

Med-QUEST Healthcare Advisory Committee

February 21, 2024



Med-QUEST, DHS

Med-QUEST Healthcare Advisory Committee Agenda

- I. Welcome/Call to Order
- II. Introductions/Roll Call
- III. Review of meeting participation guidelines and process
- IV. Med-QUEST Updates - Presentation on current Med-QUEST program activities
 - a. Stay Well Stay Covered - Restart of the eligibility renewals process
 - b. Section 1115 Demonstration Renewal for 2024
 - c. Hawaii Child Wellness Incentive Program
 - d. Public Comment
- V. Health Plan Member Communications Presentation
 - a. AlohaCare
 - b. Public Comment
- VI. State Plan Amendment Presentations and Discussions
 - a. State Plan Amendment: Updates - Presentation on the status of State Plan Amendments previously reviewed by the MHAC
 - b. State Plan Amendments: New - Presentation of State Plan Amendments currently being submitted for CMS approval
 - i. SPA 24-0001 Yearly Optional Supplemental Payment
 - a. State Plan Amendments: Coming Soon – Presentation on upcoming State Plan Amendments
 - b. Public Comment
- I. Next Meeting: Wednesday, April 17, 2024
- II. Adjourn



IV. MQD UPDATES:

a. Stay Well Stay Covered - Re-Restart of Renewals Process

b. Section 1115 Demonstration Renewal for 2024

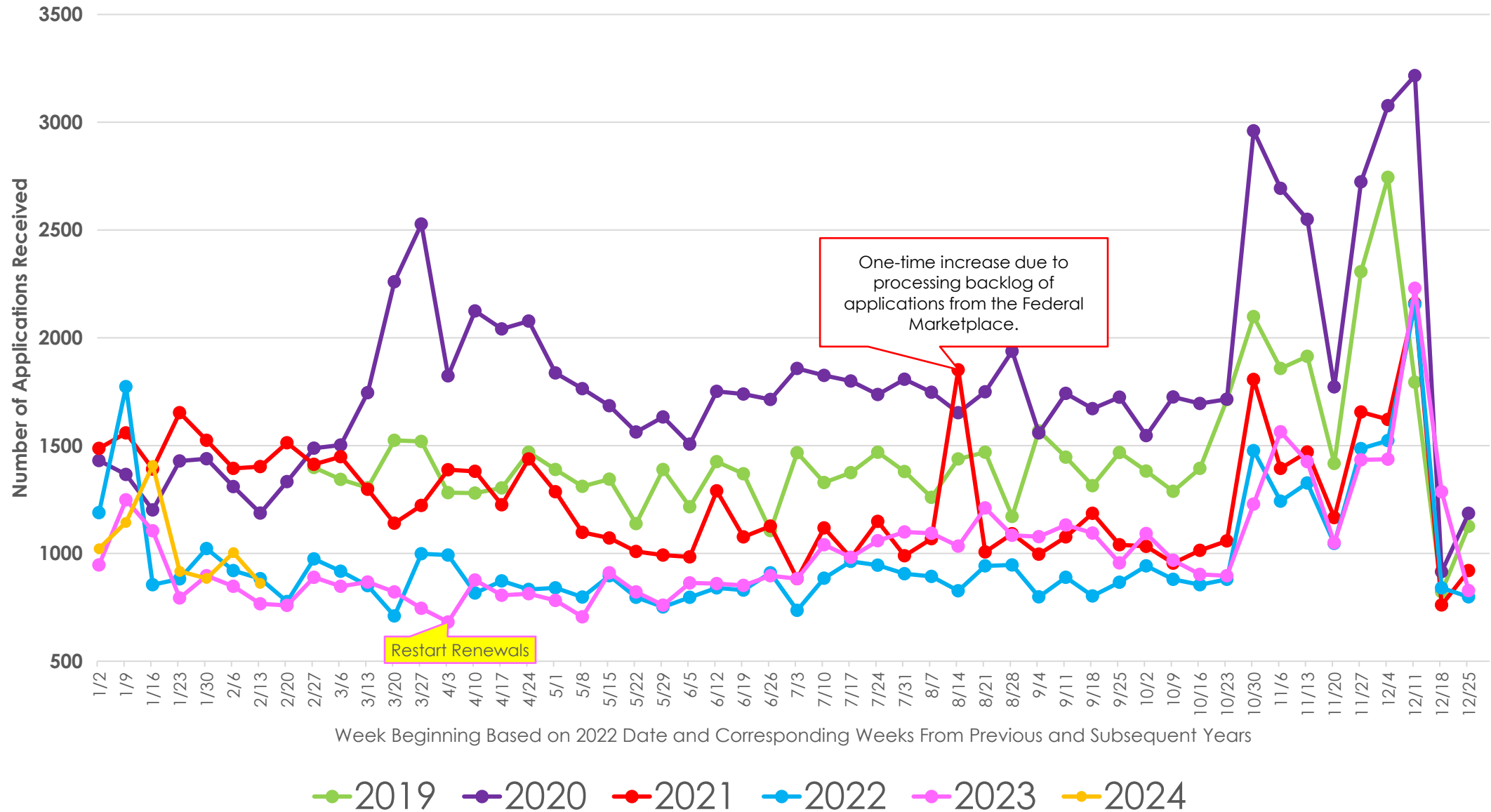
c. Hawaii Child Wellness Incentive Program

Public Comment

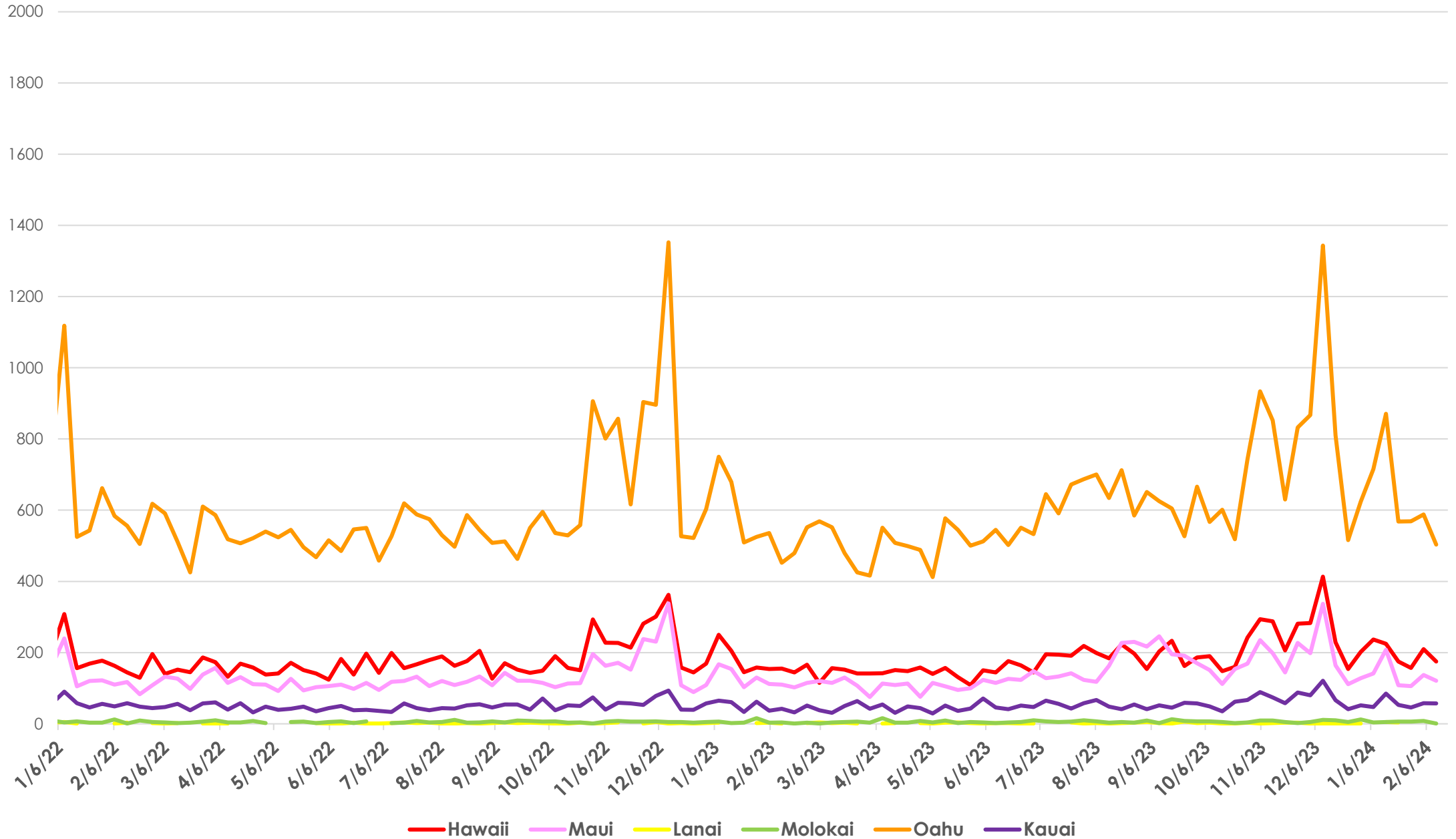


Hawai'i Medicaid Applications Received:

