

# Med-QUEST Healthcare Advisory Committee

## October 19, 2022



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 - Presentations on current Med-QUEST program activities
  - a. Dental services
  - b. Other updates
  - c. Public Comment
- V. 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. 22-0013 Palliative Care
    - ii. 22-0014 Monkey Pox
  - c. State Plan Amendments: Coming Soon – Presentation on State Plan Amendments Med-QUEST is working on for future review.
  - d. Public Comment
- VI. MQD Member Communications:
  - a. Public Health Emergency Unwinding
  - b. Public Comment
- VII. Next Meeting: Wednesday, December 14. Check Med-QUEST website home page, slider #4 for updates.



## **IV. MQD UPDATES**



# Med-QUEST Updates

- Dental Services Update
- Other
  - Annual Plan Change
  - Home and Community Based Services (HCBS) – American Rescue Plan spending plan activities
    - HCBS Rate Study
    - Person-Centered Planning



## **MQD Updates: Restoration of dental benefit for adults**

- Basic preventative services like cleanings, x-rays and exams will be covered. Some restorative services like fillings, crowns, and dentures for the MQD adult population (~266k)
- MQD officially submitted Dental Expansion State Plan Amendment CMS (more details later in State Plan Section section).
- Contracts amended with Hawaii Dental Service, which also includes a sub-contract with Community Case Management Corp.
- We are always looking for more dentists to help serve our community. If you know of any, please do let us or HDS know, and we will reach out.



# MQD Updates: Restoration of dental benefit for adults

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Key messages regarding dental benefits for MQD staff, Health Plan staff and others:

“Effective 1/1/2023, Med-QUEST will cover adult dental benefits!

MQD is currently working with our dental partners to get this exciting new benefit ready for our members.

Our partner organization, Community Case Management Corporation (CCMC), will begin accepting calls in January 2023 at 1-808-792-1070 or toll-free at 1-888-792-1070.

CCMC will be able to explain the covered dental benefits and help our members find a participating dentist.

Like any medical benefit, coverage will depend on the medical necessity of each case. We can confirm that prevention and control of oral disease will be covered including cleanings and dental procedures such as x-rays-and fillings. Coverage will also include restoration of chewing functions which, based on the individual case, may include root canals, crowns and/or dentures.”



# **PUBLIC COMMENT**



## Med-QUEST Updates: Annual Plan Change

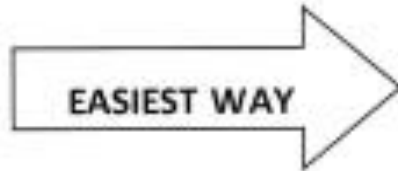
- Packets to our members began mailing on September 19
  - Letter
  - Newsletter/key information
  - Self-addressed/stamped envelope
  - Plan change request
  - Brochure with QUEST Health Plan ads
- Open enrollment October 1 – 31, 2022
  - Members eligible to participate are 414,502
  - Plan selections received and processed 3,924





# Med-QUEST Updates: Annual Plan Change

If you want to make a **CHANGE** to any family member's health plan, you can do so by:



**Phone:** Med-QUEST Customer Service at  
808-524-3370 O'ahu  
1-800-316-8005 Neighbor Islands  
The Hawai'i Relay Service 711 is available to hearing impaired,  
deaf, and speech impaired.

**Fax:** Open Enrollment form to  
808-692-7224 O'ahu  
1-800-576-5504 (toll-free) Neighbor Islands

**Mail:** Open Enrollment form in the enclosed reply envelope.

Your change request **MUST** be received or postmarked no later than October 31, 2022.

Your new health plan will be effective **January 1, 2023**.





## QUEST Integration

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- Culturally responsive, Native Hawaiian healing programs that include hula, lomilomi, 'ai pono, and ho'oponopono.
- An education program for adults to complete a high school education, which has been linked to improved health outcomes and a better financial future.



Experience the AlohaCare difference!

Call us at 808-973-0712 or toll-free  
1-877-973-0712. TTY users call 1-877-447-5990.

Or visit [AlohaCare.org](https://AlohaCare.org) to learn more.

