QUEST Hawai'i

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

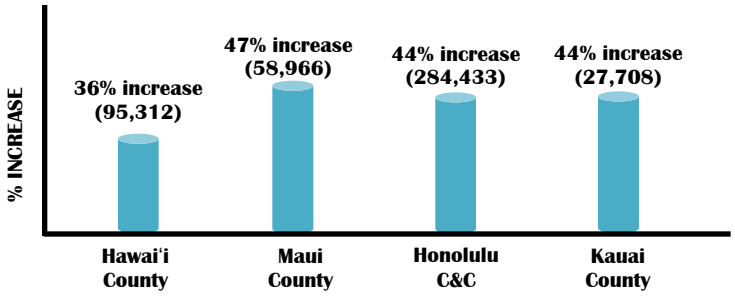
ONE THIRD OF HAWAII'S RESIDENTS ARE COVERED BY MEDICAID

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

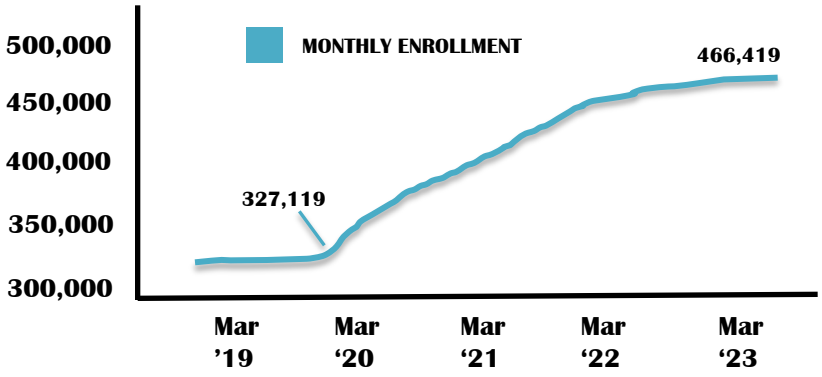
139,300 NEW ENROLLEES SINCE BEGINNING OF COVID-19 PANDEMIC

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.



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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).

Frequently Asked Questions For Your Constituents

1. What is the public health emergency and how did it affect members?
At the beginning of the COVID-19 pandemic, the federal government declared a public health emergency (PHE). During the PHE, Medicaid agencies like QUEST (Hawai`i's Medicaid program) did not disenroll members, even if someone's eligibility changed. In December 2022, Congress passed legislation which decoupled the Medicaid continuous coverage requirement from the COVID-19 PHE and instead directed that the continuous coverage requirement would end on March 31, 2023, regardless of the PHE dates.

2. What can members expect when the renewal process begins in April 2023?
The notification process will happen over a one-year period starting in April 2023 and ending in March 2024. Because of the sheer number of current members, over 465,000+ to date, member renewals have been divided evenly across the 12-month period.

3. What can members do to prepare for renewal?
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 QUEST (Medicaid), 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!

4. When and how will members receive renewal notification?
One month prior to their month of renewal, members will be mailed a pink envelope with a pink letter that will contain eligibility instructions. Starting in April, we will begin reviewing cases with a May renewal date. If those members with May renewal dates are no longer eligible, their coverage may end as early as June 1, 2023.

5. Can member households renew at the same time, or will they receive separate renewal letters?
With very few exceptions, Med-QUEST will renew an entire household at the same time.

6. Can members continue with the same health plan when they renew?
In most cases, yes, unless members have moved, and their current health plan is not available in their new location.

7. If it is determined that a member is no longer eligible for QUEST (Medicaid), what happens?
A member who is no longer eligible, will receive:

- Notice of when their enrollment will end,
- Information on how to appeal that decision if they believe the disenrollment was in error, and
- Information about other health care coverage options available from HealthCare.gov

8. If a member is no longer eligible for QUEST (Medicaid), where can they find health care coverage?

- If you need coverage but no longer qualify for QUEST (Medicaid), please check with your employer to see if you are eligible for health insurance coverage.
- If you are not eligible for employer sponsored coverage, visit the Health Insurance Marketplace at HealthCare.Gov or call 1-800-318-2596.
- If you need additional assistance navigating the Health Insurance Marketplace, Med-QUEST's Health Care Outreach Branch as well as its community partner organizations (listed at medicaid.hawaii.gov/gethelp) can assist with this transition. QUEST (Medicaid) Health Plans may also assist their exiting members with the transition from QUEST (Medicaid) to the Marketplace.
- Veterans may also find more health care resources at VA Pacific Islands Health Care.

9. What is being done to reach members?
We have already started a mass media campaign, including ads in movie theaters. Television and radio public service announcements will follow. We will utilize earned media opportunities and inclusion in community partner and legislative constituent communications. In addition, we intend to reach out to each QUEST (Medicaid) member with a plain white letter in March to inform them of the process and let them know which month their case will be up for renewal.

10. How will you reach those who may not have access to the internet or those in rural areas?
Our STAY WELL STAY COVERED communications campaign will include messaging via printed and out-of-house channels, such as newspapers and banners. The renewal notification will be mailed, so members without internet access will still be able to receive the information.

Med-QUEST has a Communications Toolkit available to help communicate with constituents.
Please click here for access to the Toolkit.