

DAVID Y. IGE
GOVERNOR



CATHY BETTS
DIRECTOR

JOSEPH CAMPOS II
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES


Med-QUEST Division
Health Care Services Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

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MEMO NO.
QI-2121

MEMORANDUM

TO: QUEST INTEGRATION Health Plans

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

SUBJECT: REQUIREMENT FOR PROVIDERS TO REGISTER WITH HOKU

The purpose of this memorandum is to inform Health Plans of a requirement that all providers who provide services to Hawaii Medicaid members must register with Hawaii's Online Kahu Utility (HOKU), the web-based provider management system that Med-QUEST Division (MQD) launched in August 2020. Ultimately, the provider must be enrolled as a Medicaid provider using HOKU.

Background Information

On August 3, 2020, MQD launched HOKU, a new web-based system that allows providers to enroll, update, and make changes to their information quickly and easily online. At the time of launch, MQD encouraged all Medicaid providers to register in HOKU to initiate each provider into HOKU. For providers who did not wish to go online and register using HOKU directly, an updated paper-based Form 1139 was made available. Filling out and turning in the Form 1139 will trigger the MQD staff to input this information into HOKU for the provider, though using the Form 1139 is a longer process.

Refer to memorandums QI-2006, QI-2006A, and QI-2006B for more information about the HOKU launch.

MQD sent provider-specific application IDs to providers in waves based on provider type from August through December 2020. In addition, MQD requested the Health Plans to conduct outreach to providers to encourage registration in HOKU.¹ Despite substantial efforts, a significant number of providers have not registered in HOKU. This memo issues requirements and deadlines related to provider registration in the HOKU system.

Health Plans shall ensure existing and new providers for Hawaii Medicaid Members are registered with HOKU through the following methods:

Contract Renewals

Health Plans should ensure that existing providers who renew their contracts to serve Hawaii Medicaid members have registered with HOKU prior to contract renewal. The Health Plan shall make registration with HOKU a requirement for providers to renew their contracts to serve Medicaid members and shall not renew provider contracts until confirming that provider has registered with HOKU.

MQD will provide Health Plans with the HOKU Provider Registration Special Feed described in this memo to verify providers' HOKU registration status.

Requirement for New Medicaid providers to register with HOKU

All new Medicaid providers are required to register with HOKU prior to signing contracts with any of the Health Plans.

Should a provider request to contract with one of the Health Plans, the Health Plan will confirm that the provider is registered with HOKU by checking the MQD HOKU Provider Registration Special Feed described in this memo.

Once a provider is confirmed to have registered with HOKU, the Health Plan may move forward with contracting with that provider.

MQD encourages Health Plans to direct providers to the HOKU registration process by any means necessary, including, but not limited to:

- Adding a link to HOKU to the Health Plan's website;
- Including information about HOKU in provider communications; and
- Adding HOKU registration as a requirement to the contracting process

Requirement for Existing Providers to Register with HOKU

All existing Medicaid providers must register with HOKU in order to remain Medicaid providers. A provider may be in a different stage of contracting for each health plans. To ensure providers

¹If a provider reports not receiving a provider-specific application ID that MQD sent in 2020, the Health Plan shall encourage the provider to register with HOKU as a new applicant.

not in an active contract renewal process register with HOKU in a timely fashion, MQD is instituting deadlines for current providers to register with HOKU based on their Provider Type, a field provided to the Health Plans using the Provider Master Registry (PMR) file as well as the HOKU Provider Registration Special Feed described below.

The deadlines to register with HOKU will be tiered by Provider Type and PMR Enrollment Status.

The following deadlines apply to providers who currently appear in the PMR with “Pending” statuses². Providers with other statuses in the PMR will be addressed in the near future.

Tier	Provider Types	Deadline
1	03 – PHARMACY 04 – LABORATORY 09 – CERTIFIED NURSE-MIDWIFE 10 – PODIATRIST 19 – REGISTERED NURSE PRACTITIONER 31 – DO-PHYSICIAN OSTEOPATH 28 – NON-EMERGENCY TRANSPORTATION PROVIDERS 51 – BEHAVIORAL/MENTAL HEALTH COUNSELOR 63 – DRUG AND ALCOHOL REHAB 69 – OPTOMETRIST 86 – CERTIFIED MARRIAGE/FAMILY THERAPIST (CMFT) 90 – QMB ONLY PROVIDER	December 31, 2021
2	08 – MD-PHYSICIAN 02 – HOSPITAL	March 31, 2022
3	11 – PSYCHOLOGIST 12 – CERTIFIED REGISTERED NURSE ANESTHETIST 13 – OCCUPATIONAL THERAPIST 14 – PHYSICAL THERAPIST 18 – PHYSICIANS ASSISTANT 30 – DME SUPPLIER 34 – CASE MANAGEMENT SERVICES 36 – ASSISTED LIVING HOME/HCBS 43 – AMBULATORY SURGICAL CENTER 47 – REGISTERED DIETICIAN 75 – MHS SOCIAL WORKER	June 30, 2022