March 2020 to March 2023 MQD Received 209,251 Applications
As of April 2023-February 17, 2024 MQD has received 47,959 Applications



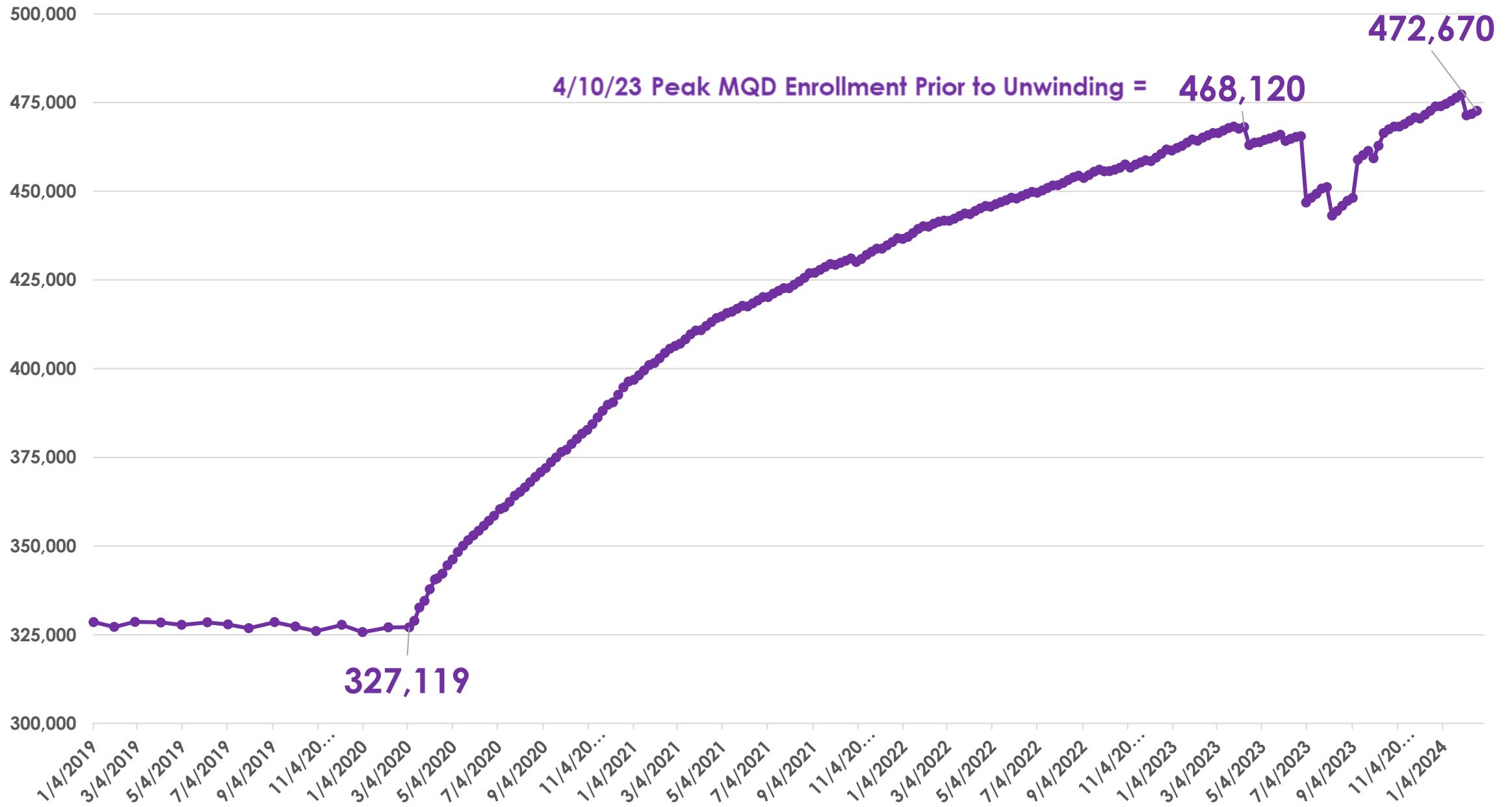
Applications by Island from January 6, 2022 through February 17, 2024



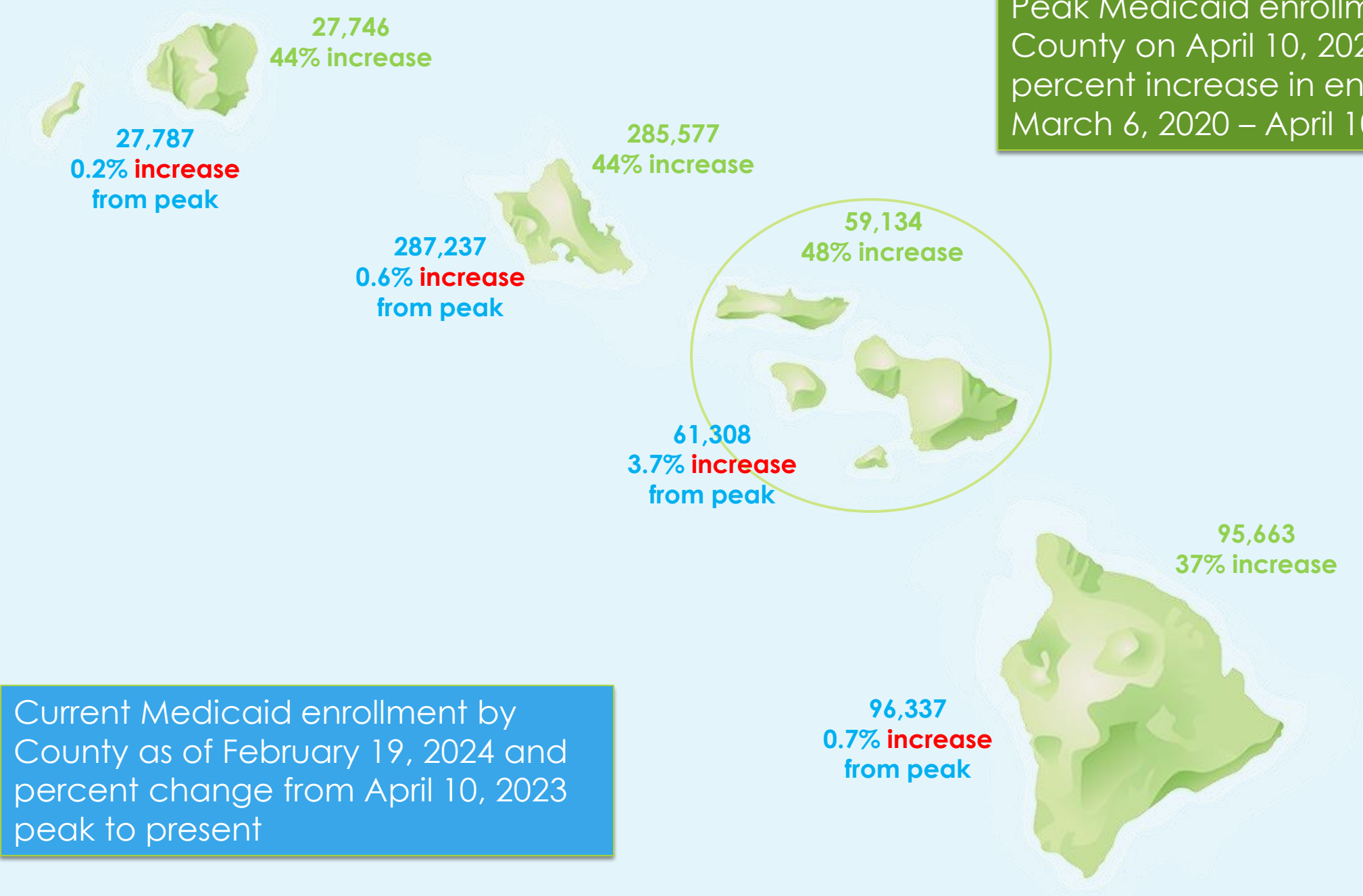
Hawai'i Medicaid Monthly Enrollment: January 2019 to February 19, 2024

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

4,550 additional enrollments from 4/10/23 to 2/19/24 (1% Increase 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 February 19, 2024 and percent change from April 10, 2023 peak to present



State of Hawai'i Department of Human Services

Med-QUEST Division

SEARCH SITE

- HOME
- ABOUT ▾
- MEMBERS & APPLICANTS ▾
- PLANS & PROVIDERS ▾
- RESOURCES ▾
- FAQ

Home > Members & Applicants > Already Covered > Stay Well Stay Covered Toolkit

ALPHA

STATE OF HAWAII

QUEST Hawai'i

DEPARTMENT OF HUMAN SERVICES

**STAY WELL
STAY COVERED**








Our 3-month pause ended on November 30, 2023 and we have restarted our renewals process. Please be on the lookout for your pink letter in the mail. For details on when you might receive your letter, click [here](#).

