

Med-QUEST Healthcare Advisory Committee

June 21, 2023



Med-QUEST, DHS

Med-QUEST Healthcare Advisory Committee Agenda: June 21, 2023

I. Welcome/Call to Order

II. Introductions/Roll Call

III. Review of meeting participation guidelines and process

IV. Med-QUEST Updates - Presentations on current Med-QUEST program activities

- a. Stay Well Stay Covered (Restart of Renewals)
- b. 1115 Demonstration Renewal Process
- c. Legislative/Budget updates
- d. Other updates
- e. Public Comment

V. State Plan Amendment Presentations and Discussions

- a. State Plan Amendment: Approvals & Updates - Status of State Plan Amendments previously reviewed by MHAC
- b. State Plan Amendments: New - State Plan Amendments currently being submitted for CMS approval.
 - i. SPA 23-0007 Medicaid Application (DHS 1100 “Application For Health Coverage & Help Paying Costs”)
 - ii. SPA 23-0006 Extended Services (post partum care coverage) – 60 day period to 12 months
- c. State Plan Amendments: Coming Soon – State Plan Amendments Med-QUEST for future review.
- d. Public Comment

VI. Next Meeting: Wednesday, August 16, 2023 (Will include Annual Public Forum)

VII. Adjourn

IV. MQD UPDATES

Stay Well Stay Covered (Restart of Renewals)

1115 Demonstration Waiver renewal

Legislative/Budget updates

Public Comment



IV. MQD Update: Stay Well Stay Covered

- Update on the numbers
- Stay Well, Stay Covered
- Update on restarting renewals
- Renewal Forms: Human-centered design





