



QUEST Hawai'i



— Stay —
WELL
— Stay —
COVERED



Consolidated Appropriations Act (CAA) of 2023 passed by Congress and signed by President Biden December 29 2022, restarts Medicaid eligibility renewals

During the COVID Public Health Emergency (PHE), Medicaid members were provided with continuous coverage without an annual renewal. Only individuals who moved out of state, voluntarily requested to stop their Medicaid enrollment or passed away were disenrolled.

The CAA created new rules for when Medicaid renewals would restart.

Medicaid eligibility renewals ***restarted in April, 2023 regardless of PHE status.***

Renewals have been divided over a 12-month period to better manage the workload and to avoid bulges in eligibility case loads each year.

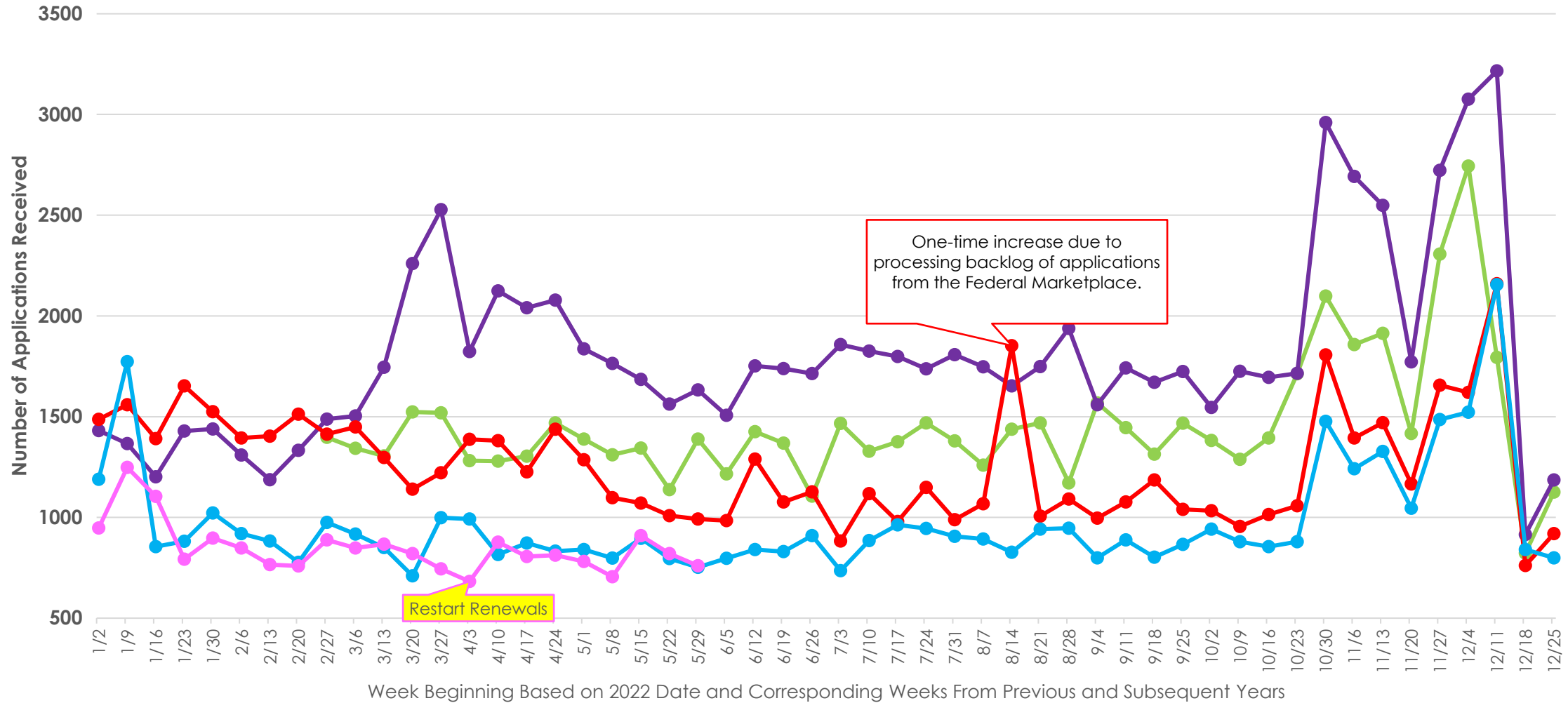
Generally, the oldest cases will be redetermined first.

Those known to MQD's system as being houseless will not be required to be renewed until March 2024, although we strongly encourage service providers who help this population to assist these members with their QUEST renewals when the opportunity presents itself by calling MQD at 1-800-316-8005 (TTY/TDD 711).