PHANNA

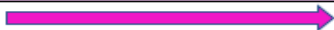



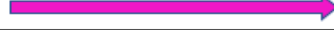


Please know that the following applies for all Med-QUEST members statewide:

- Med-QUEST has paused terminations for the remainder of 2023, meaning coverage will continue through at least the end of this year without interruption except for those who voluntarily ask Med-QUEST to end their coverage, those who have moved out of state or those who are deceased.
- If Med-QUEST can successfully renew your eligibility at this time, we will, and a pink letter confirming your renewed coverage will be mailed to you.
- If Med-QUEST is unable to renew your coverage at this time, your renewal date will be pushed out to a new month after this pause.

REVISED ELIGIBILITY RENEWAL SCHEDULE:

Renewal month listed in the letter you received in March 2023:		Your new Renewal month after the pause:
September 2023		December 2023
October 2023		January 2024
November 2023		February 2024
December 2023		March 2024
January 2024		April 2024
February 2024		May 2024
March 2024		June 2024

FOR MAUI COUNTY* ONLY:

Renewal month listed in the letter you received in March 2023:		Your new Renewal month after the pause:
September 2023		April 2024
October 2023		April 2024
November 2023		May 2024
December 2023		May 2024
January 2024		June 2024
February 2024		June 2024
March 2024		June 2024

***All those living in West Maui as of August 2023 will not go through renewal until June 2024**

These revised schedules apply to those Med-QUEST Members who have not gone through their eligibility renewal in 2023.

Please note that if our automated system is able to process your renewal without reaching out to you, you will receive a notice confirming your successful renewal. This may happen prior to the months listed above.



We've simplified the language in the renewal form. The new version of the form is translated into 18 additional languages and available on our MQD website.

The screenshot shows the Med-QUEST Division website. At the top, there are logos for the State of Hawai'i Department of Human Services and the Med-QUEST Division. A search bar is located in the top right corner. Below the navigation menu, there is a breadcrumb trail: Home > Members & Applicants > Already Covered > Stay Well Stay Covered Toolkit. The main banner features the text "STAY WELL STAY COVERED" in large white letters on a teal background. To the right of the banner, a yellow box contains the text: "Our 3-month pause ended on November 30, 2023 and we have restarted our renewals process. Please be on the lookout for your pink letter in the mail. For details on when you might receive your letter, click [here](#)." Below the banner, a section titled "Please know that the following applies for all Med-QUEST members statewide:" contains a bulleted list of information regarding the renewal process. Below this list is a paragraph explaining that throughout the pandemic, all Medicaid members received continuous uninterrupted coverage, and that the division will begin reaching out to members in March 2023 to let them know what month their eligibility will be redetermined. Below the paragraph is a horizontal menu with buttons for "FAQs", "Press Release", "Videos", "Toolkit", "Letters/Notices" (which is highlighted), and "Data/Reports". Below the menu is a section titled "DHS Forms 1100B-2 (Medical Eligibility Renewal Form) Click here for Renewal Schedule" followed by a list of 18 languages: English, Chinese - Simplified, Chinese - Traditional, Chuukese, Ilokano, Hawaiian, Japanese, Korean, Kosraean, Marshallese, Pohnpeian, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Ukrainian, and Vietnamese.

State of Hawai'i Department of Human Services
Med-QUEST Division

HOME ABOUT MEMBERS & APPLICANTS PLANS & PROVIDERS RESOURCES FAQ

Home > Members & Applicants > Already Covered > Stay Well Stay Covered Toolkit

STAY WELL STAY COVERED

Our 3-month pause ended on November 30, 2023 and we have restarted our renewals process. Please be on the lookout for your pink letter in the mail. For details on when you might receive your letter, click [here](#).

Please know that the following applies for all Med-QUEST members statewide:

- Med-QUEST has paused terminations for the remainder of 2023, meaning coverage will continue through at least the end of this year without interruption except for those who voluntarily ask Med-QUEST to end their coverage, those who have moved out of state or those who are deceased.
- If Med-QUEST can successfully renew your eligibility at this time, we will, and a pink letter confirming your renewed coverage will be mailed to you.
- If Med-QUEST is unable to renew your coverage at this time, your renewal date will be pushed out to a new month after this pause.

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 Videos Toolkit **Letters/Notices** Data/Reports

DHS Forms 1100B-2 (Medical Eligibility Renewal Form) [Click here for Renewal Schedule](#)

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

DHS Med-QUEST Launches a Texting/Robocall campaign to help eligible members stay enrolled!

For Immediate Release

February 15, 2024

MED-QUEST HAWAI‘I LAUNCHES AUTOMATED TELEPHONIC CAMPAIGN REMINDING MEMBERS TO STAY WELL AND STAY COVERED

HONOLULU – As part of its multi-pronged communications effort, the Department of Human Services Med-QUEST Division (MQD) will launch an automated telephonic campaign this week to remind members about the importance of updating their contact information with the agency. Having members’ correct contact information—including phone number, mailing address, and email address—will help facilitate the coverage renewal process. The telephonic campaign will employ both automated phone calls and SMS text messages.

“Communication with our members is one of our top priorities,” said Medicaid Director, and Med-QUEST Administrator Judy Mohr Peterson. “In addition to the public service announcements in broadcast media and social media, the phone calls and text messages will provide yet one more avenue to reach members to help keep them covered.”

Med-QUEST will send telephonic messages to members prior to and shortly after their coverage renewal dates. Automated phone calls will be sent through a dedicated phone number, 808-556-5748. SMS text messages will be sent through a dedicated SMS short code, 45421. These numbers are only being used to facilitate outbound communications and will not accept inbound calls or texts from members. If members have questions, they are encouraged to call Med-QUEST at 1-800-316-8005.

Med-QUEST reminds the public that it will never ask for members’ financial information via text.

Med-QUEST reminds members who have yet to be contacted to do the following to prepare for their renewals:

- Be sure to update your contact information by calling the Health Plan phone 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 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.

During the renewal process, some people may no longer be eligible for coverage through Med- QUEST. If a person is determined to no longer be eligible for coverage, we encourage them to check with their employer to see if they qualify for employer-sponsored coverage.

If a previous Med-QUEST enrollee is not eligible for health insurance through their employer, they should please visit the Health Insurance Marketplace at [HealthCare.Gov](https://www.healthcare.gov) or by calling

1-800-318-2596 to make sure they stay well and stay covered!



IV. MQD UPDATES

Stay Well Stay Covered - Re-Restart of Renewals Process

Section 1115 Demonstration Renewal

HAWAII CHILD WELLNESS INCENTIVE PROGRAM (HCWIP)

Public Comment



1115 Demonstration Renewal: Improve health outcomes and maintain a managed care delivery system that leads to more appropriate utilization of health care while addressing health related social needs in ways that are culturally appropriate and nurture well-being

Addressing Health Related Social Needs:

- Enhancing the Community Integration Service (CIS) program to provide a continuum of housing-related services;
- Adding nutritional supports
- Seeking infrastructure funding to support the development and implementation of these initiatives.

Improving Continuity of Coverage: Ensuring individuals have consistent coverage and access to care

- Minimize churn and coverage lapses for children
 - Continuous Medicaid eligibility for children ages 0 to 6
 - Two years of continuous Medicaid eligibility for children ages 6 to 19
- Provide 90-days of pre-release services for justice-involved individuals
- Later, consider additional coverage continuity policies for adult populations with complex medical and social needs, such as those with serious mental illnesses or those experiencing homelessness

Adding Innovative Services to support Behavioral Health Integration:

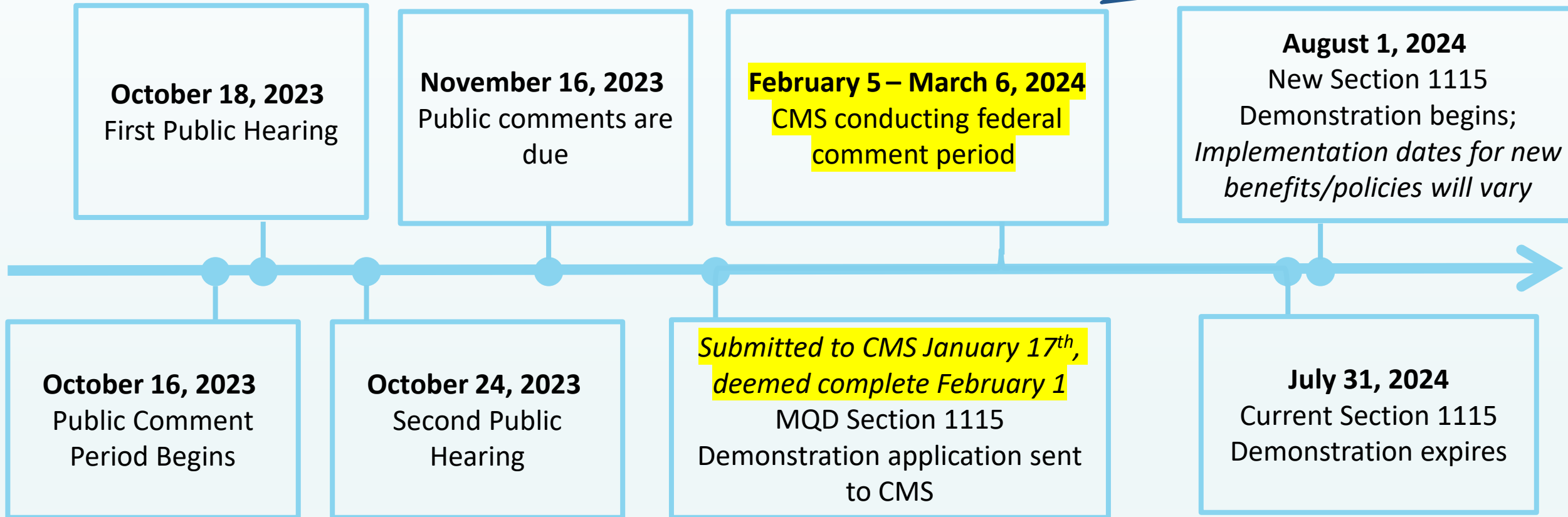
- Contingency management is one of the most effective behavioral interventions for the treatment of substance use disorders

Summary Comments:

- During the public comment period, we received over 60 comments in broad support for the new initiatives and authorities requested through this application
- MQD received a moderate number of comments with suggestions and considerations for improving our Medicaid delivery system.
- Requests to expand considerations, for example expanding continuous eligibility for individuals with complex social and mental health needs
- Most comments received were supporting the pre-release services for the justice-involved population, but comments received on all of the areas.

Hawaii's Section 1115 Demonstration Renewal Timeline

After obtaining CMS approval, the State must develop and gain approval of evaluation approaches, implementation plans, and other operational details.



1115 Waiver Demonstration - Hawaii QUEST Integration - Extension Request



Center for Medicaid and CHIP Services (

To Mohr Peterson, Judy



Reply

Reply All

Forward



Mon 2/5/2024 3:59 AM

You forwarded this message on 2/5/2024 8:31 AM.



On January 17, 2024, Hawaii submitted a five-year extension request for its Medicaid section 1115(a) demonstration entitled the "Hawaii QUEST Integration" ("the Demonstration"). The Demonstration currently offers services through a managed care delivery system to multiple eligibility groups. This Demonstration extension aims to implement new authorities, including continuous eligibility for children ages 0 through 5 and continuous two-year eligibility for children ages 6 through 18, pre-release services for justice-involved individuals, nutrition supports, and contingency management. The extension will also build upon existing authorities, for example, by expanding rental assistance and adding medical respite to the state's Community Integration Services (CIS) program. The state is proposing these initiatives to advance its goals of improving health outcomes and reducing health disparities. The federal public comment period will be open from February 5, 2024 through March 6, 2024.

[Pending Application](#)

[View/Submit Public Comments](#)

Stay connected with Medicaid.gov and CMS:

1115 Demonstration Section on Med-QUEST website with links to Federal site for public comment

Hawai'i Medicaid State Plan and Demonstration

medquest.hawaii.gov/en/about/state-plan-1115.html

HOME ABOUT MEMBERS & APPLICANTS PLANS & PROVIDERS RESOURCES FAQ

Home > About > Hawai'i Medicaid State Plan and Demonstration

Hawai'i Medicaid State Plan, 1115 Demonstration, and 1915(c) Demonstration

- Hawaii Medicaid State Plan Public Notice and Attachments
- Current Hawaii Medicaid State Plan-PDF
- Hawai'i Medicaid CHIP State Plan/Amendments
- Hawai'i Medicaid State Plan/Alternative Benefit Package
- State Plan Amendment Memos
- Section 1115 Demonstration
- Section 1115 Demonstration - Post-Award Public Forum
- Section 1115 Demonstration Renewal for 2024**
- Section 1915 (c) Demonstration

- February 1, 2024 CMS Letter stating that Hawaii's application is complete
 - Link to Hawaii's application posted on Medicaid.gov for a 30-day federal comment period as required by 42 CFR 431.415(b): https://1115publiccomments.medicare.gov/jfe/form/SV_1AmEOviCXGUUzHw
- QUEST Integration: **Updated** Section 1115 Demonstration Renewal Application submission to CMS on January 17, 2024
 - Attachments
 - 2023 Evaluation of Quality Strategy Effectiveness
 - Interim Demonstration Evaluation Report
 - Med-QUEST Division Quality Strategy
 - Current QUEST Integration Special Terms & Conditions
 - Budget Neutrality
 - E-mail Notice
 - Abbreviated Public Notice
 - Amended** Public Notice (based on CMS feedback)

What is Medicaid

QUEST Integration

Mission Statement

The Administration

Success Stories >

Recent News >

Hawai'i Medicaid State Plan and Demonstration

Med-QUEST Healthcare Advisory Committee

Med-QUEST Drug Use Review Program

IV. MQD UPDATES

Stay Well Stay Covered - Re-Restart of Renewals Process

Section 1115 Demonstration Renewal

HAWAII CHILD WELLNESS INCENTIVE PROGRAM (HCWIP)

Public Comment



Department of Human Services (DHS)
Med-QUEST DIVISION (MQD)
Presented by:
Policy and Program Development Office (PPDO)

“Keeping our Growing Keiki Healthy”

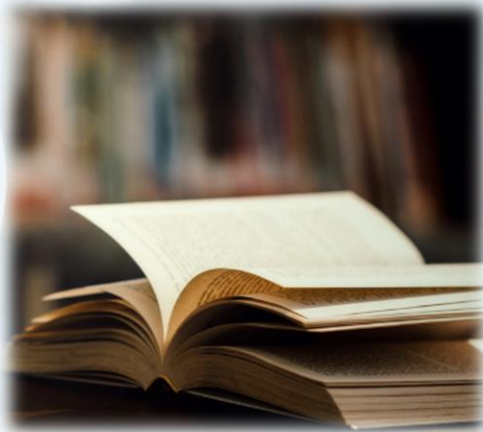


HAWAII CHILD WELLNESS INCENTIVE PROGRAM (HCWIP)

Act 127

S.B. No. 2857

A law to incentivize well-care examinations for Hawaii's keiki whose parents are active Medicaid/QUEST recipients.



What is HCWIP (pilot program)?

When does this start?

How to apply?

WHAT IS HCWIP?

Enacted into law July 1, 2022

The program is a pilot program effective

March 11, 2024 through June 30, 2027

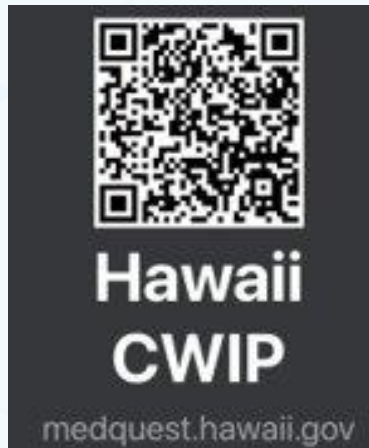
The pilot targets Medicaid's most vulnerable families to encourage healthy habits.

- For Medicaid/QUEST Beneficiary Parent(s)
 - Awarding a \$50 Visa/Master Card
 - For **each** Child **BELOW 18 YRS** who has successfully completed a well-child examination annually.

Child DOES NOT have to be receiving Medicaid, only the parent must be a Medicaid/QUEST beneficiary

There are three ways to apply:

- “Create an online account” at <https://medquest.hawaii.gov/cwip> ;
- Click on the fillable ePDF of the DHS 1193 HCWIP application and print a copy to take to the doctor when your child has their wellness exam;
- Complete the HAWAII CHILD WELLNESS INCENTIVE PILOT PROGRAM (HCWIPP) APPLICATION DHS 1193 form



Text Size Decrease - Increase + Reset Human Services Hawaii.gov

State of Hawai'i Department of Human Services
Med-QUEST Division SEARCH SITE

HOME ABOUT ▾ MEMBERS & APPLICANTS ▾ PLANS & PROVIDERS ▾ RESOURCES ▾ FAQ

E Komo Mai! Welcome to the Med-QUEST Portal
Login if you have an existing account or Register New Account with Med-Quest

For illustration purposes only.
Not final application.

Login

Register New Account

P-1 ?

