Important Information About Your Med-QUEST Coverage

Aloha [INSERT CASE FIRST NAME],

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. This letter is to inform you that you and other Medicaid members in your household are covered through [MONTH], [YEAR]. You will receive a pink letter in the mail in [MONTH-1], [YEAR] when your renewal will begin.

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

You can take the following steps to prepare for your renewal:

Update your contact information, if you have changes – Always 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 for ways to reach Med-QUEST directly.

Open and respond to all mail from Med-QUEST – Med-QUEST will mail you a pink letter with details about your Medicaid coverage. This letter will let you know if Med-QUEST was able to renew your Medicaid eligibility or may let you know that Med-QUEST needs additional information from you to renew your Medicaid eligibility.

Complete your renewal form – If Med-QUEST needs more information, you will receive a pink renewal form in [MONTH-1], [YEAR].

Enclosed you will find the QUEST Member Handbook.

Mahalo and stay well and stay covered!