Hawai'i Medicaid Applications Received:

March 2020 to March 2023 MQD Received 209,251 Applications
As of April 2023-June 3, 2023 MQD has received 7,157 Applications



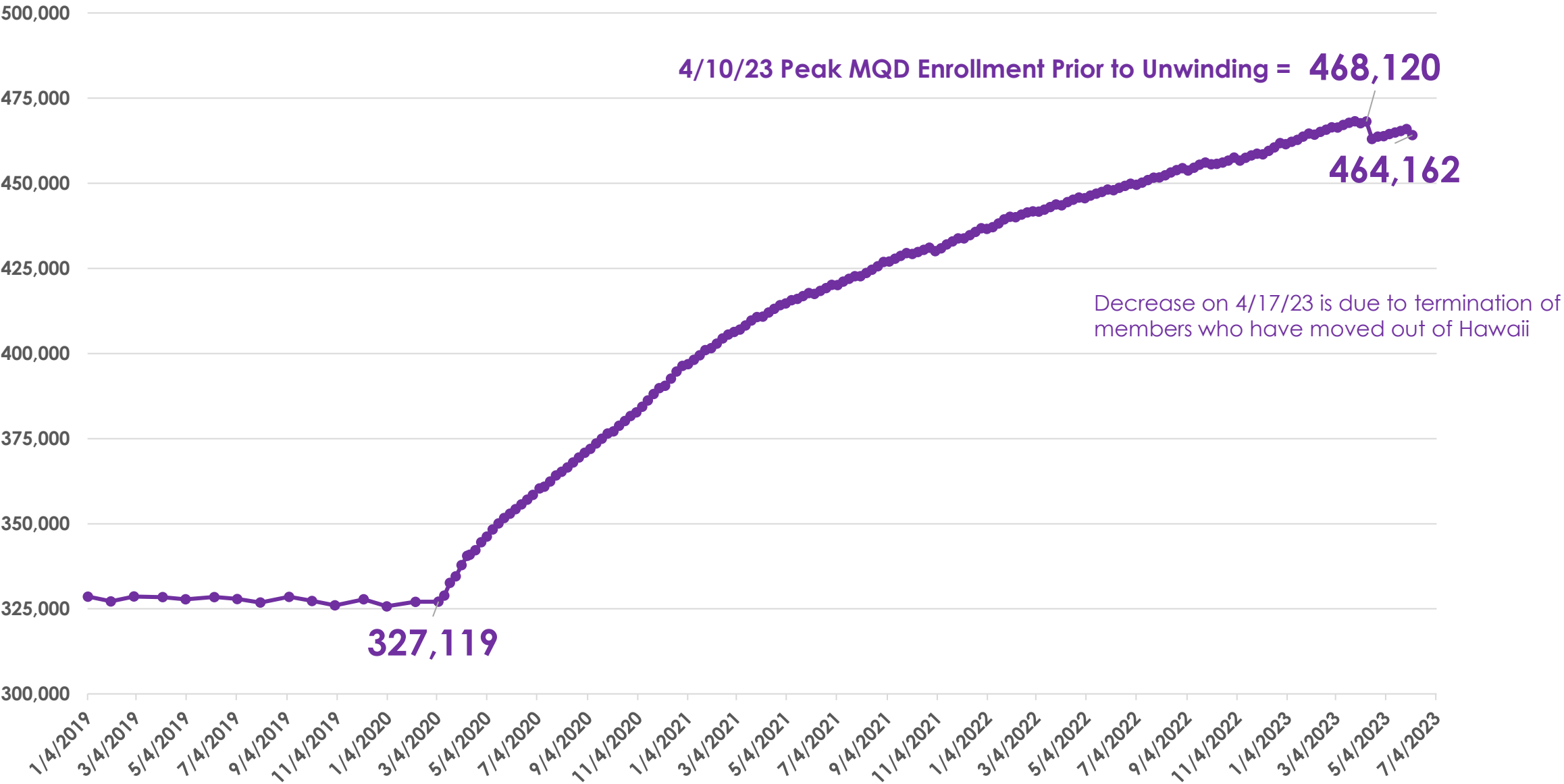
—●— 2019 —●— 2020 —●— 2021 —●— 2022 —●— 2023

Application increase in Nov-Dec (and in Jan 2022-2023) reflects additional application activity due to the Federal Marketplace open enrollment period.

