

MED-QUEST DIVISION Hospital Quality Pay for Performance Program Secure Managed File Transfer (MFT) System



Frequently Asked Questions

This document contains information to assist hospitals in gaining access to and uploading data files to the Hawai'i Med-QUEST Division for the Pay-for-Performance Hospital Quality Program.

1. How do I get access to the secure MQD MFT?

- Users must complete the DHS 1188 form (see form on pages 7 -9) and submit to MQDHELPDESK@dhs.hawaii.gov or print and fax to 808-692-7966 Attention: MQD Helpdesk
- Each user must complete and submit the DHS 1188 form separately (a single form cannot be submitted for multiple users at the same provider)
- Each user may request access for multiple facilities using one DHS 1188 form. See appendix for details.
- Instructions for completing the form were emailed to providers on January 30, 2026, and are shown as an appendix for convenience

2. What do I do after submitting the DHS 1188 form?

- Once your DHS 1188 form is submitted to the MQD Help Desk, a ticket is automatically generated for tracking purposes
 - If your form is incomplete, a member of the MQD IT team will contact you
 - If your form is complete, you will receive an email notification containing a login link, your username and a temporary password

3. What if I can only email the DHS 1188 form through encrypted email?

- If an encrypted email was sent to MQDHELPDESK@dhs.hawaii.gov, MQD Helpdesk may be unable to access or view the content. If able, send an unencrypted email to MQDHELPDESK@dhs.hawaii.gov and request assistance to troubleshoot.

4. What should I do if I submitted the DHS 1188 form and after three business days and I have not received communication from MQD Helpdesk?

- Send a follow up email to MQDHELPDESK@dhs.hawaii.gov and copy MQDCSO_Inquiries@dhs.hawaii.gov, *subject line: Hospital Quality*

5. How do I get to the secure MFT site?

- Approved users can log in at: <https://kui.medquest.hawaii.gov/login>

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MFT Server - Web

Enter username and password and click Login.

Username: *

Password:

[Reset password](#)

LOGIN

6. How do I upload my data?

This is what uploaded data will look like in the MFT site folder:

Department of Human Services
Med-QUEST Division

My Storage

Shared with Me

My Account

Logout

/ HI / CLINICAL FILES / HOSPITAL NAME / PROD / IN

Upload New Directory Rename Delete Zip Download Change Directory

☐ Name

☐ HospitalName_HRSN_2026_Q1_v1.csv

Step 1: Navigate to the correct folder

- Open your hospital facility folder

/ HI / CLINICAL FILES / HOSPITAL NAME

Upload New Directory Rename Delete

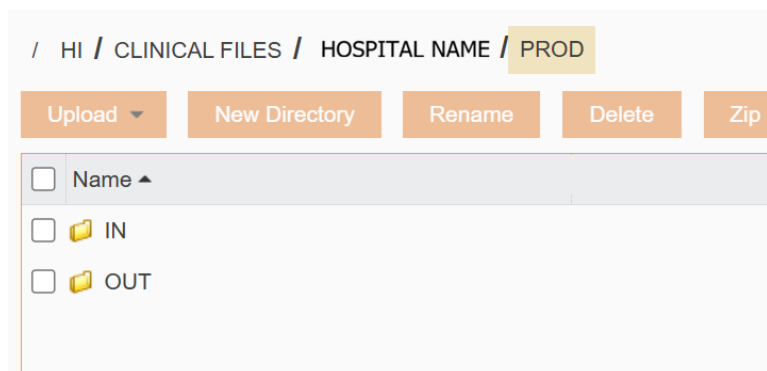
☐ Name

☐ PROD

☐ TEST

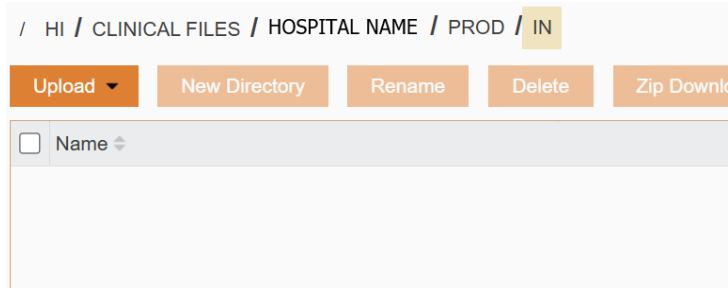
- In your hospital facility folder, open the PROD folder
 - PROD is short for “production”
- Within PROD, users should select the IN folder