\* Eligibility and locations vary for each program



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TTY users, call 1 (877) 447-5990.

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CVS Caremark® is an independent company providing pharmacy benefit management services on behalf of HMSA.

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With the QUEST Integration program, you're covered! You get benefits like primary and urgent care, mental health support, and prescription drugs on top of extra benefits for 'Ohana members like:



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Earn rewards for completing healthy activities with My Health Pays®.



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Go Ask Auntie

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### Connecting you to better health

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Put yourself and your family first with extra benefits from UnitedHealthcare including:



Traditional Native Hawaiian healing programs



Extra pregnancy support and programs to keep moms and keiki healthy and safe



On My Way interactive website to promote independence for young adults transitioning into adulthood

#### To learn more,

call toll-free 1-888-980-8728

TTY 711

Or visit [uhccp.com/hawaii](https://uhccp.com/hawaii)



UnitedHealthcare Community Plan of Hawai'i was awarded Distinctions for Multicultural Health Care and Long-Term Care Services & Support by the NCOA.

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516-CST35153 6/22



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With office locations across Oahu and Maui all welcoming QUEST Integration members, accessing care has never been easier.

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We focus on preventive care. Take a free online health assessment and use our convenient tools to help you live healthy.

For more information, please call  
**808-432-5330** or **1-800-651-2237**  
(toll-free) or **711** (TTY).

[kpquest.org](https://kpquest.org)

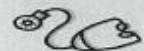


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## HEALTH PLAN PHONE NUMBERS



**AlohaCare**  
1-877-973-0712

**HMSA**  
1-800-440-0640

**Kaiser Permanente**  
1-800-651-2237

**'Ohana Health**  
1-888-846-4262

**UnitedHealthcare**  
1-888-980-8728



## Annual Plan Change: Oct 1-31, 2022

Now is the time to take action if you want to change your health plan!

There are 5 available health plans: **AlohaCare**, **HMSA**, **Kaiser Permanente** (Oahu & Maui islands only), **'Ohana Health Plan**, and **UnitedHealthcare Community Plan**.

If you choose a new health plan, your new health plan will start on January 1, 2023.

If you do not want to change your health plan, do not return the plan change form.

To make a health plan change, you can:



Call Med-QUEST enrollment services at: **1-800-316-8005**  
Press 2 to speak with a call center representative.  
Dial 711 for TTY Relay Services



Complete the Choice Form and Mail it to:  
**Med-QUEST Enrollment Services**  
P.O. Box 700190  
Kapolei, Hawaii 96709-0190



Complete the Choice Form and fax it to: **1-800-576-5504**



## Has your contact information changed in the past two years?

It is important that we can contact you.

Please update your contact information with us so you can stay enrolled!

Call us at **1-800-316-8005** or Dial **711** for TTY Relay Services

or log in to your account at:

**<https://medical.mybenefits.hawaii.gov>** to make the change



## Preventive care for keiki: Early Periodic Screening, Diagnostic, & Treatment (EPSDT)

For your keiki's health, you want to find and treat health problems as early as possible. Preventive care is free medical, mental health and dental care designed to prevent illness or injury. Your health plan can help you get the care you need for your keiki!



## QUEST HEALTH PLAN BENEFITS: If you need help finding a doctor, or getting services, call your health plan.

No matter which health plan you select, you will have access to doctor visits, hospitals, prescription drugs, various rehabilitation therapies, mental health care, and more. Some health plans offer additional benefits and services. You can look at the enclosed materials or contact the health plan to learn more.



## Dental care is covered too!

Beginning in January 2023, dental coverage will be offered to all Medicaid members, separate from your health plan. For help finding a dentist, call Community Case Management toll free at **1-888-792-1070**

## Does a family member not qualify for Medicaid and need health care coverage?

Any family member who does not qualify or is no longer eligible for Medicaid and needs medical coverage can visit: **[www.HealthCare.gov](http://www.HealthCare.gov)** to learn about coverage options and enroll.

Family members who currently purchase medical and dental coverage from HealthCare.Gov will receive a letter from the Marketplace with plan renewal information for the 2023 benefit year.