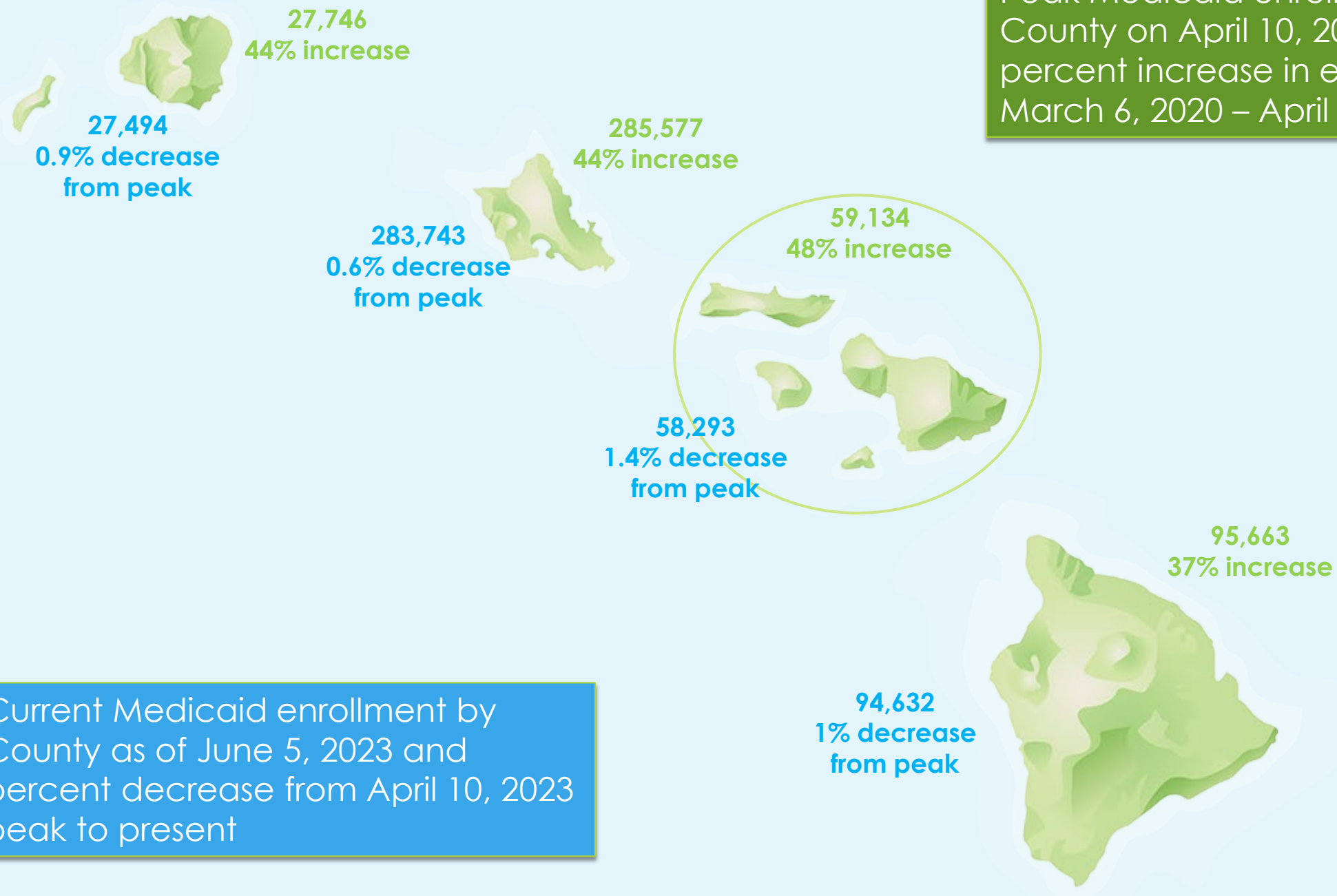
Hawai'i Medicaid Monthly Enrollment: January 2019 to June 5, 2023

141,001 New Enrollments from 3/6/2020 – 4/10/2023 (43% Increase)

3,958 fewer enrollments from 4/10/2023 to 6/5/23 (0.9% Decrease from Peak Enrollment)



Peak Medicaid enrollment by County on April 10, 2023 and percent increase in enrollments from March 6, 2020 – April 10, 2023



Current Medicaid enrollment by County as of June 5, 2023 and percent decrease from April 10, 2023 peak to present

Statistics

From [Bureau of Labor Statistics, United States Department of Labor](#) via [Data Commons](#)

