

From: Jan Doe
To: Governor Josh Green <https://governor.hawaii.gov/contact-us/contact-the-governor/>
Date: July 31, 2026
Subject: HMSA policies put our healthcare at risk

Aloha Governor,

As a resident of Waimea on Hawaii Island, and a member of North Hawaii Indivisible chapter, I am deeply concerned about the healthcare shortage on my island. I fear that recent HMSA actions will make matters much, much worse.

I was grateful and relieved when you negotiated an agreement with HMSA for a 6 month delay in June 2026. However, I read in the Star Advertiser Op Ed “HMSA's policies put healthcare at risk” on 6.26.26, written by courageous local healthcare provider Kaleo Correa, that HMSA has not delayed the change, but is instead moving ahead with plans that will take effect as early as September 1, 2026.

Governor, we are calling on you to intervene again ASAP: Call HMSA back to the table! Protect our healthcare system, our cherished local medical providers, and our freedom to choose our own Primary Care Providers. Protect our “Network Adequacy”.

Some health care providers are using the words “chaos” and “unprecedented” to describe the impact of HMSA payment changes on Hawaii’s healthcare system. Small independent primary care practices (PCP) face losing large numbers of patients and will close. One such group of doctors in Hilo has already closed its doors, citing HMSA actions.

As a result, soon health consumers and families may suddenly find they have lost the freedom to choose their own doctor. Under a new HMSA rule, as early as September, some patients will get letters saying they can no longer see their chosen PCP and have been “auto-assigned” to a new doctor.

To make matters worse, Hawaii’s Community Health Centers (CHC), already overburdened and underfunded, are reporting unprecedented barriers for patients needing access to specialty care: One CHC reported that for the first time in decades a specialty practice rejected its referrals. Another said 2 of their diagnosed cancer patients were told to wait over 3 months for a biopsy. And this is all *before* the impact of most of the federal cuts to Medicaid and ACA take effect.

Governor, we need you to use your position to assure “Network Adequacy” for Hawaii’s people; to bring all hands on deck, including Insurance Commissioner Scott Saiki, the DCCA Director Nadine Ado, Attorney General Anne Lopez, and key legislators. HMSA should not be allowed to make rapid changes in how it pays providers if the result is to force scarce medical services to close, especially in rural and Neighbor Island communities, where the shortage is already dire.

Hawaii’s leaders must decide whether they answer to a multi-billion-dollar corporate monopoly (HMSA) or to Hawaii residents, whose lives depend on a stable, competitive healthcare market.

Sincerely,
Jan Doe, (My town of residence), Hawaii

cc: Jack Lewin, State Health Planning & Development Agency