For more information, contact the Federal Health Insurance Marketplace at:

**[HealthCare.gov](http://HealthCare.gov)**

Or call **1-800-318-2596**

TTY: **1-855-889-4325**

# **PUBLIC COMMENT**



# Med-QUEST Updates: Home and Community Based Services

- As part of national American Rescue Plan Act (ARPA) strengthening Home and Community Based Services (HCBS) provisions, MQD is:
  - Conducting a HCBS Rate Study
  - Investing in Person-Centered training for providers, health plan and our MQD staff



# MQD Updates: HCBS Rate Study

## Project Background

- The State of Hawai`i Med-QUEST Division (MQD) is conducting an initial rate study for its Medicaid Home and Community-Based Services (HCBS) programs that is supported by two main drivers:
  - The Hawai`i State Legislature in 2022 passed Senate Resolution #4, which requests the Department of Human Services to study the feasibility of increases in the Medicaid reimbursement rates for Community Care foster family homes, expanded adult residential homes, and other home and community care providers and services.<sup>1</sup>
  - MQD's HCBS spending plan under the American Rescue Plan Act of 2021 (ARPA), which specifies the "initiative will include a rate study to identify baseline rates and establish competitive rate methodologies".<sup>2</sup>

<sup>1</sup> "Urging the Department of Human Services to Study the Feasibility of Increasing Payment to Hawai`i's Community Care Foster Family Homes and Expanded Adult Residential Care Homes for Medicaid Recipients," S.R. No. 4, The Senate Thirty-First Legislature, 2022, State of Hawaii, Retrieved from: [SR4 \(hawaii.gov\)](#).

<sup>2</sup> "Spending Plan for Implementation of American Rescue Plan Act of 2021, Section 9817," State of Hawaii, Department of Human Services, July 2021, Retrieved from: [hi-spending-plan-for-implementation.pdf \(medicaid.gov\)](#).



### Services Under Review

- Community Care Management Agency (CCMA) specialized case management
- Community Care Foster Family Home
- Homemaker/Companion/Chore (PA1)
- Personal Care/Personal Assistance/Attendant Care (PA2)
- Private Duty Nursing RN and LPN
- Expanded Adult Residential Care Home
- Self-Directed Personal Assistance

Additional services to be considered in a future rate study phase



# MQD Updates: HCBS Rate Study

## Review of Project Plan and Updates

Task ID	Project Task	Calendar Year 2022						
		Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>I</b>	<b>ARPA Funding Increase Assessment</b>							
1	Finalize Project Plan							
2	ARPA Funding Increase Assessment							
2.1	Conduct research							
2.2	Develop direct care worker trend analysis							
2.3	Conduct payment rate benchmarking							
3	Evaluate New Rate Methodologies							
3.1	Identify and evaluate payment methodologies							
3.2	Review and Select Data Sources for Use in Rate Development							
3.3	Develop report based on MQD policy decisions							
4	Rate Assessment Stakeholder Engagement							
4.1	Kickoff webinar							
4.2	Rate assessment findings							

### Phase I Milestones:

- Rate recommendations related to self-directed services due to minimum wage changes
- Provider survey released and due October 28, 2022
- Preliminary wage analysis and inflation analysis



# MQD Updates: HCBS Rate Study

## Review of Project Plan and Updates (Continued)

Task ID	Project Task	Calendar Year 2022							
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	
II	Comparison Rate Development								
5	Conduct Comparison Rate Setting								
5.1	Collect data inputs								
5.2	Conduct provider survey								
5.3	Conduct preliminary comparison rate calculations								
5.4	Conduct payment simulation modeling								
5.5	Finalize comparison rate calculations								
5.6	Develop Final Report								
6	Comparison Rate Development Stakeholder Engagement								
6.1	Provider survey training								
6.2	Industry series #1: CCFFH/E-ARCH focus group								
6.3	Industry series #1: CCMA focus group								
6.4	Industry series #1: In-home care focus group								
6.5	Industry series #2: CCFFH/E-ARCH focus group								
6.6	Industry series #2: CCMA focus group								
6.7	Industry series #2: In-home care focus group								
6.8	Review of final comparison rate calculations								