Hawaii United States

Unemployment rate

3.3%

Updated Apr 2023

Total unemployed people

23K

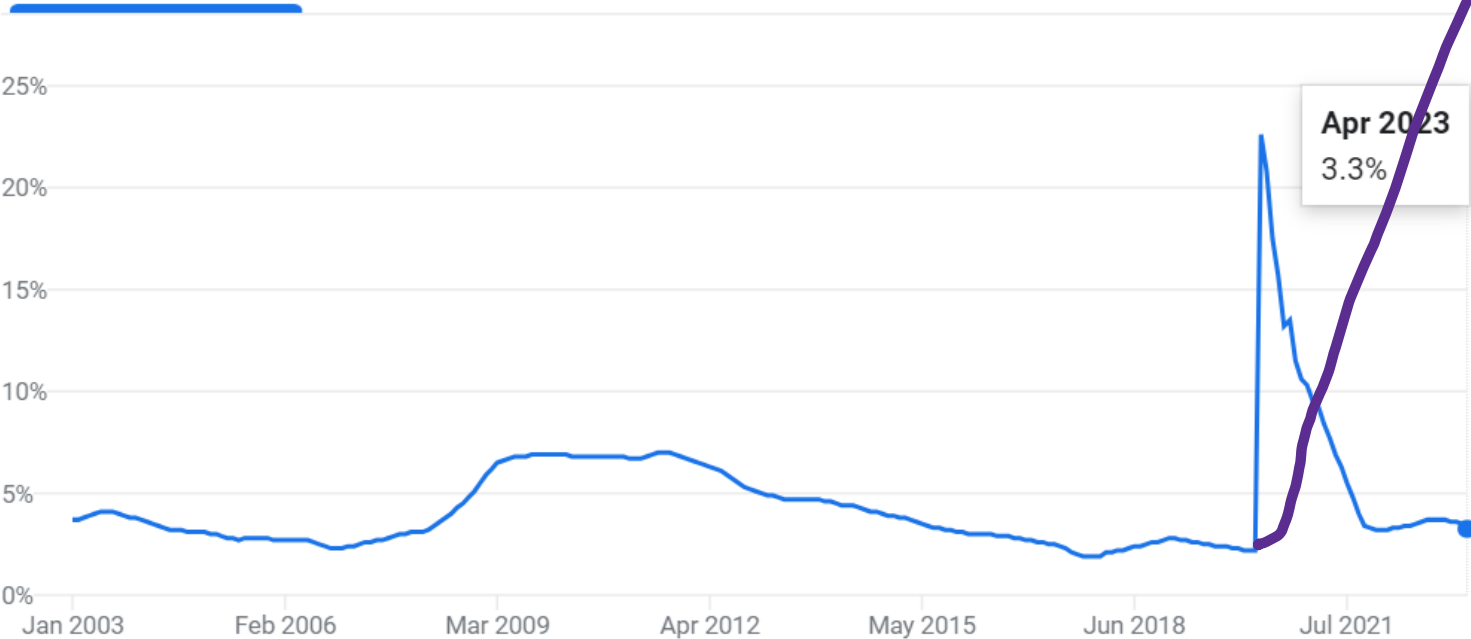
Updated Apr 2023

Unemployment insurance claims

6.6K

Updated May 27, 2023

Unemployment rate Total unemployed people Unemployment insurance claims



Unemployment rate is collected once a month · Numbers are seasonally adjusted

March 2020 = 2.2%

April 2020 = 22.6 %

April 2023 = 3.3%

Many who lost employment during COVID 19 and lost their employer sponsored coverage are likely to be back at work with access to health insurance coverage and may no longer need Medicaid.

QUICK FACTS:

Beginning in April 2023 and continuing until March 2024, the State of Hawai'i's Department of Human Services (DHS) Med-QUEST Division, will begin to review all Medicaid cases.

All Medicaid households received a letter in late March that let them know when their case will be renewed/redetermined. Renewal months will be between May 2023 – April 2024.

Medicaid households will receive a **pink letter** in the mail the month before their renewal month. For example, If Aunty's renewal month is December 2023, she will receive a **pink letter** in November 2023.

We encourage all Medicaid members to take the following steps to prepare for their renewal:

- * If you no longer need QUEST (Medicaid) coverage, call us at 1-800-316-8005, (TTY/TDD 711).**
- * Be sure Med-QUEST has your current mailing address, phone number, email, or other contact information.**

The easiest way to report any changes to your contact information is by calling the number on the back of your Health Plan membership card.

You can also log in to [Medquest.hawaii.gov](https://medquest.hawaii.gov) for ways to reach Med-QUEST directly.

- * Open all mail from Med-QUEST and respond if requested.**



March Letter to all Med-QUEST Member Households



[CASE-FNAME] [CASE-MI] [CASE-LNAME]
[CASE-STR-1]
[CASE-STR-2]
[CASE-CITY] [CASE-ST] [CASE-ZIP]

Important Information About Your Med-QUEST Coverage

Aloha [INSERT CASE FIRST NAME],

Beginning in April 2023 and continuing until March 2024, the State of Hawai'i's Department of Human Services (DHS) Med-QUEST Division, will begin to review all Medicaid cases. This letter is to inform you that you and other Medicaid members in your household are covered through [MONTH], [YEAR]. You will receive a pink letter in the mail in [MONTH-1], [YEAR] when your renewal will begin.

If you no longer need QUEST (Medicaid) coverage, call us at 1-800-316-8005, (TTY/TDD 711).

You can take the following steps to prepare for your renewal:



Update your contact information, if you have changes – Always be sure Med-QUEST has your current mailing address, phone number, email, or other contact information. **The easiest way to report any changes to your contact information is by calling the number on the back of your Health Plan membership card.** You can also log in to medquest.hawaii.gov for ways to reach Med-QUEST directly.



Open and respond to all mail from Med-QUEST – Med-QUEST will mail you a pink letter with details about your Medicaid coverage. This letter will let you know if Med-QUEST was able to renew your Medicaid eligibility or may let you know that Med-QUEST needs additional information from you to renew your Medicaid eligibility.



Complete your renewal form – If Med-QUEST needs more information, you will receive a renewal form in [MONTH-1], [YEAR].

Enclosed you will find the QUEST Member Handbook.

Mahalo and stay well and stay covered!



Med-QUEST Division

Med-QUEST has consolidated all information on the restart of eligibility redeterminations on its website at:

<https://medquest.hawaii.gov/staywell>





STAY WELL STAY COVERED

Stay Well Stay Covered

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months. [Click here for more information...](#)

IMPORTANT! Are you enrolled in Med-QUEST? Has your contact information changed in the past two years? Please update your contact information with us so you can stay enrolled. Call us at 1-800-316-8005 or log in to your account [here](#) to make the change. Mahalo!