Forms FAQs KOLEA

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



The screenshot shows the Med-QUEST Division website. At the top, there is a navigation bar with the text "State of Hawaii | Department of Human Services" and the "Med-QUEST Division" logo. A search bar is located in the top right corner. Below the navigation bar, there are menu items: "HOME", "ABOUT", "MEMBERS & APPLICANTS", "PLANS & PROVIDERS", "RESOURCES", and "FAQ". A breadcrumb trail reads "HOME > MEMBERS & APPLICANTS > HAWAII CHILD WELLNESS INCENTIVE PROGRAM". The main content area features a banner with a row of ten vertical panels, each containing a photograph of ocean waves. Below the banner, the text reads "Coming Soon!". Underneath this, a message states: "THE HCWIP WEB PAGE IS UNDER CONSTRUCTION AT THIS TIME. PLEASE CHECK BACK IN A FEW MONTHS - LOOK FOR THE ANNOUNCEMENTS SOON." At the bottom, it says "THANK YOU FOR STOPPING BY".

State of Hawaii | Department of Human Services
Med-QUEST Division

SEARCH SITE

HOME ABOUT MEMBERS & APPLICANTS PLANS & PROVIDERS RESOURCES FAQ

HOME > MEMBERS & APPLICANTS > HAWAII CHILD WELLNESS INCENTIVE PROGRAM

Hawaii Child Wellness Incentive Program (HCWIP)



Coming Soon!

THE HCWIP WEB PAGE IS UNDER CONSTRUCTION AT THIS TIME.
PLEASE CHECK BACK IN A FEW MONTHS - LOOK FOR THE ANNOUNCEMENTS SOON.

THANK YOU FOR STOPPING BY



MEDICAID PARENTS SHALL CONTACT US AT:

DHS/Med-QUEST Division Attn: HCWIP
P.O. Box 700190
Kapolei, HI 96707

Email: HCWIP@dhs.hawaii.gov

Call: HCWIP Customer Service Line (833) 909-3631

For auxiliary aid/services or other accommodation due to a disability, please call (808) 900-5571 or email PPDO@dhs.hawaii.gov (Please identify in the subject line: HCWIP). Requests made as early as possible will allow adequate time to fulfill your request.

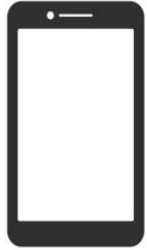
WE NEED YOUR HELP

- With our new Program
- Keeping Our Growing Keiki Healthy
 - Start by sharing HCWIP with Partners
 - and Application Assisters:

- Assist with filling out an application
- Sharing HCWIP Buckslip DHS 1193a
 - Keeping a supply of the printed application DHS 1193 in your office

Mahalo for Sharing this new Program!

CONTACT US:



HCWIP HELP DESK:

Email: HCWIP@dhs.hawaii.gov

Phone: 833-909-3631

Victoria Kutsy, Project Manager

Email: mkutsy@dhs.hawaii.gov

Phone: (808) 900-5575

Gay Chang, Assistant Project Manager

Email: gaychang@dhs.hawaii.gov

Phone: (808) 900-5572

Edie Mayeshiro, Medical Assistance Program Officer

Email: emayeshiro@dhs.hawaii.gov

Phone: (808) 900-5567



“Keeping our Growing Keiki Healthy”

PUBLIC COMMENT



V. HEALTH PLAN MEMBER COMMUNICATIONS: ALOHA CARE





MED-QUEST HEALTHCARE ADVISORY COMMITTEE (MHAC) MEMBER COMMUNICATION

February 21, 2024

AGENDA

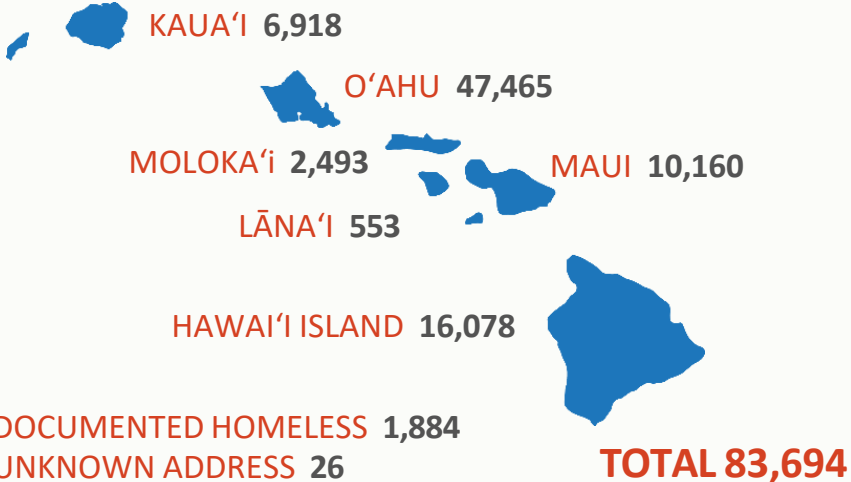
- Our Story
- Who Our Members Are
- Our Communication Style
- Ways We Communicate
- How We Communicate With Members

OUR STORY

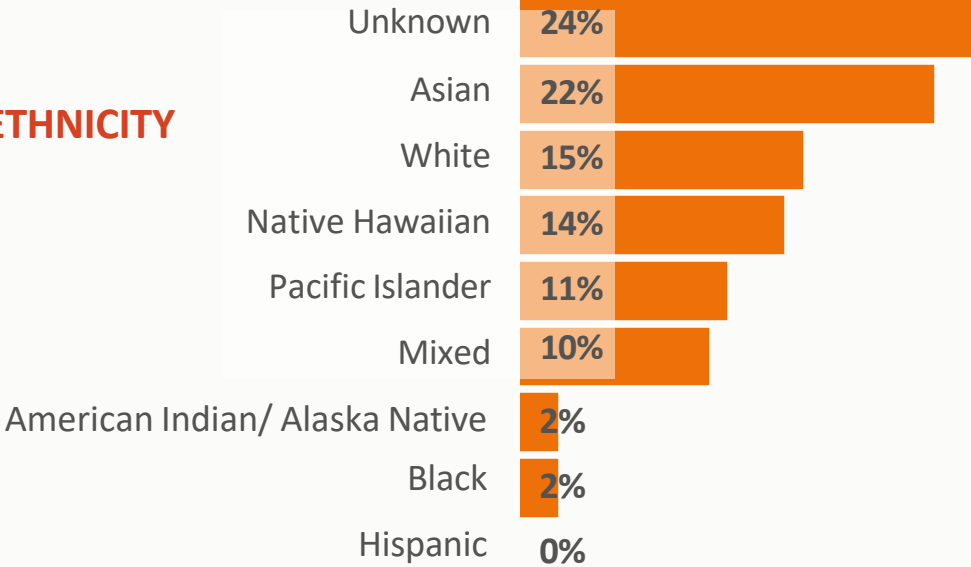


OUR MEMBERSHIP

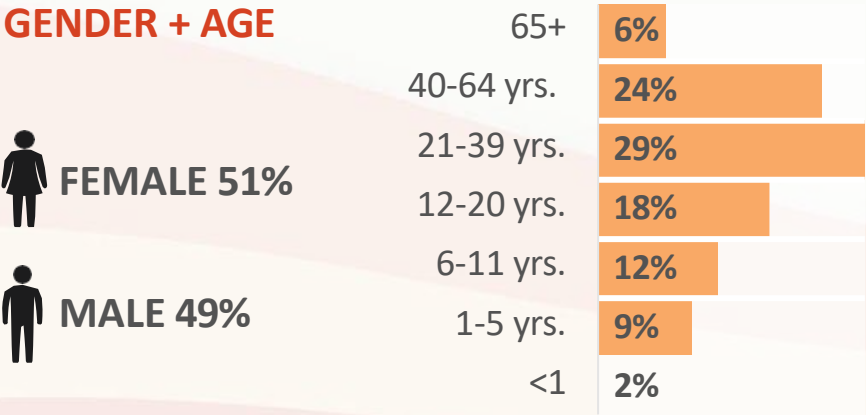
GEOGRAPHIC DISTRIBUTION



ETHNICITY



GENDER + AGE




LANGUAGE PREFERENCE

English	45,083
Other	39,525
Chuukese + Marshallese	884
Ilocano + Tagalog	628
Cantonese	158

OUR MEMBERS NEEDS

 GAPS IN CARE
1. Well Child Visits
2. Annual Wellness Visit
3. Prenatal Care Visit
4. Postpartum Visit
5. Breast Cancer Screening
6. Colorectal Cancer Screening
7. Diabetes HbA1c Control
8. Blood Pressure Control
9. Follow up Visits (7 Days Post Hospitalization for Mental Illness)
10. Cervical Cancer Screening

 MEDICAL
1. Acute Otitis Media
2. Asthma
3. Diabetes
4. Hyperlipidemia
5. Obesity
6. Sinusitis
7. Hypertension
8. Fractures
9. Congestive Heart Failure
10. Conjunctivitis

 BEHAVIORAL
1. Substance Abuse
2. Depression
3. Anxiety
4. Schizophrenia
5. Alcoholism
6. Autism
7. Bipolar Disorder
8. Dementia
9. Phobia
10. Personality Disorders

 SOCIAL
1. Housing & Shelter
2. Wellness
3. Food Assistance
4. Utilities
5. Physical Health
6. Benefits Navigation
7. Individual & Family Support
8. Clothing & Household Goods
9. Income Support
10. Education

OUR MEMBER ENGAGEMENT GOALS

- Build a strong and resilient organization that prioritizes member and community needs
- Provide relevant, empathetic, personalized and coordinated communication via the right channels
- Deliver the right information at the right time that allows members to make informed decisions and access quality, cost effective care



COMMUNICATION STYLE

The overall communication style is knowledgeable and helpful but never condescending. We are a trusted resource who speaks as a friend. Content should be:

Simple

We use familiar language. If we introduce a lesser-known word or phrase, we provide a clear definition.

