

# State of Hawai'i Department of Human Services

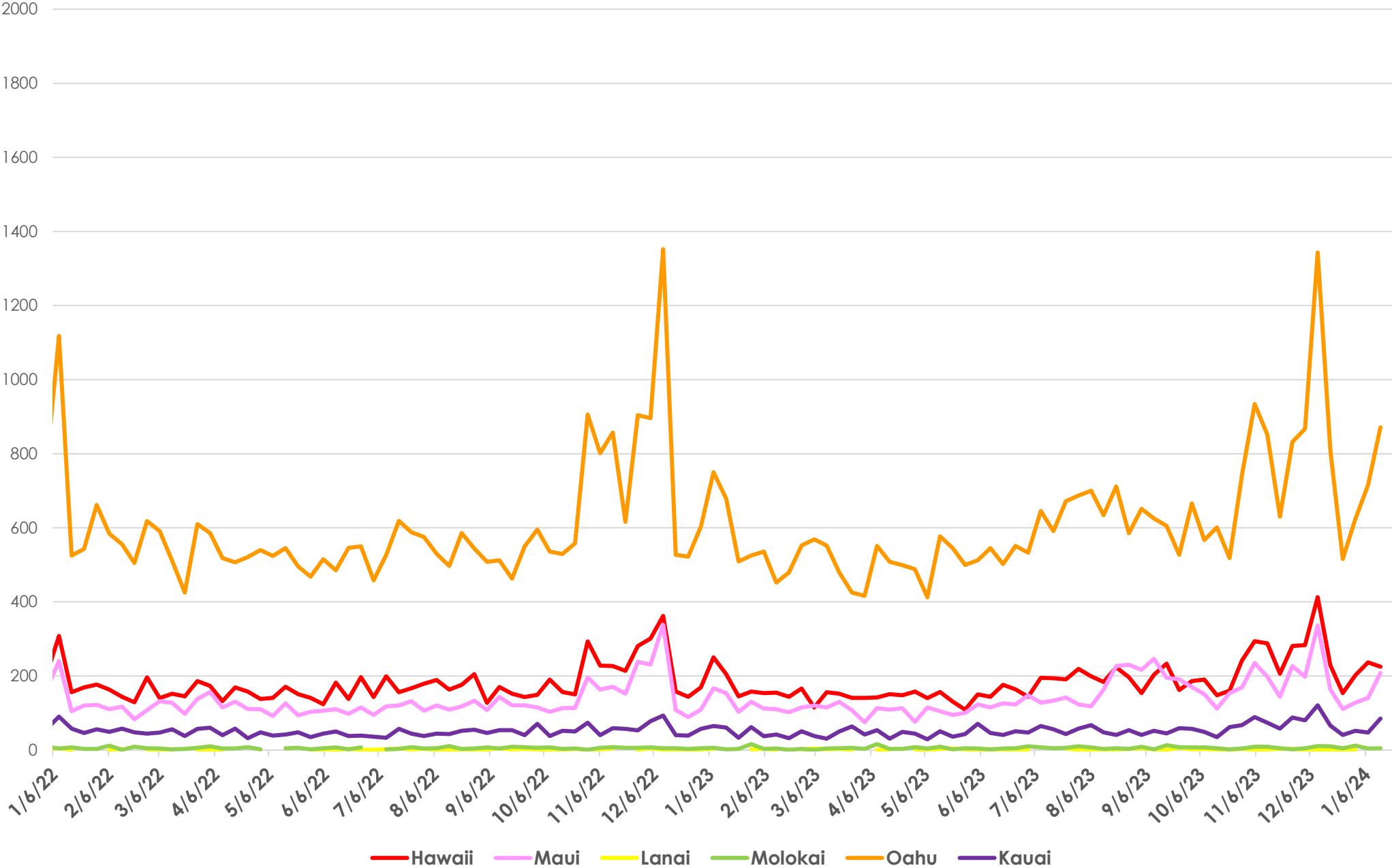
Application and Enrollment Data Update

1/23/2024

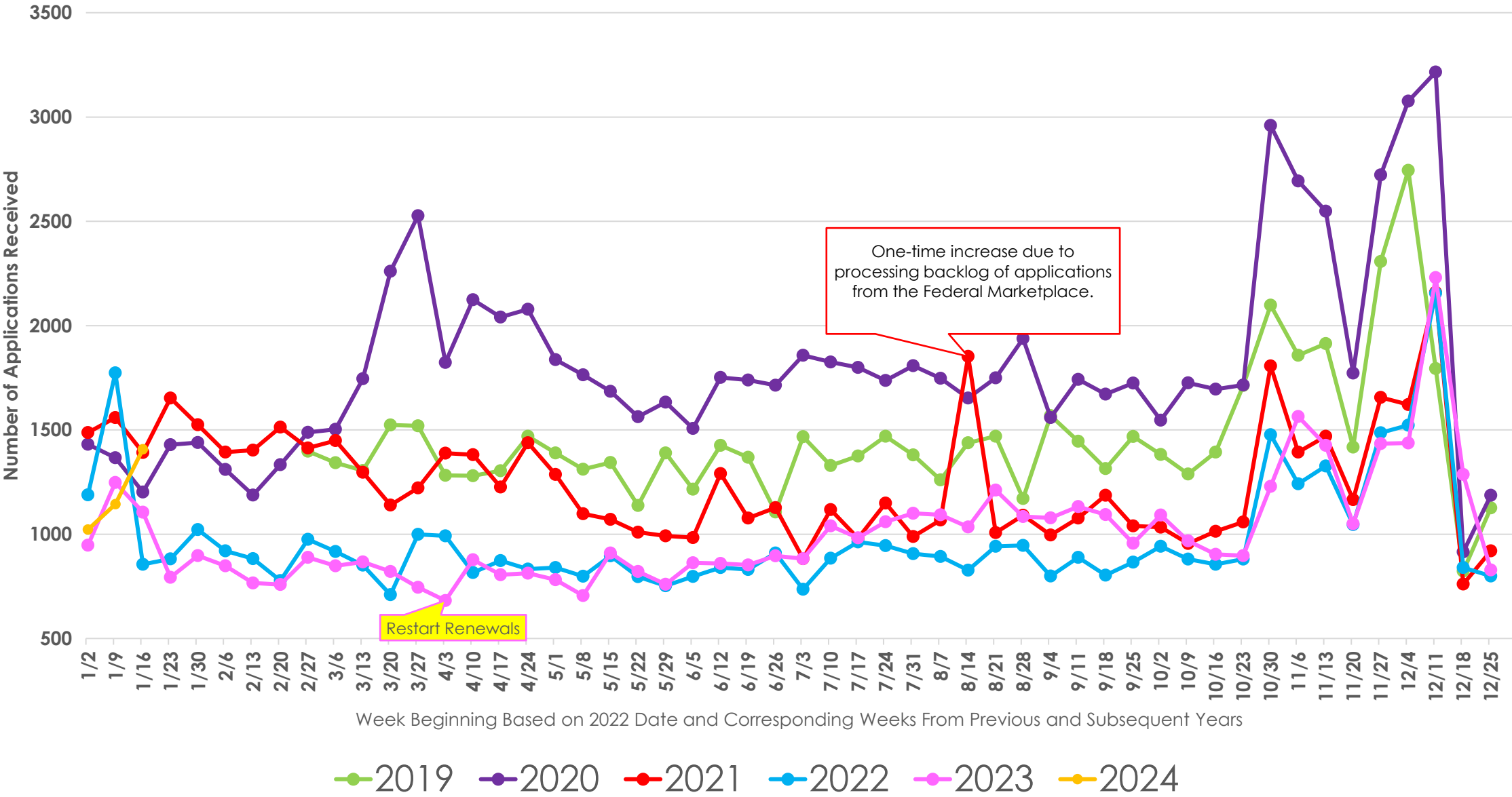


Med-QUEST Division

Applications by Island from January 6, 2022 through January 20, 2024



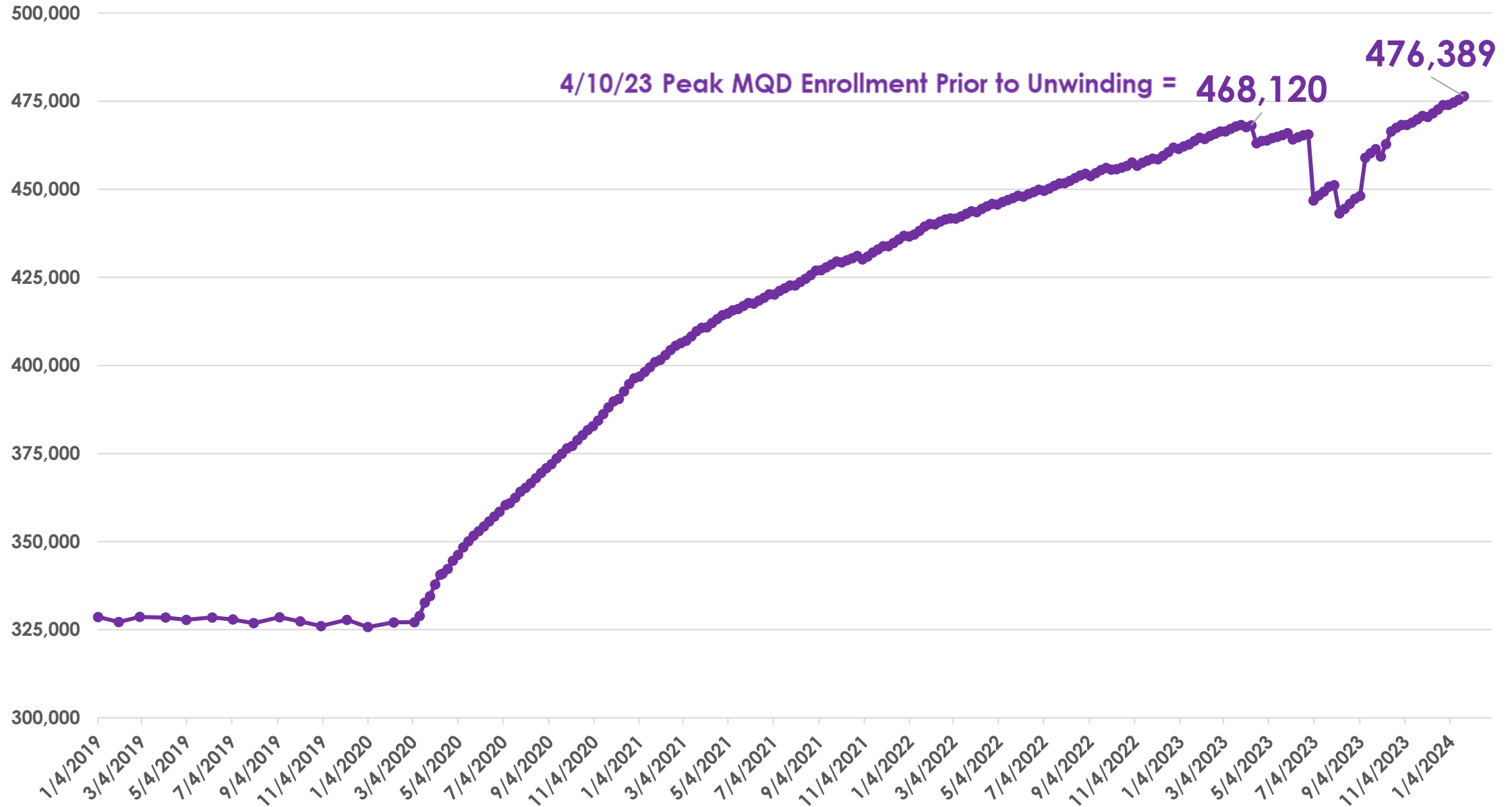
**Hawai'i Medicaid Applications Received:**  
**March 2020 to March 2023 MQD Received 209,251 Applications**  
**As of April 2023-January 20, 2024 MQD has received 44,292 Applications**



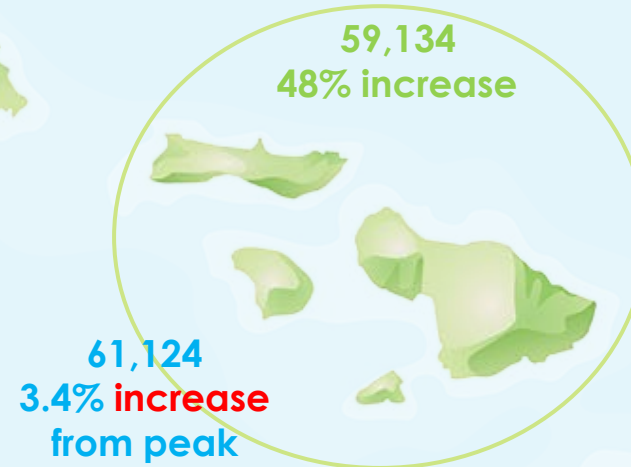