QUEST Hawai'i



— Stay — WELL — Stay — COVERED

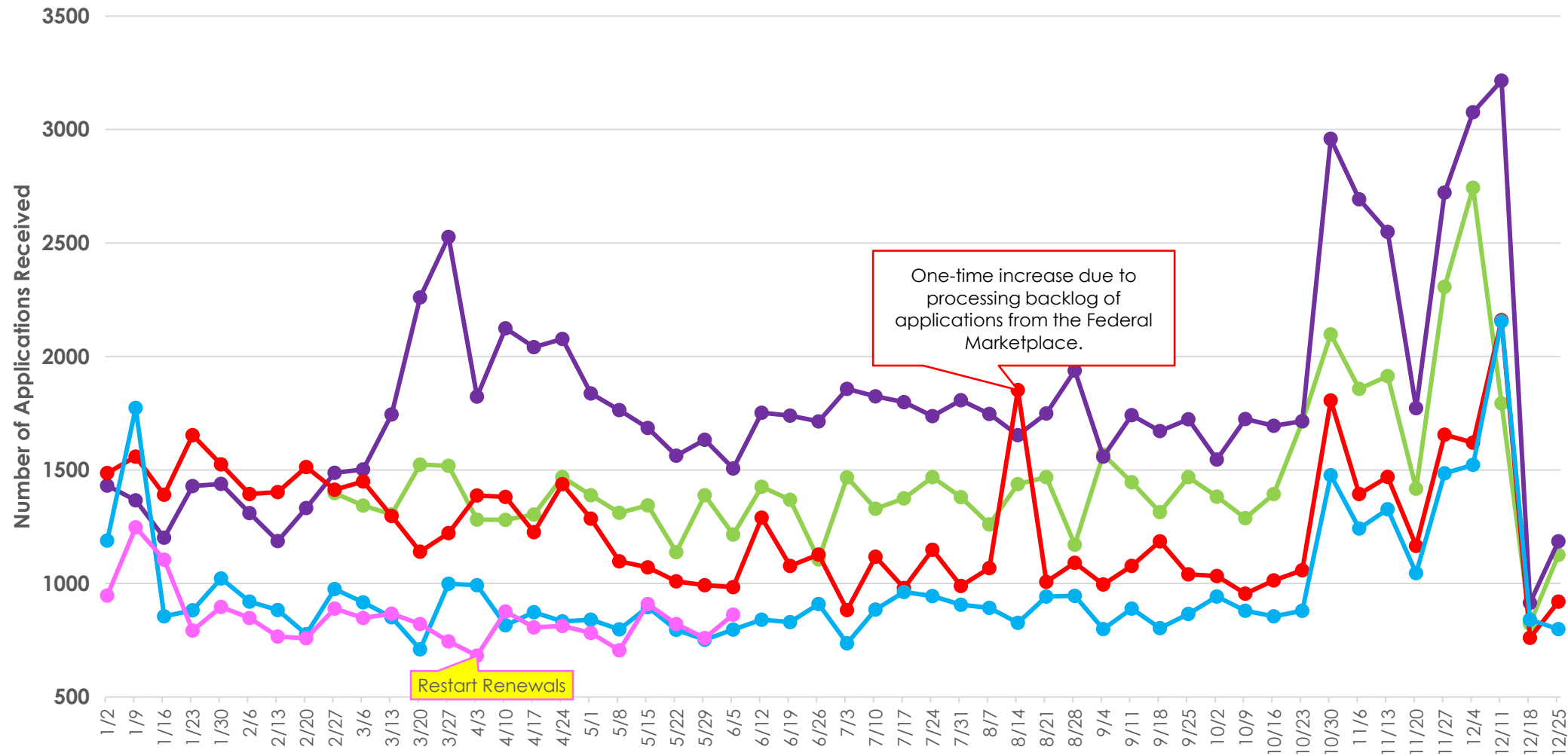
Med-QUEST Restart of Medicaid Renewals



Hawai'i Medicaid Applications Received:

March 2020 to March 2023 MQD Received 209,251 Applications

As of April 2023-June 10, 2023 MQD has received 8,020 Applications



Week Beginning Based on 2022 Date and Corresponding Weeks From Previous and Subsequent Years

