of a travel nursing agency. In addition to HMC, Linda has worked at Kuakini Medical Center and Medical Staffing Solutions. Current UR focus: Medical and Cardiovascular units.

Sharon Sugai, RN Utilization Review — 932-3256
Sharon’s 19-year career consists of 8 years in UR. She has worked in pediatrics and case management at HMC. She has also worked at Nursing Home Without Walls. Sharon currently specializes in UR for HMC’s acute and waitlist areas.

Lani Pratt, RN Utilization Review — 932-3259
Lani’s 22-year career consists of 2 years in UR. She has worked in geriatrics, pediatrics and home care at HMC. Current UR focus: Med-Surg long-term care/acute unit.

Elaine Robinson, RN Utilization Review — 932-3254
Elaine’s 28-year career consists of 3 years in UR. She has worked in obstetrics, home health, pediatrics for medically fragile children, public health, diabetes education and public health nursing. Elaine has previously worked for North Hawaii Community Hospital, HMSA and Dr. Wanda Meurs. Current UR focus: Extended Care Department.

Tammy Ono, RN Appeals Coordinator, Utilization Review — 932-3067
Tammy’s 23-year career consists of 12 years in UR and Appeals. She has worked in Medical and Surgical units, ICU, hospice and Home Care. She has worked at Kuakini Medical Center, St. Francis Medical Center in Oahu and The Medical Personnel Pool. Current UR focus: inpatient and outpatient clinical payment denials and appeals.