E Komo Mai! Welcome to Med-QUEST

Our mission is to empower Hawai'i's residents to improve and sustain wellbeing by developing, promoting and administering innovative and high-quality healthcare programs with aloha. We hope you find the information we have provided helpful.

How to Apply

An easy and convenient way to apply for Medicaid, you will be directed to our new secured Medicaid Online eligibility

Provider Information

Use our provider directory to find a Primary Care Provider or a Specialty Health Care provider by clicking on the

My Benefits

Find out what medical services are provided to children, adults, pregnant women, aged, blind, and disabled

Community Resources

View available resources in the



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- [FAQs](#)
- [Press Release](#)
- [Video](#)
- [Toolkit](#)
- [Letters/Notices](#)
- [Data/Reports](#)

Community FAQ-Infographics

For downloadable FAQs in various languages, please click below links.

English	Chinese - Simplified	Chinese - Traditional	Chuukese	Hawaiian	Ilocano
Japanese	Korean	Kosraean	Marshallese	Pohnpeian	Russian
Samoan	Spanish - Latin America	Tagalog	Thai	Tongan	Ukrainian
Vietnamese	Visayan				



Med-QUEST Division

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

- FAQs
- Press Release
- Video
- Toolkit
- Letters/Notices

For Immediate Release
February 16, 2023

HONOLULU – Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division (MQD) under the Department of Human Services, will begin reaching out to members in March to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

MQD wants to assure people that their Medicaid coverage will remain active until their case is up for renewal. We anticipate that most current members will continue to be eligible for coverage, but for those who may no longer be eligible, our MQD staff will help connect them with affordable coverage on the HealthCare.Gov Marketplace. Or, if Medicaid coverage is no longer needed, please contact us and let us know.

Members will receive a pink letter that contains eligibility renewal information one month prior to their month of renewal. This means that renewal notices will go out as early as April 2023 (for May 2023 renewals) and as late as March 2024 (for April 2024 renewals).

Please note that this notification process will happen over a one-year period. This means that not all Members will receive their pink letters at the same time. A plain white letter will be sent in March to every Med-QUEST household letting them know the month of their scheduled redetermination. The redetermination months will range from May 2023 to April 2024.

In preparation for this renewal period, Med-QUEST asks members to do the following:

- Be sure to update your contact information by logging into your account on Medical.mybenefits.hawaii.gov or by calling the Health Plan number on the back of your insurance card.
- If you no longer need QUEST (Medicaid) coverage, call us at 1-800-316-8005, (TTY/TDD 711) to let us know.
- Starting in April, be on the lookout for a pink envelope with a pink letter that will provide instructions on eligibility renewals. This pink letter may require a response in order to maintain health coverage. Be sure to read the letter and follow all instructions, if applicable.
- If you need coverage but no longer qualify for Med-QUEST, please check with your employer to see if you are eligible for health insurance coverage.
- If you are not eligible for health insurance through your employer, please visit the Health Insurance Marketplace at [HealthCare.Gov](#) or by calling 1-800-318-2596 to make sure you stay well and stay covered!

“We emphasize to members that it is very important to update their contact information with their health plan and encourage them to respond to all Med-QUEST/Medicaid communication in a timely manner to ensure continuous coverage,” said Judy Mohr Peterson, Medicaid Director, and Med-QUEST Administrator.

Before mailing a renewal notice, Med-QUEST first seeks to renew its members eligibility using available and approved data. Only if MQD cannot renew a member’s coverage using these data sources, will the member be asked to provide additional information listed within the pink letter. For those members whose cases MQD can renew without needing additional information, the pink notice will contain a confirmation of renewed coverage and no further action will be needed at that time.

To access the Frequently Asked Questions document, [click here](#).

Media Contact:

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

- FAQs
- Press Release
- Video
- Toolkit
- Letters/Notices

PSA: Quest Update Information

Call the phone number on the back of your health insurance card to update your information today.





Forms

View frequently asked questions →

FAQs

General frequently asked questions →

KOLEA

Visit the KOLEA website for information on applying →



Department of Human Services
Med-QUEST Division

CONTACT US

WEBSITE

- Accessibility
- Terms of Use
- Privacy Policy
- Nondiscrimination Policy
- Report Website Problems
- Archive Site