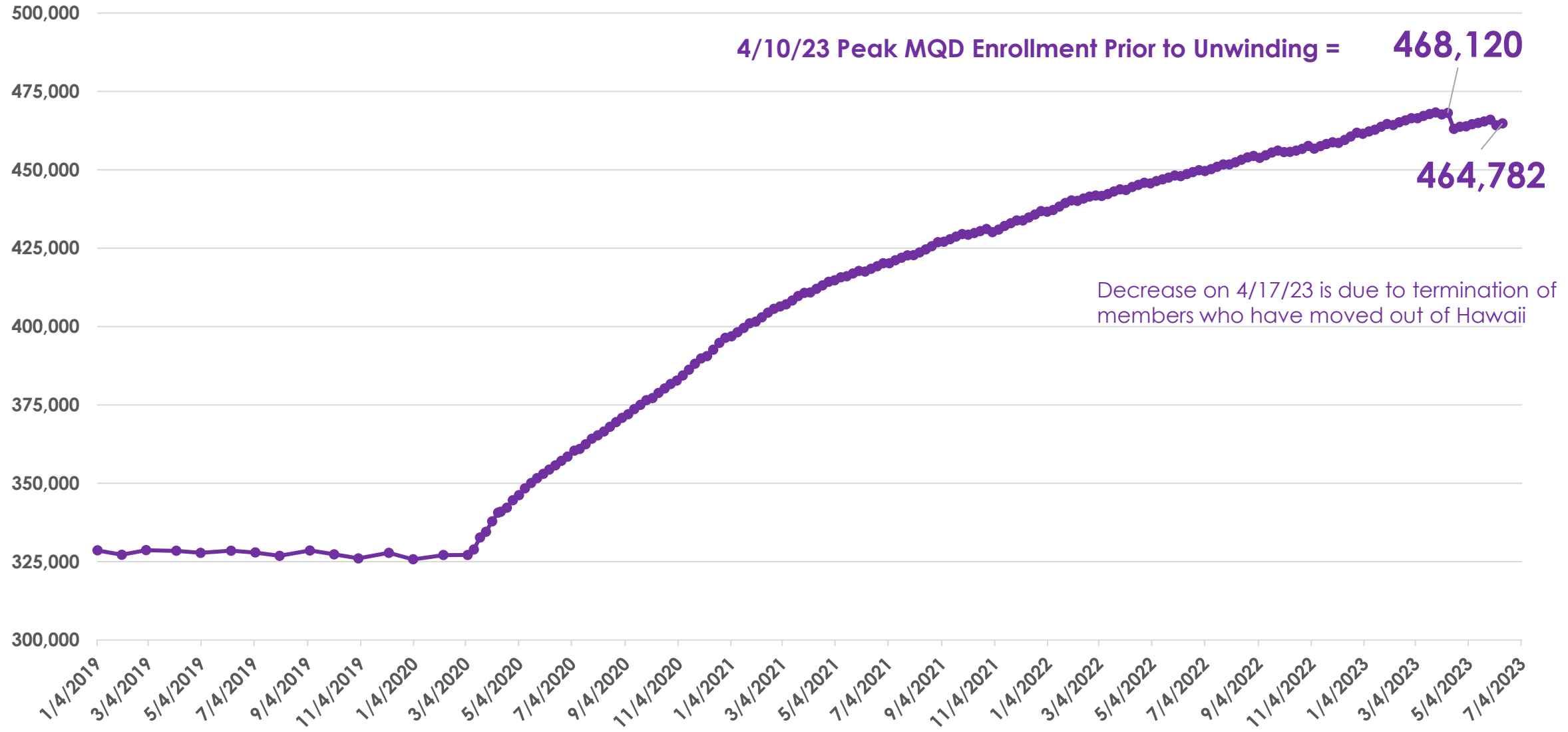
2019 2020 2021 2022 2023

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 12, 2023

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

3,338 fewer enrollments from 4/10/2023 to 6/12/23 (0.7% Decrease from Peak Enrollment)