Concise

We stay on topic and share only what is necessary. We avoid grouping multiple ideas into long sentences.

Clear

We are aware of our audience's existing knowledge. If the topic might be new or difficult, we use simple sentences that are easy to understand and free of jargon.

Honest

We ensure our content is accurate, up-to-date, and true.

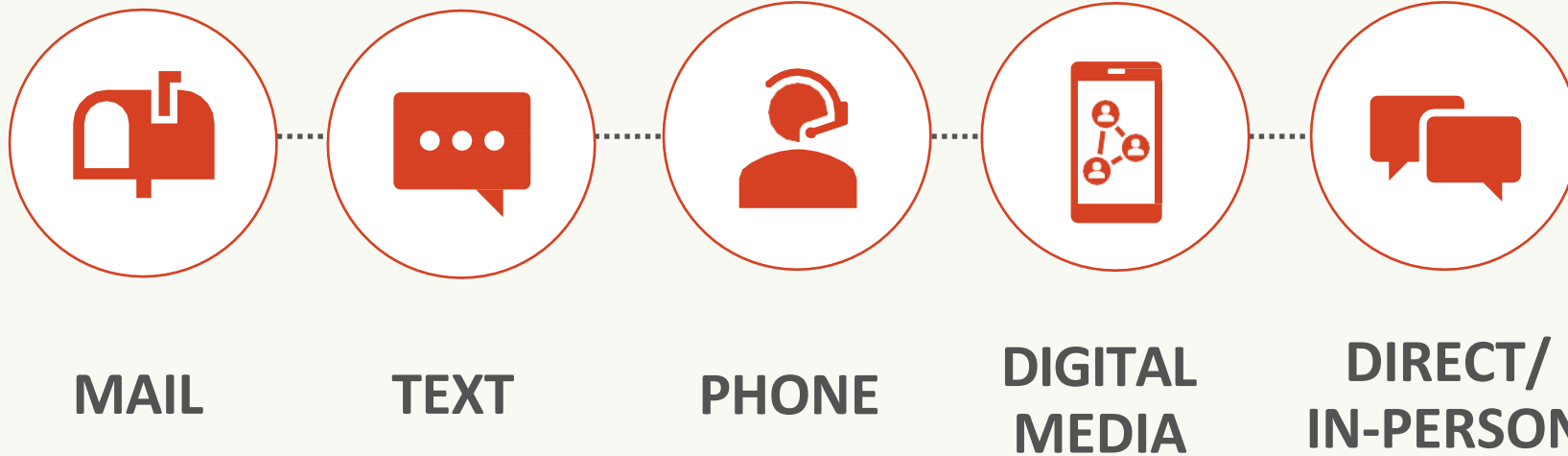
Inclusive

Our content must be supportive of all people and free of discriminatory or stereotypical language or ideas.

Person-First Language

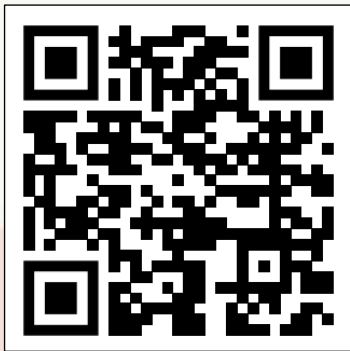
We use words and phrasing that differentiates individuals from any disease or condition they may have.

COMMUNICATION CHANNELS





MAILED MATERIALS



Also offered in digital format



TEXT



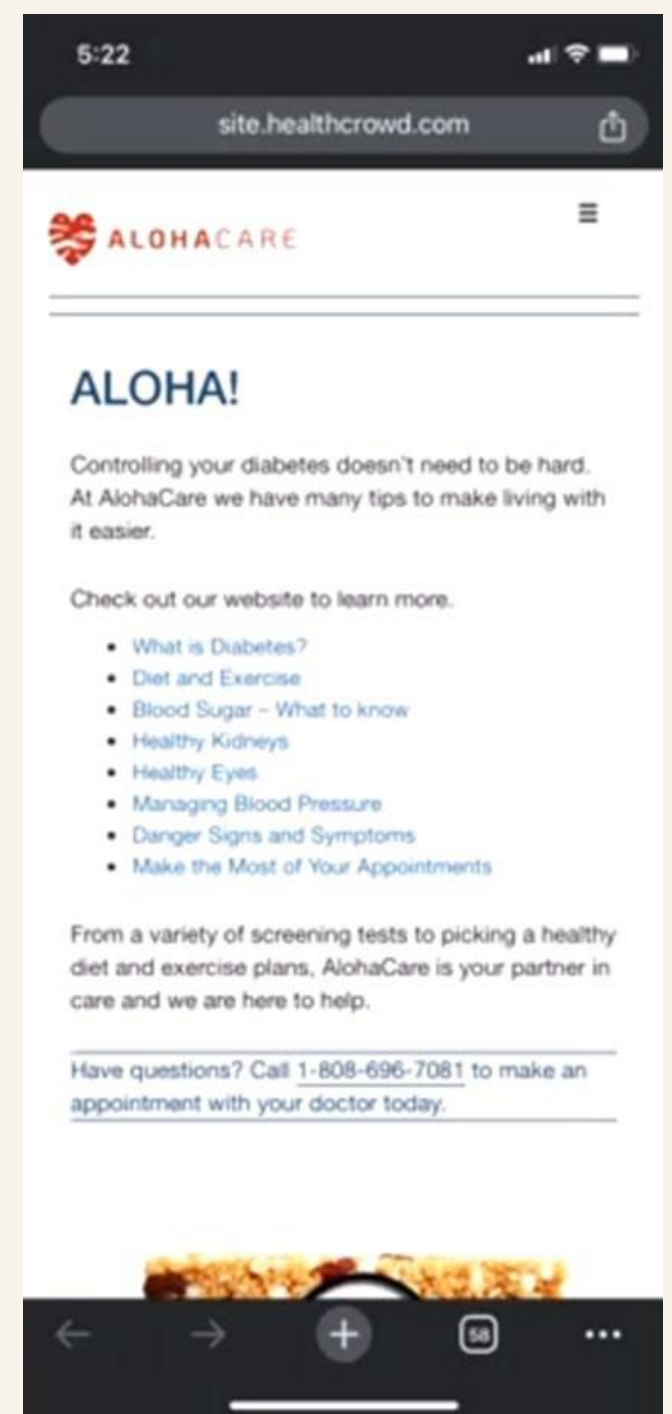
1:1 - Member support



1:GROUP - Segmentation alerts



1:MANY - Announcements, reminders





PHONE

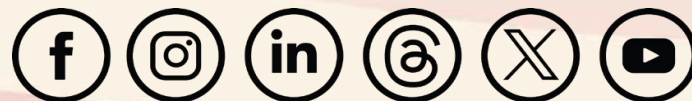
Phone Stats - CY2023

Inbound Calls	121,666
Member Calls	59,154
Provider Calls	62,512
Average Speed to Answer	32 secs
Outbound Calls	109,451
Member Satisfaction	97.2%
Provider Satisfaction	98.8%



DIGITAL MEDIA

- Website
- Email
- Micro Sites
- Nanosites
- YouTube videos
 - Recordings
 - Training
- Social Media:



IntelliRide Hawaii

Thank you for visiting the IntelliRide website! Please select one of the following options below so we know how to best help you:

- Cancel a Trip
- Where is My Ride?
- Other
- Book a Trip

Select your topic

IntelliRide Hawaii
Other

123456789

Members Name
Carl Ewing

Members Address
123 Gotham City

Members Date of Birth
11/19/1979

Members Phone Number
+1 808 752 9552

Thank you, next please select your Health Plan

Health Plan

- Aloha Care
- Ohana Health Plan

Submit answer

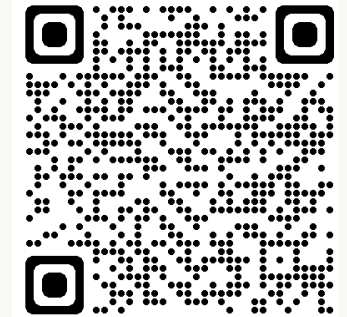


DIRECT / IN PERSON

- 2024 placement
 - 3 embedded at CHC
 - 1 embedded at PCP
- Layered communications
 - Face-to-face with members
 - Support provider messages
 - Telephonic support on non-embedded days
- Success Story
 - Hāmākua-Kohala Health



