



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Health Analytics Office
P.O. Box 700190
Kapolei, Hawaii 96709-0190

July 23, 2021

MEMO NO.


QI-2117

FFS 21-07

CCS-2107

MEMORANDUM

TO: QUEST Integration Health Plans
Fee-For-Service Providers
Community Care Services Health Plan

FROM: for Judy Mohr Peterson, PhD 
Med-QUEST Division Administrator

SUBJECT: MANDATORY PICKUP/DROPOFF LOCATIONS FOR NON-EMERGENCY
TRANSPORTATION

The purpose of this memorandum is to inform the Health Plans that effective October 1, 2021, Med-QUEST will begin requiring the Pickup and Dropoff locations listed for Non-Emergency Medical Transportation (NEMT) providers (Provider Type 28). This change is applicable to CMS-1500 NEMT encounters only.

Med-QUEST is requiring the N301 and N401 segments in Loop 2310E and Loop 2310F be submitted on all 837P encounters for Provider Type 28.

The addresses listed in the N301 and N401 segments in Loop 2310E and Loop 2310F must not contain a P.O. Box address.

The following fields in Loop 2310E and 2310F shall remain optional for submission:

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- N302
- N402
- N403

If encounters do not contain any information in the N301 and N401 segments in Loop 2310E and Loop 2310F of the 837P file for NEMT encounters, Med-QUEST's encounter process will pend the encounter back to the health plan. The edits associated with this pend will be:

- H140: Pickup Info Missing
- H141: Dropoff Info Missing

An example of a correct submission in the 2300 loop for an NEMT encounter as well as the affected 837P elements are in the attachment below.

Med-QUEST will notify Health Plans when we are in the testing phase of this change.

Should you have any questions, please contact Kate Allen at sallen@dhs.hawaii.gov

Attachment