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

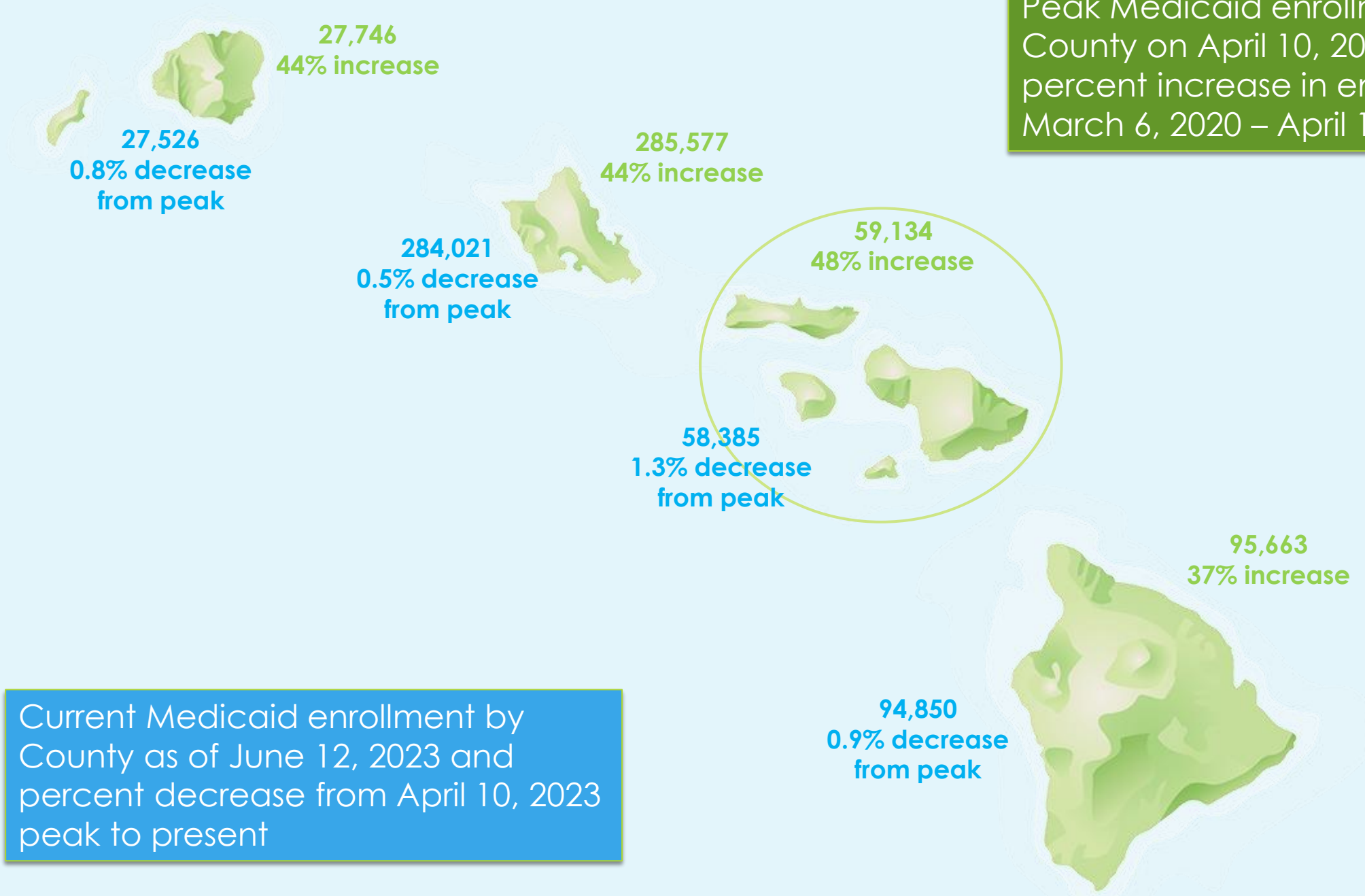
March 2020 = 2.2%

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.

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 12, 2023 and percent decrease from April 10, 2023 peak to present



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
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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				

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.**



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

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



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





QUEST Hawai'i

— Stay —
WELL
— Stay —
COVERED

**QUEST Members, watch for your
pink letter in the mail.**



From now through March 2024, QUEST Members will receive an **important pink envelope with instructions** on how to keep receiving QUEST benefits. Learn more at medquest.hawaii.gov

QUESTIONS? CALL 1-800-316-8005



Med-QUEST Division

THE BUS CAMPAIGN DATES:

May 15, 2023 to March 31, 2024

975 placards = 2,863,071 impressions over 11 month campaign period

- There are a total of 480 buses on the Island of Oahu that are split into 2 fleets.
- The Kalihi Fleet consists of 260 buses and services the areas of metro Honolulu, Waikiki, East Honolulu and Windward area communities.
- The Pearl City Fleet has 220 buses and services West Oahu, Leeward Oahu and North Shore neighborhoods.
- We have placements that will total 2,863,071 total bus rider impressions



Med-QUEST Division

IMPORTANT!

Be on the lookout for a pink envelope in your mail. This will be mailed to all QUEST members sometime between April 2023 – March 2024.



For more information, please scan the QR code.



QUEST Hawai'i
**STAY WELL
STAY COVERED**



QUEST Hawai'i



— Stay —
WELL
— Stay —
COVERED



**2023-24 QUEST
(Medicaid)**

**ELIGIBILITY
RENEWAL
PROCESS**



Tri-Fold Brochure
In provider offices



Med-QUEST Division

Renewals Restarting in 2023

During the COVID-19 Public Health Emergency, Med-QUEST paused all renewals so that all QUEST (Medicaid) members would remain covered.

Starting in April 2023 and continuing through March 2024, all residents who receive healthcare benefits through the Department of Human Services Med-QUEST Division (MQD) will be scheduled for a review of their eligibility.

