



[CASE-FNAME] [CASE-MI] [CASE-LNAME]
[CASE-STR-1]
[CASE-STR-2]
[CASE-CITY] [CASE-ST] [CASE-ZIP]

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!

[CASE NUMBER]