### Phase II Milestones:

- Provider survey training completed with additional follow-up
- HI specific rate inputs will be discussed during focus groups (meeting 10/25-10/26) and brought into HI rate models
- Second stakeholder meeting dates will be in late November or early December
- Comparison rates are scheduled to be calculated by the end of December 2022





## MQD Updates: HCBS Rate Study

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- MQD is exploring a potential Phase II follow-up HCBS rate study in 2023 to explore comparison rates for the following services:
  - Assisted living facilities
  - Adult day care / day health
  - Home delivered meals
  - Personal care, companion care and respite



# MQD Updates: Pathway to Person Centered Organization

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Goal: Implement person-centered planning & practices to improve service delivery and meet individualized goals

- As part of national American Rescue Plan Act (ARPA) strengthening Home and Community Based Services provisions, Med-QUEST is investing in Person-Centered training and organizational practices.
  - Investing in Policy changes, quality improvement activities and adoption/implementation of best practices
  - MQD has contracted with Support Development Associates for the centralized learning tool and consultant services



# MQD Updates: Pathway to Person Centered Organization

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## Learning Management System

- On demand e-learning Person Centered Learning modules
- Support moving MQD & MCOs towards Person-Centered Organization

## Consultant Service

- (4) day Person Centered training for Coaches & Leaders
- Monthly consultation for Coaches & Leaders thereafter x 2 years
- Provide Train-the-Trainer sessions, develop Person Centered SMEs



# MQD Updates: Pathway to Person Centered Organization

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DATE of TRAINING	OBJECTIVE
10/17/2022	Kick off with Coaches & Leaders to review PCO foundational plan
10/18/2022	Leadership orientation addressing role & expectations
10/19/2022	Coach(es) orientation defining role & creating a plan of action
10/20/2022	Coach(es) & Leaders evaluate current practices & establish outcomes for the organization



# **PUBLIC COMMENT**



## **V. STATE PLAN AMENDMENT PRESENTATIONS AND DISCUSSIONS: UPDATES 10/19/22**



# State Plan Updates

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- **22-0008 Post Partum extension (12 months- under American Rescue Plan Act)** Approved 08/16/22
- **21-0013 Pharmacy and Podiatry Services** Approved 10/11/22
- **22-0005 Consolidated Appropriations Act SPA** (title changed to “**Routine Costs for Clinical Trials**”) Hawaii is working on updating ABP SPA pages based on SPA 21-0013 approval.
- **22-0007 COVID-19 Vaccine (1 year post PHE)**-Public Notice posted 09/12/22. Hawaii responded to additional questions/recommendations received from CMS 09/28/22. Received additional questions from CMS 10/13/22. SPA will go into in “Request for Additional Information” (RAI) processes.
- **22-0009 Pregnant Woman Proxy Payment Methodology** Received additional questions from CMS. SPA currently in (RAI) review process.



# State Plan Updates

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- **22-0010 CHIP Matrix** Received additional questions from CMS. SPA is currently in RAI processes.
- **22-0003 CAMHD-** CMS currently reviewing Hawaii response to (RAI) questions.
- **22-0012 Restoration of Basic Dental Benefits for Adults** –Submitted SPA packet to CMS 09/15/22. SPA attachments submitted initially are posted on our MQD website. Hawaii met with CMS 10/11/22 to respond to additional inquiries that they had regarding benefit descriptions, location of benefits on SPA Attachments and to clarify that limits may be exceeded based on medical necessity. Response to CMS questions and attachment updates submitted 10/17/22.





## **V. STATE PLAN AMENDMENT PRESENTATIONS AND DISCUSSIONS: NEW**



# 22-0013 Community Palliative Care Services

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## Background:

Currently, palliative care services in hospital settings are covered, and MQD is seeking to change the administrative aspects of this optional benefit to expand the benefit to allow members to receive the services in community settings (non-hospital settings).

## SPA language:

New Pages- Proposes Palliative Care benefit selection in state plan.