Current QUEST members will continue to receive benefits until their renewal.



QUEST Hawai'i

STAY WELL STAY COVERED

As a QUEST member,
here's how you can prepare
for renewal of your benefits:

1

Be sure Med-QUEST has your current phone number, mailing address, email or other contact information. Call the phone number on the back of your health insurance card to update.

2

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

3

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

Frequently Asked Questions

What can members expect when the renewal process begins?

The notification process will happen over a one-year period starting in April 2023 and ending in March 2024. Not all members will receive notification at the same time. Member renewals and notifications have been divided evenly across the 12-month period.

Can I continue with the same health plan when I renew?

In most cases, yes, unless you have moved, and your current health plan is not available in your new location.

If a member is no longer eligible for QUEST (Medicaid), where can he/she 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 health insurance through your employer, please visit the Health Insurance Marketplace at [HealthCare.Gov](https://www.healthcare.gov) or by calling 1-800-318-2596 to make sure you stay well and stay covered.

Tri-Fold Brochure
In provider offices



Med-QUEST Division



QUEST Hawai'i

— Stay — WELL — Stay — COVERED

**QUEST members, watch for your
pink letter in the mail.**



Between April 2023 - March 2024, QUEST (Medicaid) members will get an important pink envelope with instructions on how to keep getting QUEST benefits. Check your mail and follow the instructions in the pink envelope, so you can stay well and stay covered. Learn more at medquest.hawaii.gov



Posters
In provider offices
and community
spaces



Med-QUEST Division

Med-QUEST Division
RADIO
KNDI RADIO 1270 AM
CAMPAIGN DATES: May 12, 2023 to December 30, 2023

Monthly :30 Radio Campaign spots playing in English and Translated in the following Native Languages.

- Ilocano
- Tagalog
- Spanish
- Cantonese
- Mandarin
- Laotian
- Samoan
- Tongan
- Marshallese
- Chuukese
- Pohnpeian
- Okinawan
- Vietnamese



Includes 15-minute interview in 11 languages with MedQuest Spokesperson to be pre-recorded and aired.



Booked Media Partners:

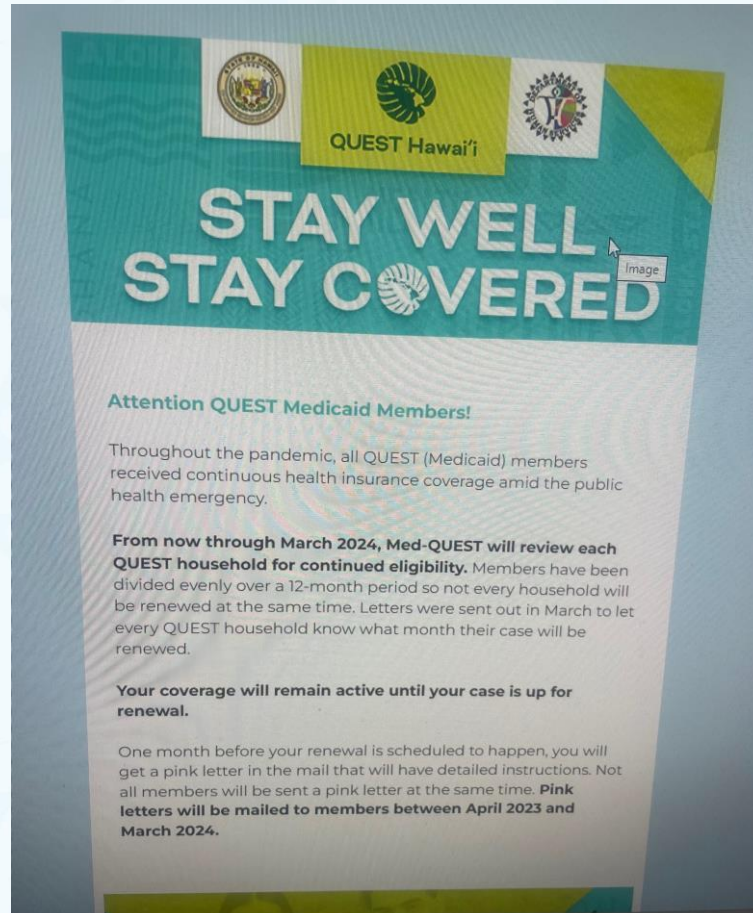


https://youtu.be/tqY_4QRR-b0



Med-QUEST Division

TARGETED EBLAST #2 - DRAFT
KHON2
Deployment Date: June 21, 2023
50,000 emails deployed



Attention QUEST Medicaid Members!

Throughout the pandemic, all QUEST (Medicaid) members received continuous health insurance coverage amid the public health emergency.

From now through March 2024, Med-QUEST will review each QUEST household for continued eligibility. Members have been divided evenly over a 12-month period so not every household will be renewed at the same time. Letters were sent out in March to let every QUEST household know what month their case will be renewed.

Your coverage will remain active until your case is up for renewal.

One month before your renewal is scheduled to happen, you will get a pink letter in the mail that will have detailed instructions. Not all members will be sent a pink letter at the same time. **Pink letters will be mailed to members between April 2023 and March 2024.**

To prepare for your renewal, please be sure to do the following:

- Update your address and phone number by using your account at medical.mybenefits.hawaii.gov. Or, call 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.
- Be on the lookout for a pink envelope with a pink letter that will provide renewal instructions. Be sure to read the letter and follow all instructions.

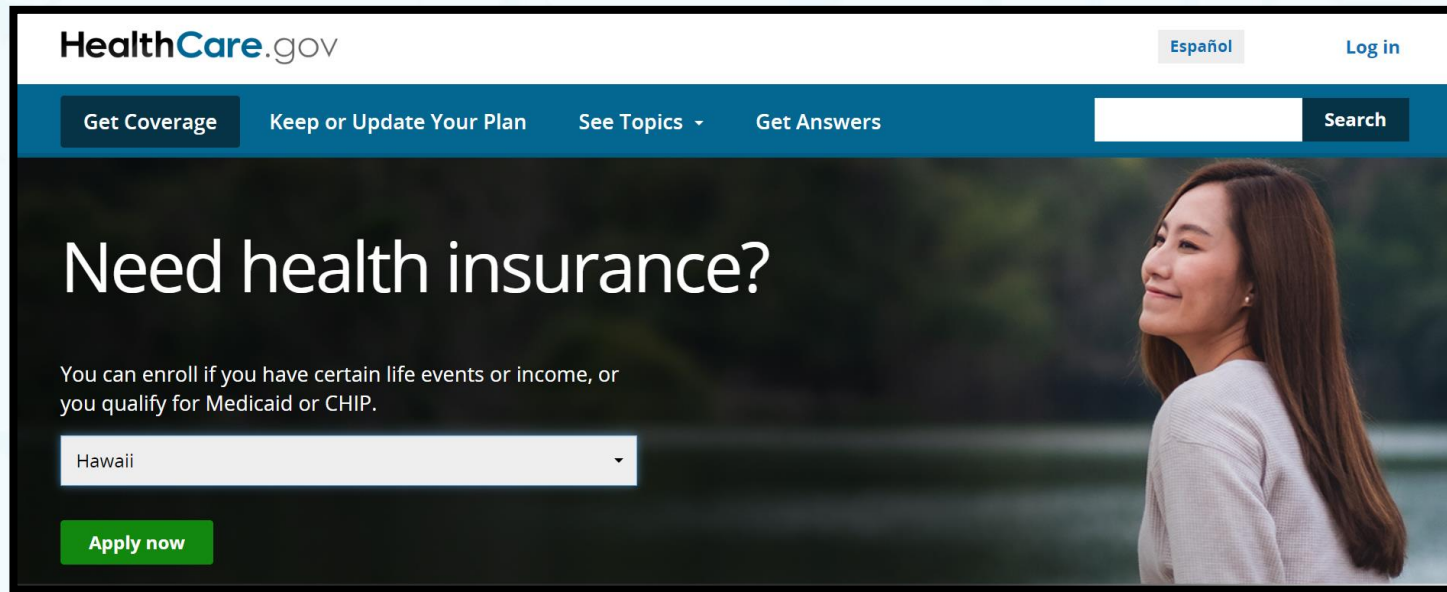
For Frequently Asked Questions, [click here](#).