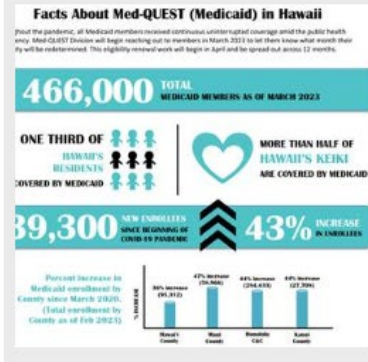
ABOUT MED-QUEST

- About Us
- Contact Us
- News & Updates
- Report Fraud, Waste, & Abuse

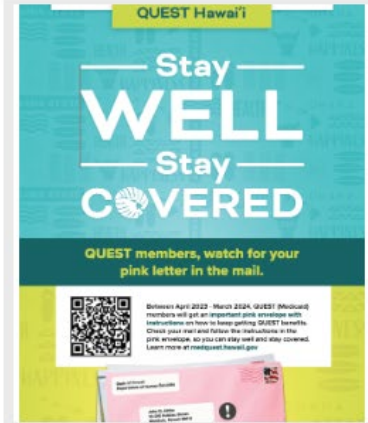
STATE OF HAWAII

- Hawaii.gov
- Human Services
- Statewide Search





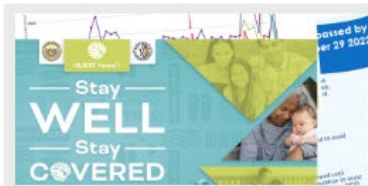
Community FAQ Infographics



Poster



Brochure



00-Presentation slide deck for MedQUEST Restart of Medicaid Renewals



01-PSA Update Information Video (Click to download Video) For immediate use



02-Campaign Banner (Right Click to Download) For immediate use



03-Social-Media-Mailbox (Right Click to Download) For immediate use



04-Social-Media-Phone (Right Click to Download) For immediate use



05-Social-Media-Computer (Right Click to Download) For immediate use

QUEST (Medicaid) Members: Have you moved in the past three years? Don't miss out on receiving important information regarding your benefits. Call the

If you have QUEST (Medicaid), has your contact information changed in the past three years? Call the number on the back of your health insurance card to

It's time to update your contact information for QUEST (Medicaid). Updating your address, phone number and email will ensure you continue to receive





STAY WELL STAY COVERED

Facts About Med-QUEST (Medicaid) in Hawaii

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

466,000 TOTAL
MEDICAID MEMBERS AS OF MARCH 2023

ONE THIRD OF
HAWAII'S
RESIDENTS
ARE COVERED BY MEDICAID



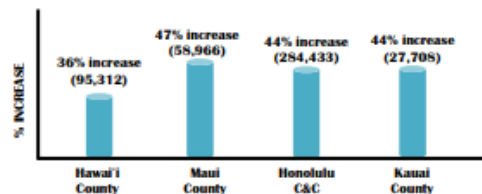
MORE THAN HALF OF
HAWAII'S KEIKI
ARE COVERED BY MEDICAID

139,300 NEW ENROLLEES
SINCE BEGINNING OF
COVID-19 PANDEMIC

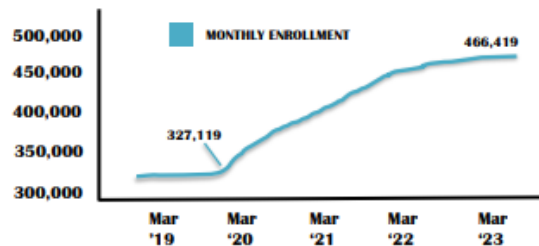


43% INCREASE
IN ENROLLEES

Percent increase in
Medicaid enrollment by
County since March 2020.
(Total enrollment by
County as of Feb 2023)



Hawaii Medicaid
Monthly Enrollment:
March 2019 to
March 2023.



STAY WELL STAY COVERED

Beginning in April 2023 and continuing until March 2024, the State Department of Human Services Med-QUEST Division will begin to review all Medicaid cases.

IMPORTANT DATES



March 2023

Informational letters will be mailed to all member households informing them of the month of their scheduled redetermination.

April 2023 – March 2024

Renewal instructions will be mailed to members in pink envelopes one month prior to the member's renewal date.

HERE'S HOW YOU CAN HELP YOUR CONSTITUENTS:

Go to <https://medquest.hawaii.gov/> to check out the [DHS Med-QUEST Toolkit](#). There you can find free tools like:

- Social media posts and captions to share on your social media platforms.
- Email newsletter templates to use to email information to your constituents.
- A short 15-second Public Service Announcement video to share.

HERE'S HOW MEMBERS CAN PREPARE FOR THEIR RENEWAL:



Be sure Med-QUEST has the member's current phone number, mailing address, email or other contact information by calling the phone number on the back of their health insurance card.



Be on the lookout for a pink envelope mailed by Med-QUEST that will contain details about the member's Medicaid coverage and eligibility. This letter will let members know if Med-QUEST was able to renew their Medicaid eligibility or if additional information is needed.

If a member no longer needs QUEST (Medicaid) coverage, call 1-800-316-8005 (TTY/TDD 711).



Med-QUEST Division



03-Social-Media-Mailbox (Right Click to Download)
For immediate use

QUEST (Medicaid) Members: Have you moved in the past three years? Don't miss out on receiving important information regarding your benefits. Call the number on the back of your health insurance card to update your address, phone number, and email today. #medicaid #medquest #staywell #staycovered #healthyhawaii



04-Social-Media-Phone (Right Click to Download)
For immediate use

If you have QUEST (Medicaid), has your contact information changed in the past three years? Call the number on the back of your health insurance card to update your contact information today. #medicaid #medquest #staywell #staycovered #healthyhawaii



05-Social-Media-Computer (Right Click to Download)
For immediate use

It's time to update your contact information for QUEST (Medicaid). Updating your address, phone number and email will ensure you continue to receive important benefits information. Contact your health plan to update your information today. #medicaid #medquest #staywell #staycovered #healthyhawaii





06-Social-Media-Pink-Letter (Right Click to Download - Do not use until April 1, 2023)