1. Section 3- pg. 19d.
2. Section 3-pg. 20d.
3. Attachment 3.1-A pg. 14
4. Attachment 3.1-B pg. 13

## Amended Pages:

1. Supplement to Attachment 3.1-A and 3.1-B pg. 6 –Describes Palliative Care Coverage, Services, Provider Qualifications.
2. Attachment 4.19-B pg. 1.2-Describes the Reimbursement Methodology

SPA attachments and Public Notice posted at <https://medquest.hawaii.gov/en/about/state-plan-1115.html> on 10/14/22.



# 22-0014 Monkey Pox

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## Background:

Monkeypox was declared a public health emergency by HHS Secretary Becerra on Aug 4, 2022. At this time, there has been no declaration of a national emergency or disaster under the Stafford Act of the National Emergencies Act. Hawaii is pursuing a SPA for increase in payment for the vaccination administration rate. Without a Presidential declaration, CMS is unable to grant section 1135 waivers for Monkeypox PHE. States must follow the regular state plan amendment submission timelines.

## SPA language:

Amendment Page- Supplement 2 to Attachment 4.19-B pg. 3

To include vaccination rate, effective timeframe and description of payment methodology.

SPA attachments and Public Notice posted at <https://medquest.hawaii.gov/en/about/state-plan-1115.html> on 10/14/22.

**Proposed Effective Date 10/15/22**



## **V. STATE PLAN AMENDMENT PRESENTATIONS AND DISCUSSIONS: COMING SOON**



# State Plan Amendments

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- **SPA 22-0015 Licensed Midwife**

**Description:** *Hawaii to add Licensed Midwife as a new Provider type in State Plan. Goal Effective Date 01/01/2023*

- **SPA 23-XXXX Former Foster Care Medicaid Out of State**

**Description:** *This amendment will allow Medicaid coverage to former foster care individuals from another state who move to Hawaii after January 1, 2023. Goal Effective Date 01/01/2023*