Mahalo,
**State Department of Human Services,
MedQUEST Division**



Med-QUEST Division

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



IV. MQD Update:

Human-centered design review of the current N14 form
(Renewal form)



IV. MQD Update: Human-centered design review of the current N14 form

Human-centered design review of the current N14 form

Currently we understand that even with an online form available, some percentage of people will need to use the paper form due to accessibility and technology access issues. The current paper form has several usability challenges. There's opportunity to make the current form more user friendly through plain language and possibly formatting improvements.

Next Steps:

1. Plain language review the current N14 form
2. Get crystal clear policy guidelines
3. Review examples from other states (and leverage what's already working)
4. Usability test & iterate on design



PUBLIC COMMENT



IV. MQD Update:

1115 Waiver Renewal



Med-QUEST (MQD) 1115 Waiver Renewal: Starting engagement

- The 1115 demonstration waiver has been in effect since 1994.
- On July 31st, 2019, the Centers for Medicare and Medicaid Services (CMS) approved MQD's 1115 waiver renewal.
- The waiver allows MQD to deliver QUEST Integration (QI) Medicaid and to provide certain specialty services to support healthy families and communities.
- This renewal authorizes the waiver for five years, from August 1, 2019 to July 31, 2024.
- Submit Waiver Renewal request to CMS end of 2023 to early 2024.



MQD Updates: 1115 Waiver Renewal

- MQD will maintain **existing programs** in the new Waiver and consider **new initiatives**.
 - MQD will **continue current programs and services** to support individuals with housing, behavioral health, and home- and community-based services needs.
 - **New Initiatives** adding services to address **health-related social needs** among select QI members.
- MQD will engage key stakeholders from July – October to **collect feedback on the new initiatives and program and policy details**: The “who, what, where, how and when” considerations.



MQD Updates: 1115 Waiver Renewal New Initiatives

- New Initiatives focus on health-related social needs for specific populations:
 - Medical respite (Recuperative care/short-term stay post-hospitalization)
 - Rent assistance/temporary housing
 - Pre-release services for justice-involved individuals (e.g., case management, medication-assisted treatment)
 - Nutritional supports (e.g. medically-tailored meals; nutrition education/counseling; fruit/veggie “prescription”)
 - Traditional healing practices (e.g., hula, lomi lomi, ho‘oponopono)



IV. MQD Update:

Legislative and Budget update



IV. MQD Update: Legislative & Budget update

I. Budget Priorities: HB 300 CD1

- a. Child Wellness Incentive Program
- b. Nursing Facility rate increase
- c. Medicaid Professional Fees increase (Doctors APRNs) to 100% Medicare



II. Bills: Scheduled to be signed 6/22/2023

- a. Hospital (SB 404 SD2 HD2 CD1) and Nursing Facility Sustainability (HB 1369 HD 1 SD2 CD1) (Provider Fees, now permanent)
- b. ~~Increase payments for care homes and home and community-based providers (HB 222 HD2 SD2; HB 1357 HD1 SD2)~~
- c. ~~Medicaid Professional Fees increase to 100% Medicare (SB 397 SD2 HD1 —parallel to Budget request)~~
- d. Audio-only & Telehealth (HB 907 HD2 SD2)

III. Resolutions: Requests to expand 1) Lactation consultants and, 2) Analyze increasing fees for Applied Behavioral Analysis services (autism-related therapies)