Caption Option #1:

QUEST (Medicaid) members, look for a pink envelope to arrive in your mailboxes within the next year. Stay well and stay covered by following the instructions in the pink envelope for QUEST eligibility renewals. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #2:

Starting in April 2023 and continuing through next year, QUEST (Medicaid) members in Hawaii will be receiving a pink letter inside a pink envelope from the Department of Human Services. This pink letter will provide members with instructions on eligibility renewals. If you have family who are QUEST members, please be on the lookout for their pink letter and help them stay well and stay covered. #medicaid #medquest #staywell #staycovered #healthyhawaii



07-Social-Media-Other-Options (Right Click to Download - Do not use until April 1, 2023)

Caption Option #1:

If you need health coverage, but no longer qualify for QUEST (Medicaid), visit the Health Insurance Marketplace at www.HealthCare.Gov or call 1-800-318-2596. There are many options with affordable rates available for those seeking to stay well and stay covered. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #2:

No longer qualifying for QUEST (Medicaid) shouldn't be stressful. Visit the Health Insurance Marketplace at www.HealthCare.Gov or call 1-800-318-2596 to find out what your options are for saying well and staying covered. #medicaid #medquest #staywell #staycovered #healthyhawaii



08-Social-Media-You-Good (Right Click to Download - Do not use until April 1, 2023)

Caption Option #1:

If you no longer need QUEST (Medicaid) because you have coverage from an employer or another source, please let us know by calling 1-800-316-8005. Letting us know now allows us to help other members to stay well and stay covered in the future. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #2:

Please call the Department of Human Services at 1-800-316-8005 if you no longer need coverage from QUEST (Medicaid). Help us help other eligible members who need to stay well and stay covered. #medicaid #medquest #staywell #staycovered #healthyhawaii



Med-QUEST Division

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

FAQs Press Release Video Toolkit **Letters/Notices** Data/Reports

March Newsletter Template - Constituents

March Letter:

Important Information about your Med-QUEST Coverage (Please click on your preferred language below)

English
Chinese - Simplified
Chinese - Traditional
Chuukese
Ilokano
Hawaiian
Japanese
Korean
Kosraean
Marshallese
Pohnpeian
Russian
Samoan
Spanish
Tagalog
Thai
Tongan
Ukrainian
Vietnamese

DHS Forms 1100B-2 (Medical Eligibility Renewal Form)

English
Chinese - Simplified
Chinese - Traditional
Chuukese
Ilokano
Hawaiian
Japanese
Korean
Kosraean
Marshallese
Pohnpeian
Russian
Samoan
Spanish
Tagalog
Thai
Tongan
Ukrainian
Vietnamese



Sample of how partners are sharing the message

Latest Blog Posts

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MEDICAID CONTINUOUS ENROLLMENT ENDS MARCH 31, 2023

Medicaid continuous enrollment will unwind due to the end of the COVID-19 Public Health Emergency on May 11, 2023. The Hawaii Department of Human Services, Med-QUEST Division will mail letters to Medicaid members beginning this March, letting them know which month their eligibility will be re-determined. The eligibility renewal process will begin in April and [...]

<https://www.hawaiiiship.org/turning-65-want-to-learn-about-your-medicare-options/>



MEDICARE RESOURCES FOR INDIVIDUALS WHO IDENTIFY AS LGBTQ

The National SHIP and SMP Networks along with SAGE and Justice in Aging have published 2 resources on Medicare and Medicaid for transgender older adults and



TURNING 65 & WANT TO LEARN ABOUT YOUR MEDICARE OPTIONS?

Turning 65 and planning to retire? Or do you plan to continue working? This presentation illustrates your Medicare options! Learn about the Initial Enrollment Period to avoid late enrollment penalties that would increase your monthly premium. Learn about your Medicare options through Medicare Parts A, B, C & D and Medigaps. Learn how Medicare works [...]

[Request Medicare Handbook](#)

Sample of how partners are sharing the message



KŌKUA MAU
Continuous Care

A Movement to Improve Care

March Kōkua Mau 2023 eNewsletter

Thank you to all of our amazing health care professionals and your incredible contributions to caring for our community



Aloha Meredith,

March is Social Work month and we would like to **honor the amazing social workers** that help care for those with serious illness. Thank you.

For those who missed it, CAPC has a **toolkit for social workers** that is [free to download](#).

Upcoming: **March 15 is Palliative Pupus** and at the March 23 Kōkua Mau meeting, we be talking about **Community Health Workers** and how they can help with serious illness care as well as an update from Chaminade's nursing palliative care initiatives. Please note the March 23 meeting will be the **4th Thursday** of the month.

There is a lot going on right now with programs ramping up as we enter a new stage in the pandemic. Remember to share events and resources so we can include them in the newsletter.