- **SPA 23-XXXX Yearly Optional State Supplementary Payment**

**Description:** *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. Goal Effective Date 01/01/2023*



# **PUBLIC COMMENT**



# **VI. MQD MEMBER COMMUNICATIONS**

## **PUBLIC HEALTH EMERGENCY:**



# **MED-QUEST PLANNING FOR ENDING OF PUBLIC HEALTH EMERGENCY**

MQD numbers

Timing of Public Health Emergency

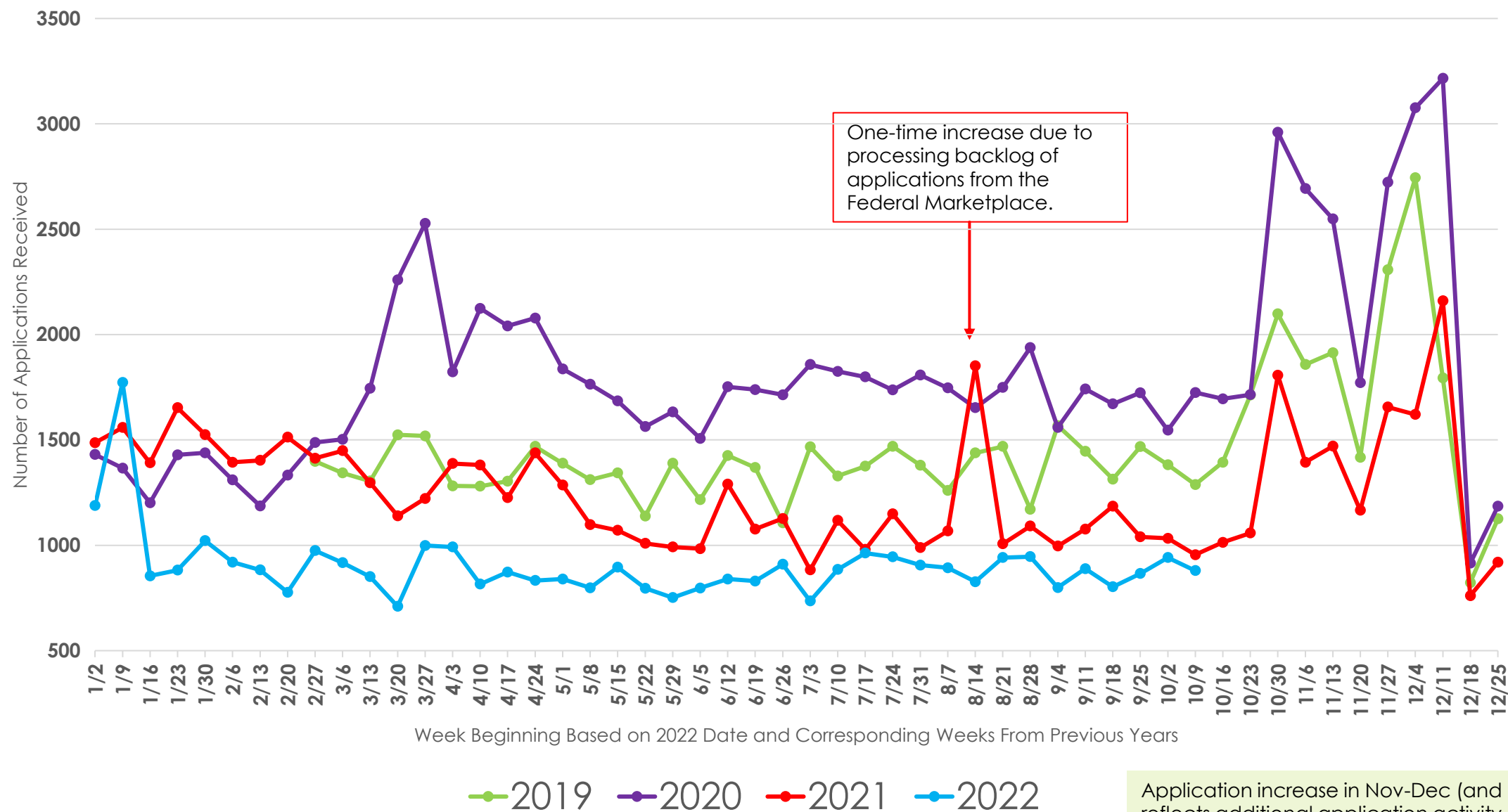
Restarting regular eligibility renewal activities