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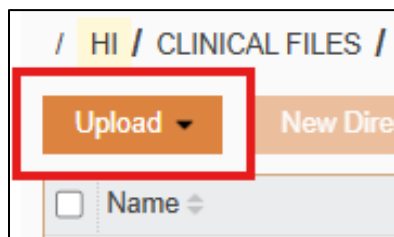
- The IN folder is for materials going into the secure MFT environment

Note: Users may see additional folders (e.g., TEST, OUT). Hospitals will not need to use these folders.



Step 2: Upload your file

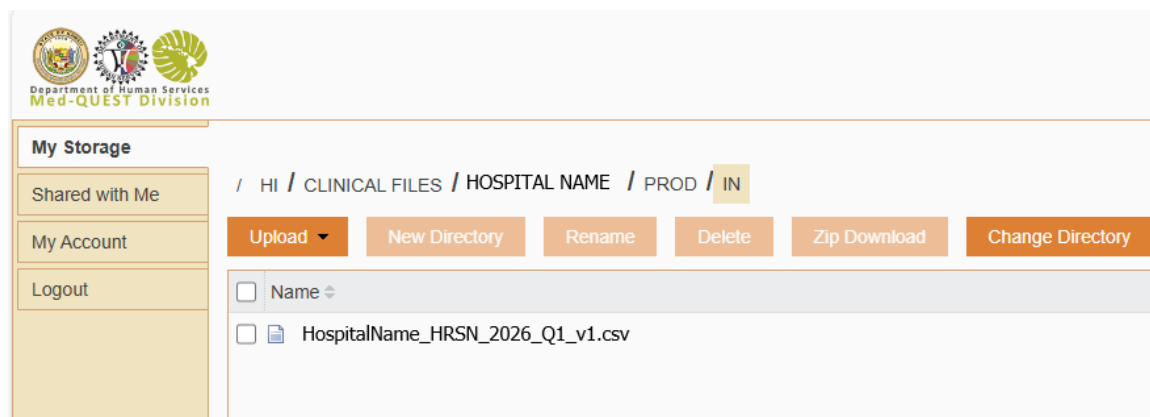
- Within the IN folder, click the orange "Upload" button at the top of the page
 - After clicking the upload button, a pop-up screen will appear where users can navigate their system to find the correct file(s) to upload



- Upload Navigation: Hospital Folder >> PROD >> IN >> Upload

Note: The "Upload" button has a black down arrow (caret symbol) that allows for selection of "Binary" or "ASCII." The default upload option is "Binary." No action is needed and hospital facilities should use the default "Binary" option

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7. I click on “Upload” and nothing happens.