PUBLIC COMMENT



V. STATE PLAN AMENDMENT (SPA) PRESENTATIONS AND DISCUSSIONS: UPDATES 06/21/23



State Plan Updates- Approval

- **SPA 23-0005 Coverage of Naloxone and Birth Control OTC** Approved:04/25/23
Effective Date:01/01/23
- **SPA 23-0001 Yearly Optional State Supplementary Payment** Approved:04/13/23
Effective Date:01/01/23



State Plan Updates-

- **SPA 23-0004 Former Foster Care Medicaid Out of State –SPA in Request for Additional Information (RAI) Process.**
- **SPA 22-0013 Community Palliative Care -SPA in RAI Process.**
- **SPA 23-0009 Waive of Provider Application Fee- Proposed Effective Date updated from 07/01/23 to 05/18/2023**



V. STATE PLAN AMENDMENT PRESENTATIONS AND DISCUSSIONS: NEW



SPA 23-0007 Medicaid Application (DHS 1100 “Application For Health Coverage & Help Paying Costs”)

Background:

- *Application has been amended to include additional clarifying questions to capture applicant household and clarifying verbiage for user ease.*

SPA language:

The DHS 1100, “Application For Health Coverage & Help Paying Costs”, has been amended to include the following changes:

1. A new section “Person Acting Responsibly”, (for this application only) in Appendix C will allow an individual authority to act responsibly in completing the DHS 1100 for an applicant who is a minor, incapacitated, or is Limited English Proficient (LEP).
2. Certain questions, related to residency, “If there is a spouse or parent who lives outside of the household?” and “If the individual applying has been in an accident and still incurring expenses?” have been moved to specific sections of the DHS 1100 to capture appropriate information from the applicant and household.
3. PERSON 1 and PERSON 2 questions, related to receiving foster care, have been amended under Section 1002(a) of the SUPPORT Act requirement to cover individuals eligible under the Former Foster Care Children (FFCC) group who aged out of foster care from another state other than the state they currently live, which took effect on January 1, 2023
4. Revision of questions or additional verbiage for user clarity.

Submission to CMS before 06/30/2023

Proposed Effective Date 04/01/2023



SPA 23-0006 (Technical update) Extended Services (post partum care coverage)-60day period to 12 months

Background:

On August 16, 2022, Hawaii received State Plan Amendment (SPA) 22-0008 approval to implement Section 9812 of the American Rescue Plan Act of 2021. This approval expands postpartum care coverage from a 60 day period to 12 months. Hawaii is submitting SPA 23-0006 as a housekeeping item to make sure the Hawaii state plan is in alignment with the expansion of postpartum care which has already been implemented.

SPA language:

The following SPA pages will be amended to change verbiage stating “postpartum services for a 60 day period” to “12 months”:

- Attachment 3.1-A pg. 8
- Attachment 3.1-B pg. 7
- Supplement to Attachment 3.1-A and 3.1-B pg. 5

Submission to CMS before 06/30/2023

Proposed Effective Date 07/01/2023



V. STATE PLAN AMENDMENT: Coming Soon

- SPA 23-0003 Mandatory Medicaid and CHIP Adult Vaccine Coverage connected to our Preventative Services section in the State Plan.
- SPA 23-0010 One Year Continuous Eligibility for Children Under Medicaid and CHIP



PUBLIC COMMENT



VII. NEXT MEETING: WEDNESDAY, AUGUST 16, 2023
WILL INCLUDE PUBLIC FORUM: ANNUAL UPDATE MQD
ACTIVITIES & 1115 DEMONSTRATION IMPLEMENTATION

VIII. ADJOURN



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 center of the image, the word "Mahalo!" is written in a large, white, sans-serif font. The background shows more of the same plants, with some dark, vertical stems visible. The overall scene is bright and natural, suggesting an outdoor agricultural setting.

Mahalo!