CULTIVATING AND LEVERAGING COMMUNITY PARTNERSHIPS



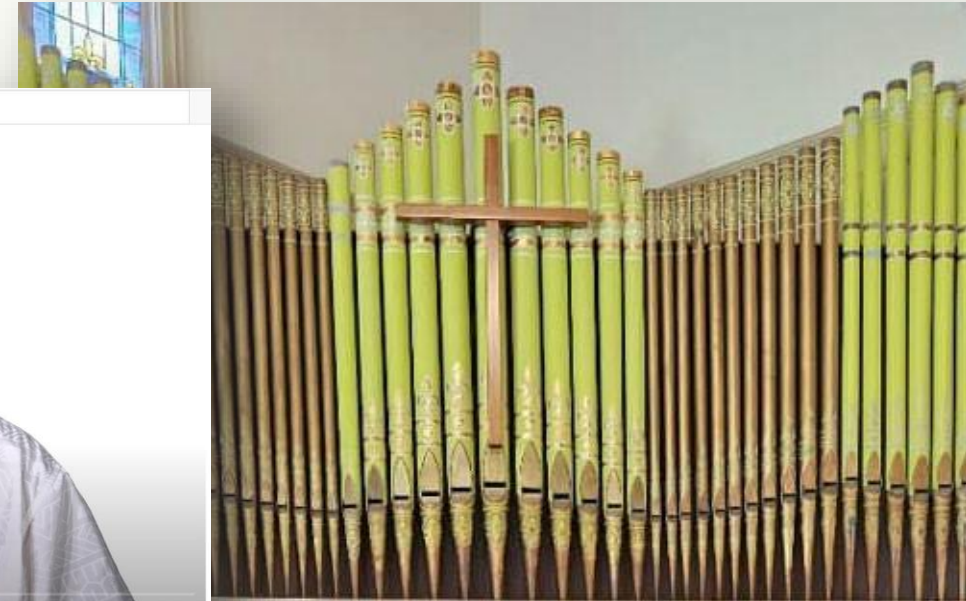
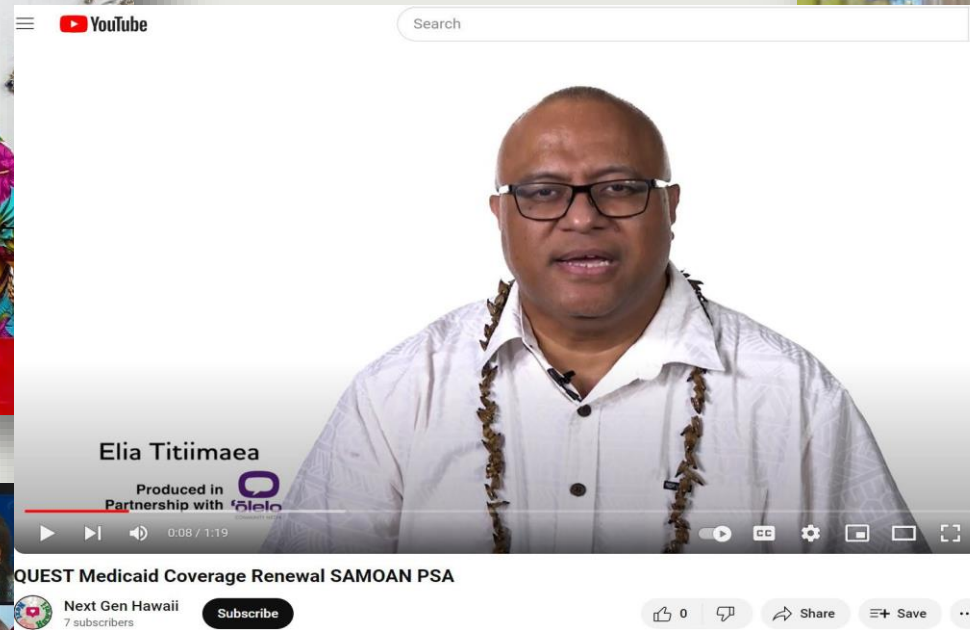
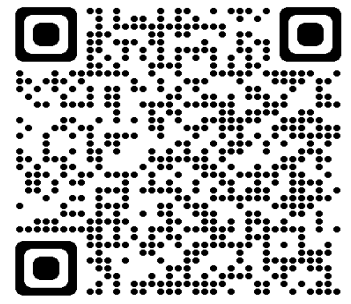
PROJECT VISION
Hele for Health



(hiphi.org/chap)



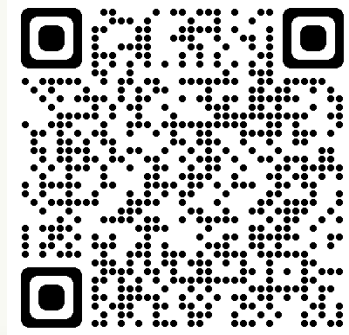
LANGUAGE AND CULTURALLY INCLUSIVE COMMUNICATION (CRITICAL PARTNERSHIPS)



FilCom Radiothon



LANGUAGE AND CULTURALLY INCLUSIVE COMMUNICATION (INNOVATIVE PROCESSES)



ENGLISH KAPASEN CHUUK (CHUUKESE) **ILOKANO (ILOCANO)** KAJIN MAJEL (MARSHALLESE) ESPAÑOL (SPANISH) TAGALOG LEA FAKA-TONGA (TONGAN)

DUA (10/26):
 (833)901-2272 (808)762-5751
 (833)901-2275 (808)762-5752
uicclaims.hawaii.gov/

Disaster Recovery Center
 Lāhainā Civic Center Gymnasium
 1840 Honoapiʻilani Highway,
 Lāhainā, HI 96761

Maui Claims Office
 54 South High St. Rm. 201,
 Wailuku, HI 96793-2198

American Job Center Hawaii-Maui
 110 Ala'ihī St. #209
 Kahului, HI 96732
www.disasterassistance.gov

SBA Physical Damage Loan (10/10)
 Apply in person at
Maui College
 310 W Kaahumanu Ave.
 Community Services Center Building,
 Kahului, HI 96732

Lahaina Civic Center
 1840 Honoapiʻilani Hwy.
 Lahaina, HI 96761

Apply for Disaster Relief at
www.stanthonymaui.org/maui-disaster-relief

For assistance, call (808) 518-6217
 Chuukese, Marshallese, Ilocano, Tagalog, Spanish, and Tongan interpreters available.

This service is brought to you by AlohaCare and the Immigration Resource Center under the leadership of Pacific Gateway Center, and funded by the State of Hawai'i.

Maui Emergency Communication

What is a “well-child visit?”

Even if your keiki is not sick, routine visits help your keiki’s doctor provide important advice and treatments to keep them healthy as they grow. And the visits are **free**.

At a well-child visit, your keiki’s doctor will:

- do a physical exam including
 - ans
 - offe
 - well
 - give
 - pro

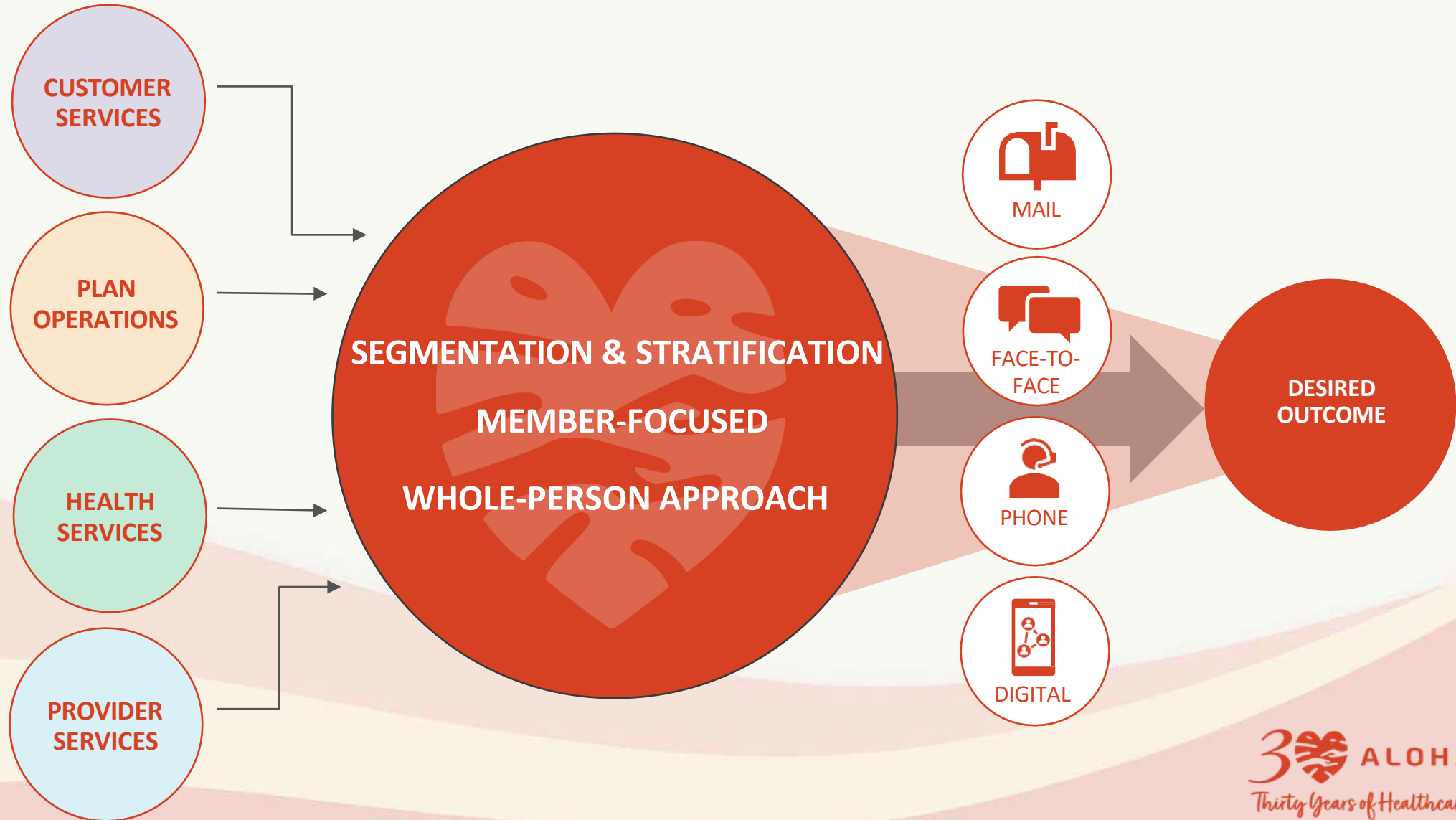
Ania ti “well-child visit?”

Uray no saan a masakit ti anakyo, dagiti gagangay a panagbisita tulonganna ti doktor ti anakyo a mangipaay kadagiti napateg a balakad ken panangagas tapno agtalinaed a nasalun-at bayat ti panagdakkelna. Ken **awan bayadanyo** para iti daytoy.

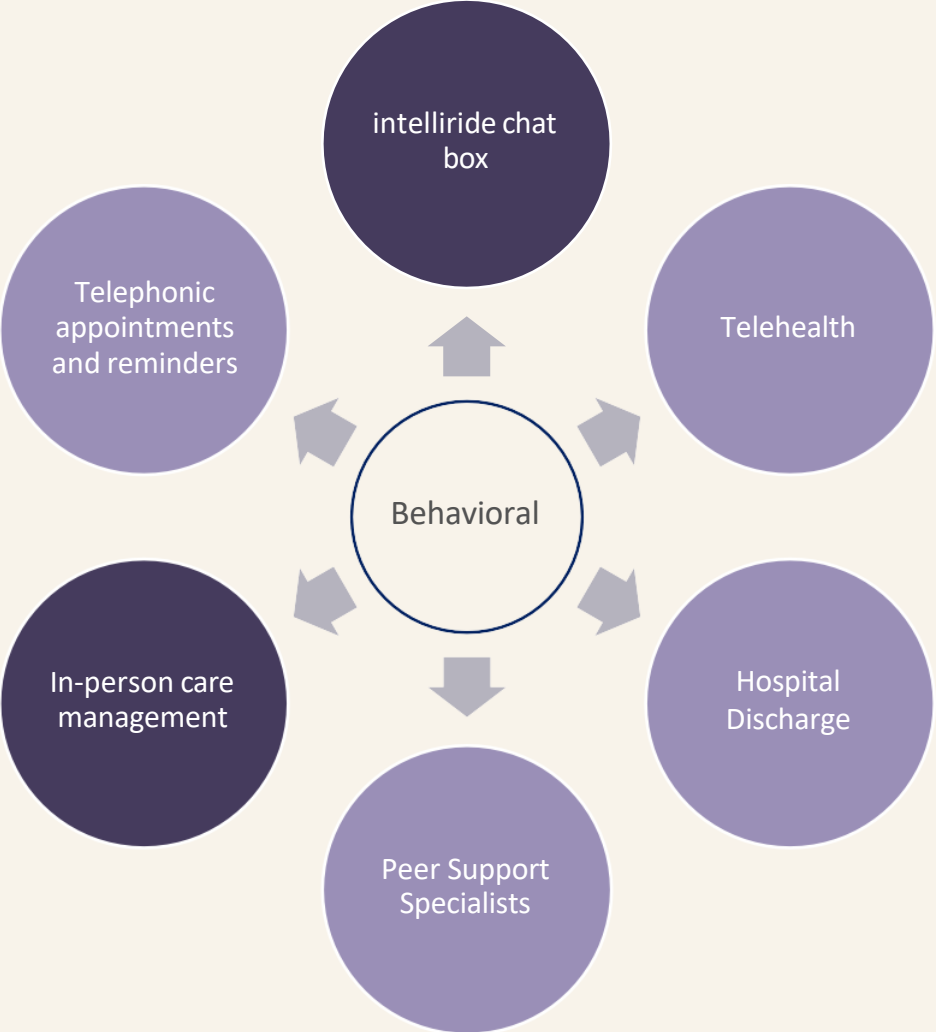
Iti maysa a well-child visit, daytoy ti aramiden ti doktor para iti anakyo:

- pisikal nga eksaminasion a ramanenna ti
 - kinatayag ken timbang
 - panagkita ken panagdenggeg
 - sungbatanna dagiti saludsodyo ken ti anakyo
- mangipaay iti balakad para iti kinasalun-at ti pisikal, mental, ken sosial
- mangted kadagiti rutina a pannakabakuna
- mangipaay kadagiti referral tapno agpakonsulta kadagiti espesialista.

COMMUNICATION STRATEGY



MULTIPLE TOUCHPOINTS TO MEET OUR MEMBERS WHERE THEY ARE AT, WHEN THEY NEED US



30 YEARS OF HEALTHCARE WITH ALOHA

Use advanced analytics to deepen our understanding of member needs

Advance health equity strategy: benefits and services to address community needs and investments in SDOH

Metrics to measure member satisfaction continuously



MAHALO!

QUESTIONS? COMMENTS?



www.alohacare.org



PUBLIC COMMENT



VI. STATE PLAN AMENDMENT (SPA) PRESENTATIONS AND DISCUSSIONS: UPDATES 02/21/24



State Plan Updates

- **SPA 23-0010 One Year Continuous Eligibility for Children Under Medicaid and CHIP-** Approved 12/14/23, Effective 07/01/23.
- **SPA 23-0014 Nursing Facility Payment Methodology Change-**SPA packet submitted to CMS and in process for approval.
- **SPA 23-0004 Former Foster Care Medicaid Out of State** —Under CMS review
- **SPA 23-0007 Medicaid Application (DHS 1100 “Application For Health Coverage & Help Paying Costs”)** –Under CMS review
- **SPA 22-0013 Community Palliative Care** Hawaii met with CMS 02/20/24, discussed edits that were needed to finalize approval for SPA. Hawaii working on submitting edited SPA documents.



State Plan Updates continued

- **SPA 23-0008 Payment for Medical Professional Services** -Under CMS review
- **SPA 24-0002 Diabetes Prevention Program** Hawaii reviewing state plan submission timeframes and alignment with implementation.



V. STATE PLAN AMENDMENT PRESENTATIONS AND DISCUSSIONS: NEW



SPA 24-0001 Yearly Optional Supplementary Payment

Background:

Yearly amendment required to increase the monthly income standards for Domiciliary Care Type I and for Domiciliary Care Type II in connection with Cost-of-Living Adjustment (COLA) increases.

SPA language Changes:

Effective January 1, 2024, Supplemental Security Income (SSI) beneficiaries received an 3.2% Cost-of-Living Adjustment increase from the Social Security Administration. This amendment is required to increase the monthly income standards for Domiciliary Care Type I from \$1565.90 to \$1594.90 and for Domiciliary Care Type II from \$1673.90 to \$1702.90.

Submission to CMS before 03/31/24

Proposed Effective Date 01/01/24



V. STATE PLAN AMENDMENT: Coming Soon

SPA 24-0003 Non-Emergency Medical Transportation



PUBLIC COMMENT



A photograph of a lush field of large, heart-shaped green leaves, possibly taro plants. The leaves are vibrant and fill most of the frame. In the center, the word "Mahalo!" is written in a large, white, sans-serif font. The background shows more of the same plants and some dark soil or mulch.

Mahalo!