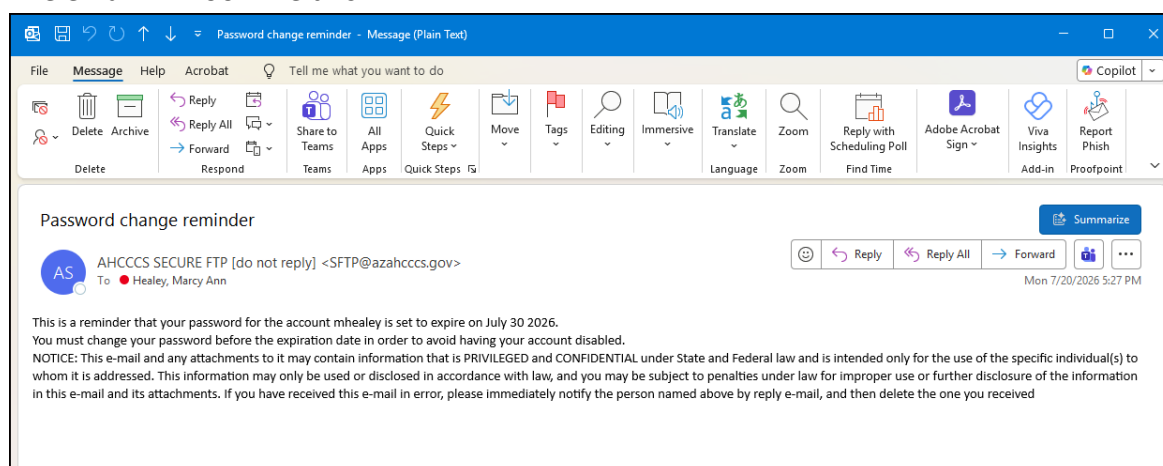
- The option to “Upload” is only active after navigating to your facility’s IN folder
- Once users navigate to the IN folder, the “Upload” button will activate and become available

8. My file is no longer in my facility’s folder. Where did it go?

- After your file has been uploaded to your facility’s IN folder, MQD will download the file.
- Once the file is downloaded, it will be deleted from the IN folder for version control purposes.

9. I received an email from AHCCS Secure FTP and when I logged into my MFT account, there was a pop-up about updating my password. Is it legitimate?

- Yes! After logging into your account, please follow the instructions in the pop-up to reset your password. You should expect to have to go through this process every 90-days.
- If you do not update your password in the allotted time frame, you will be locked out of your account. Please reach out to MQDHELPDESK@dhs.hawaii.gov to have your password reset.
- The email will look like this:



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Appendix

For access to the secure data exchange, complete the DHS 1188 form and submit to MQDHELPDESK@dhs.hawaii.gov or print and fax to: 808-692-7966, Attention: MQD Helpdesk. Submit a separate form for each person requiring access. Submitters may request access to multiple hospitals using one form (see form on pages 7 -9).

Additional information to aid with form completion, including reminders to complete fields that are frequently left blank:

Page 1, Section I

- Date

Page 1, Section II

- Submitter ID – enter hospital name after CLINICAL FILES/
 - For example, CLINICAL FILES/ADVENTIST HEALTH CASTLE
 - If requesting access to more than one hospital, add a new line for each hospital. For example:
CLINICAL FILES/ HALE HO'OLA HAMAKUA
CLINICAL FILES/ KA'U HOSPITAL
 - VALID FACILITY NAMES TO USE:

ADVENTIST HEALTH CASTLE
HONOKOA'A HOSPITAL
HILO BENIOFF MEDICAL CENTER
KAISER FOUNDATION HOSPITAL - MOANALUA
KAPI'OLANI MEDICAL CENTER - WOMEN AND CHILDREN
KA'U HOSPITAL
KAUA'I VETERANS MEMORIAL HOSPITAL
KOHALA HOSPITAL
KONA COMMUNITY HOSPITAL
KUAKINI MEDICAL CENTER
KULA HOSPITAL
LĀNA'I COMMUNITY HOSPITAL
MAUI MEMORIAL MEDICAL CENTER
PALI MOMI MEDICAL CENTER
REHABILITATION HOSPITAL OF THE PACIFIC
SAMUEL MAHELONA MEMORIAL HOSPITAL
STRAUB BENIOFF CLINIC AND HOSPITAL
THE QUEEN'S MEDICAL CENTER - MANAMANA
THE QUEEN'S MEDICAL CENTER - MOLOKA'I GENERAL HOSPITAL
THE QUEEN'S MEDICAL CENTER - NORTH HAWAI'I COMMUNITY HOSPITAL
WILCOX MEMORIAL HOSPITAL

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- Email Address
- Street Address
- Phone
- Last 4 of SSN

Page 2

- Name
- Signature
- Date

Append hospital name to document file name if submitting as a PDF.

Submit completed/signed form back to MQDHELPDESK@dhs.hawaii.gov or print and fax to 808-692-7966, Attention: MQD Helpdesk.