² Pending statuses fall in “08 – Pending – Awaiting Enrollment Fee”, “09 – Pending NPI Missing”, “10 – Pending – Address Missing”, “11 – Pending – Reimbursement type Missing”, “12 – Pending – License/Certification Missing”, “13 – Pending – Category of Service Missing”, “14 – Pending – Specialty Missing”, “15 – Pending – Rate Schedule Missing”, “16 – Pending – Affiliation Missing”, “17 – Pending – Non Cat Deduction Missing”, “18 – Pending – Tax ID Ownership Invalid”, “19 – Pending – Owner/PR IDs Do not Match”, “20 – Pending – Not Owner/PR IDs Do not match”, “21 – Pending – Provider Contract Missing”, and “22 – Pending – Service Address Pay Location Blank”

	95 – INTERPETER SERVICES A7 – RESPITE BC – BOARD CERTIFIED BEHAVIOR ANALYST C1 – ACCUPUNCTURIST	
4	01 – GROUP PAYMENT ID 05 – CLINIC 06 – EMERGENCY GROUND TRANSPORTATION 07 – DENTIST 15 – SPEECH/HEARING THERAPIST 16 – CHIROPRACTOR 23 – HOME HEALTH AGENCY 24 – PERSONAL CARE ATTENDANT 27 – ADULT DAY HEALTH 41 – DIALYSIS CLINIC 42 – HOSPITAL AFFILIATED CLINIC 46 – NURSE (PRIVATE-RN/LPN) 48 – NUTRITIONIST 49 – ASSISTED LIVING CENTER – UNITS ONLY 55 – HOTELS 62 – AUDIOLOGIST 64 – DETOX CENTER 70 – HOME DELIVERED MEALS 78 – MENTAL HEALTH RESIDENTIAL TREATMENT CENTER 79 – VISION CENTER C2 – FEDERALLY QUALIFIED HEALTH CENTER (FQHC) D1 – DENTIST – ENDODONTIST D2 – DENTIST – PEDODONTIST H1 – DD/ID S1 – SPECIALIZED SERVICES Z1 – OUT OF STATE	September 30, 2022

Should a provider fail to meet the specified deadline, payments for all services rendered after the deadline will be suspended for that provider. Suspended payments shall be withheld from the provider until MQD confirms that HOKU registration is completed.

Health Plans may request exceptions on a case-by-case basis for the rare instances for a provider who is vital to Medicaid operations, and whose loss would constitute a grave negative impact to provider availability, is unable to register by the specified deadline.

HOKU Provider Registration Special Feed

Beginning July 2021, and at least until September 2022, MQD will share a HOKU Provider Registration Special Feed with Health Plans with an updated listing of providers who need to register with HOKU. MQD will share the Special Feed with Health Plans on a routine basis,

based on an agreed upon schedule. The Special Feed will allow Health Plans to actively monitor updated information on which providers have registered with HOKU and target their outreach efforts towards providers who have not registered.

Health Plans shall provide information to MQD on providers in the HOKU Provider Registration Special Feed who are no longer active.

HOKU Registration Definition

For the purposes of this memo, HOKU Registration is defined as HOKU Status in one of two statuses:

- “In Review”: this HOKU Status denotes the provider has submitted a registration to MQD for review
- “Approved”: this HOKU Status denotes the provider has submitted a registration to MQD which was reviewed and approved

HOKU Registration Resources & Training

HOKU training opportunities are available on-line through instructional slides and videos. A list of all HOKU opportunities can be found on the HOKU webpage under the ‘Training’ tab: medquest.hawaii.gov/HOKU.

Should a provider require additional assistance with their HOKU application they may contact the HOKU Provider Hotline Monday through Friday during standard business hours, 7:45am-4:30pm HST at (808) 692-8099 or email HCSBInquiries@dhs.hawaii.gov.

Please continue to visit the HOKU webpage for the most recent news and updates: medquest.hawaii.gov/HOKU. Here the Health Plan shall find a direct link to the HOKU on-line system.

Please contact Ms. KelliAnn Komatsu via e-mail at kkomatsu@dhs.hawaii.gov should you have any questions.