Member Communication



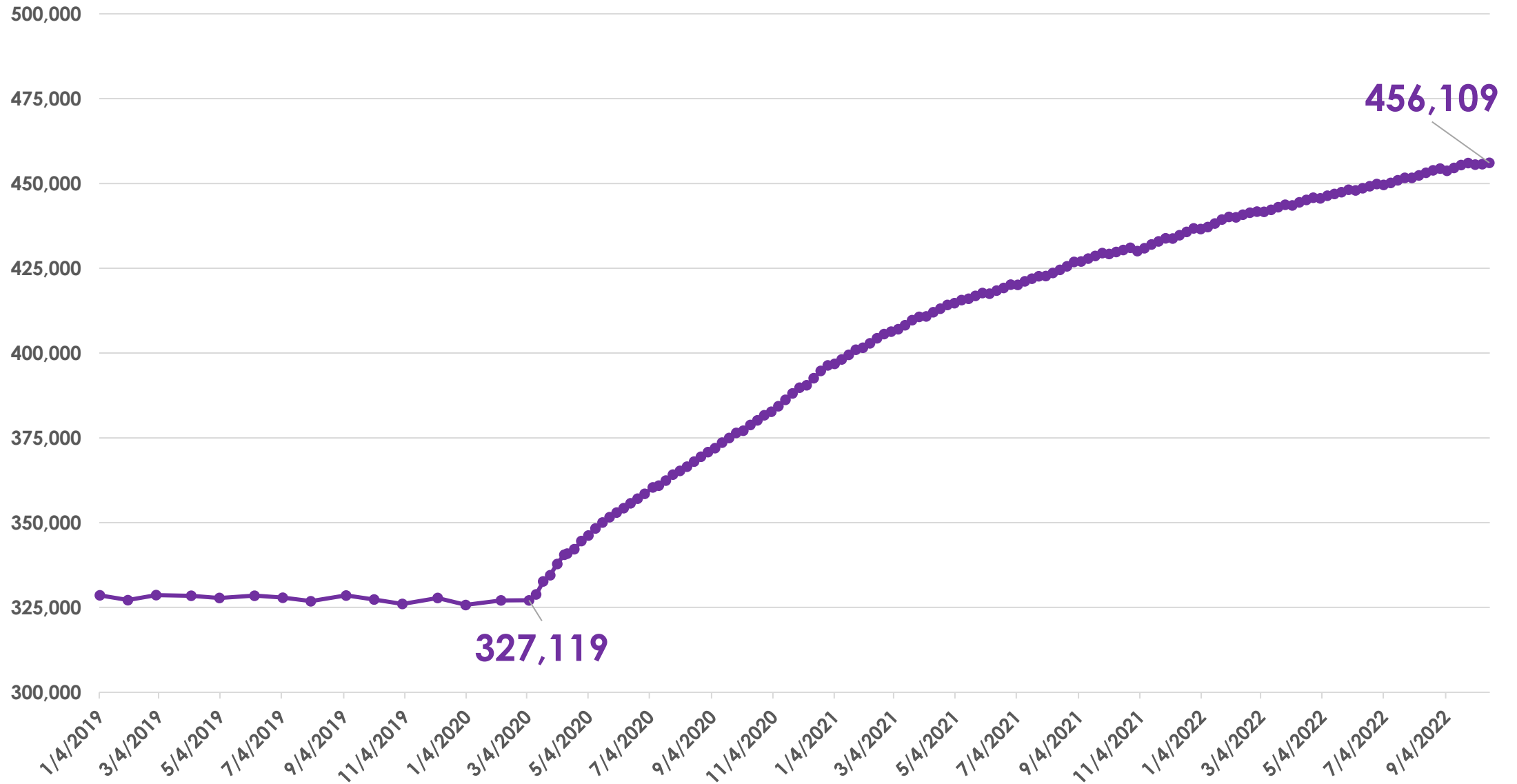


## Hawai'i Medicaid Applications Received Per week: March 2020 to October 15, 2022 MQD has Received 184,088 Applications



# Hawai'i Medicaid Monthly Enrollment: January 2019 to October 17, 2022


## 128,990 New Enrollments since 3/6/2020 (39% Increase)



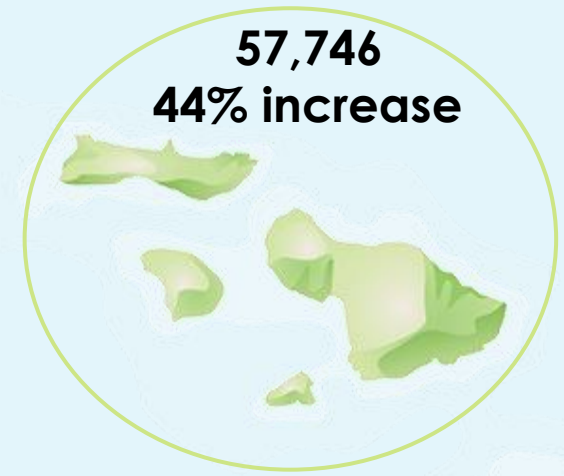
Medicaid enrollment by County on  
October 17, 2022 and percent  
increase in enrollments since  
March 6, 2020




**27,211**  
**41% increase**



**278,069**  
**41% increase**



**57,746**  
**44% increase**



**93,083**  
**33% increase**

# Public Health Emergency Declaration

## RENEWAL OF DETERMINATION THAT A PUBLIC HEALTH EMERGENCY EXISTS

As a result of the continued consequences of the Coronavirus Disease 2019 (COVID-19) pandemic, on this date and after consultation with public health officials as necessary, I, Xavier Becerra, Secretary of Health and Human Services, pursuant to the authority vested in me under section 319 of the Public Health Service Act, do hereby renew, effective October 13, 2022, the January 31, 2020, determination by former Secretary Alex M. Azar II, that he previously renewed on April 21, 2020, July 23, 2020, October 2, 2020, and January 7, 2021, and that I renewed on April 15, 2021, July 19, 2021, October 15, 2021, January 14, 2022, April 12, 2022, and July 15, 2022, that a public health emergency exists and has existed since January 27, 2020, nationwide.