Love and compassion are necessities, not luxuries. Without them, humanity cannot survive - His Holiness the Dalai Lama

Coming Med-Quest changes

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division (MQD) will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. This eligibility renewal work will begin in April and be spread out across 12 months. To learn more and to help your clients and patients who currently receive Medicaid benefits, here are some useful resources:

Here is link to the MedQuest press release <https://humanservices.hawaii.gov/blog/med-quest-stay-well-stay-covered-outreach-supports-seamless-member-renewal/>

Here is a link to the Frequently Asked Questions <https://humanservices.hawaii.gov/blog/med-quest-stay-well-stay-covered-frequently-asked-questions-fags/>

Link to the MQD home page: <https://medquest.hawaii.gov/>



Med-QUEST Division

Sample of how partners are sharing the message



QUEST Medicaid Members

April 2023-March 2024

1. Look for a pink envelope with a pink renewal form in the mail.
2. Complete and return the renewal form to Med-QUEST.

This project is supported by the Center for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$270,347 with 100 percent funded by CMS/HHS. The contents are those of the author and do not necessarily represent the official views of, nor an endorsement, by CMS/HHS, or the U.S. Government.



퀘스트 메디케이드 회원

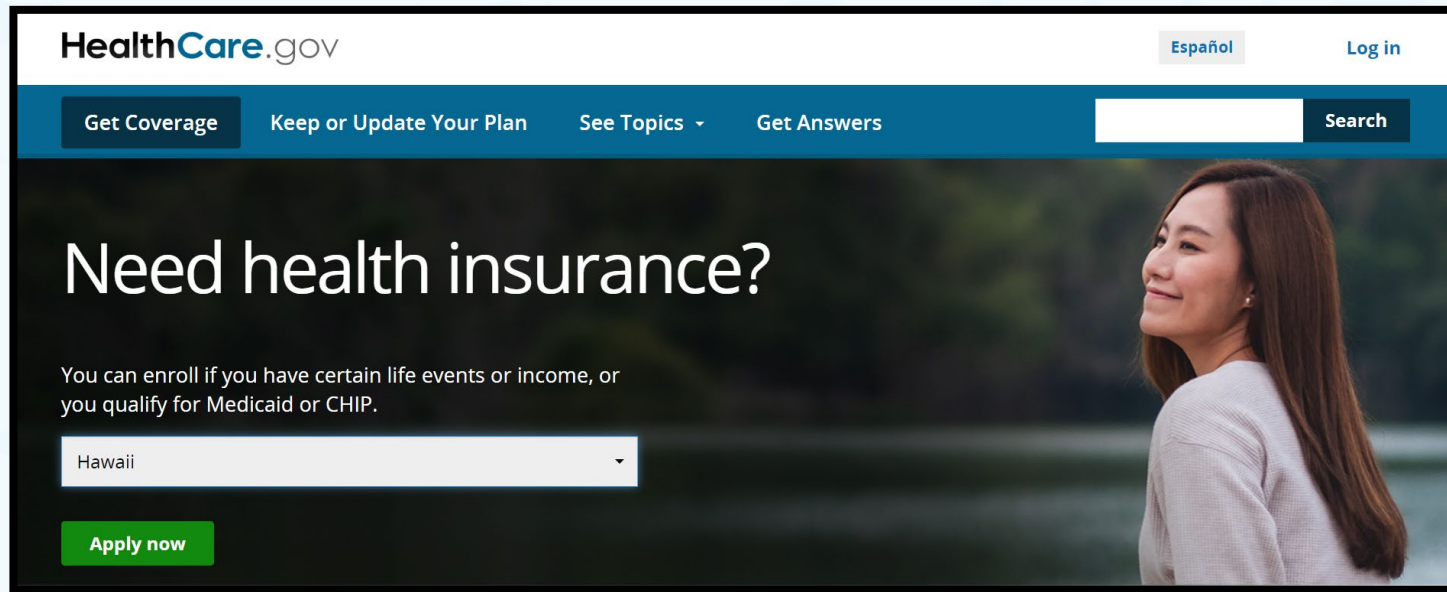
2023년 4월 - 2024년 3월

1. 핑크 봉투 우편물에 든 갱신 양식을 잘 살펴보세요.
2. 갱신 양식을 꼼꼼하게 작성하여 메드-퀘스트로 보내주세요.

This project is supported by the Center for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$270,347 with 100 percent funded by CMS/HHS. The contents are those of the author and do not necessarily represent the official views of, nor an endorsement, by CMS/HHS, or the U.S. Government.



What if someone is no longer eligible for Med-QUEST and does not have access to employer sponsored coverage?



The HealthCare.Gov Marketplace has created a Special Enrollment Period

- People can avoid any gap in coverage by applying up to 60 days before or 60 days after loss of Medicaid coverage
- Marketplace plans are:
 - **Affordable.** 4 out of 5 enrollees can find plans that cost less than \$10 a month.
 - **Comprehensive.** All plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more.
- Visit [HealthCare.gov](https://www.healthcare.gov) or call the Marketplace Call Center at 1-800-318-2596 to get details about coverage



A photograph of a lush field of taro plants. The plants feature large, vibrant green, heart-shaped leaves with prominent veins. The leaves are densely packed, creating a thick canopy. In the background, some dark, vertical stalks and a small patch of water are visible. The word "Mahalo!" is written in a large, white, sans-serif font across the middle of the image.

Mahalo!