October 13, 2022

\_\_\_\_\_  
Date

/s/

\_\_\_\_\_  
Xavier Becerra

Key dates going forward are as follows:

- If this is the last renewal, then the PHE would end on **January 11, 2023**.
- If this is the last renewal, then the Medicaid continuous enrollment requirement would expire on **January 31, 2023** and the first date on which a Medicaid coverage termination could be made effective is **February 1, 2023**.
- If this is the last renewal, then the 6.2 percentage point FMAP enhancement will extend through **March 31, 2023**.

# Public Health Emergency and what it means for Medicaid enrollment

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- **Routine Medicaid enrollment and renewal operations have been disrupted.**
  - Continuous Coverage Requirement: *Disenrollments only allowed for individuals who move out of state, voluntarily request to stop their Medicaid enrollment or pass away.*
- When the Public Health Emergency declaration ends, all Medicaid programs will have the **single largest health coverage transition event since the first open enrollment period of the Affordable Care Act in 2013/14.**



## Renewals and Redeterminations

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- MQD will begin regular eligibility redeterminations the 1<sup>st</sup> of the month after the PHE declaration ends.
- MQD will evenly spread out the renewals over a full year once regular eligibility and renewal activities start again
  - *Where continued eligibility could be done, cases will be reviewed a year from when the last successful determination was made.*
  - *All other cases evenly spread out for redetermination over the 12-month period*
  - *Generally, the oldest cases will be redetermined first.*
- Exceptions:
  - If MQD's system is aware that an individual or family is houseless, those cases will be pushed to the end of the 12-month *period to allow for more time to seek and report alternate contact information.*
  - MQD will also delay any newly eligible Medicaid/Medicare “dual” members 6 months out from their Medicare eligibility date.
    - *This will allow more time for individuals who are becoming Medicare eligible more time to provide information that would demonstrate they are still additionally eligible for Medicaid*



## Update Member Contact info – Outreach, partnerships & communication

- **Updating contact information, particularly mailing addresses, will be a key factor** when regular eligibility and renewal activities start again. People have not had to worry about coverage loss for over two years, and are not used to updating us!
- Work as started to **help remind Medicaid members that they should update their address with MQD** if they have moved in the past two – three years.
- Key Strategies:
  - **Movie Theater campaign** (Thanksgiving to January)
  - Updated Member handbook
  - Website information
  - Elected officials' social media platforms and newsletters
  - Agencies/Community Partner social media platforms and newsletters
  - Managed Care Organizations: provide updated addresses and help MQD research and outreach
  - All returned mail received by MQD will be researched with every possible attempt made to contact the individual prior to terminating their coverage.







**Medicaid Renewal Letters  
coming in pink envelopes!**

**Are you covered by Medicaid/Med-QUEST?**

**Is your mailing address up to date?**

**Check that Med-QUEST has your current mailing address**

**Visit [medquest.hawaii.gov](https://medquest.hawaii.gov)  
to update your account**

**or**

**Call 1-800-316-8005**



# Have you heard the news?

**Med-QUEST Hawaii**

will restart eligibility reviews.



**DON'T RISK A GAP IN YOUR MEDICAID COVERAGE.**  
**GET READY TO RENEW NOW.**

Following these steps will help determine if you still qualify:



Make sure your contact information is up to date.



Check your mail for a letter.



Complete your renewal form (if you get one).

**Have Questions?**

Visit

[medquest.hawaii.gov](https://medquest.hawaii.gov)

or call

[1-800-316-8005](tel:1-800-316-8005)

for help or to update your contact information today.

**DON'T RISK A GAP IN YOUR MEDICAID COVERAGE.**  
**GET READY TO RENEW NOW.**

# Have you heard the news?

**Med-QUEST**

will restart eligibility reviews.



Following these steps will help determine if you still qualify:



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Complete your renewal form (if you get one).

**Have Questions?**

Visit

[medquest.hawaii.gov](https://medquest.hawaii.gov)

or call

[1-800-316-8005](tel:1-800-316-8005)

for help or to update your contact information today.

# **PUBLIC COMMENT**







**Mahalo!**