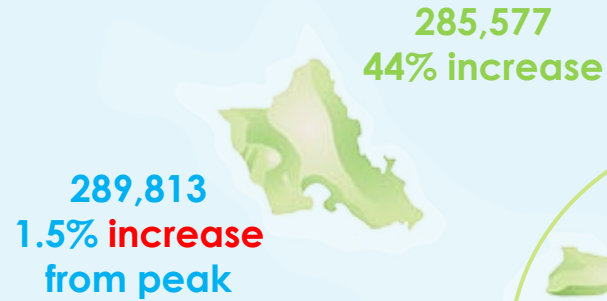
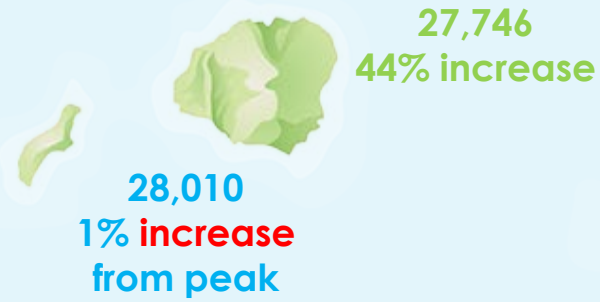
# Hawai'i Medicaid Monthly Enrollment: January 2019 to January 22, 2024

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

8,269 additional enrollments from 4/10/23 to 1/8/24 (1.8% 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



95,663  
37% increase

97,441  
1.9% increase from peak

Current Medicaid enrollment by County as of Jan 22, 2024 and percent change from April 10, 2023 peak to present



State of Hawai'i Department of Human Services

**Med-QUEST Division**

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

here.' The background also shows a photo of a family."/>

ALoha

STATE OF HAWAII  
1959

QUEST Hawaii

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](#).

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.*



UPDATE! Med-QUEST stands in support of our Maui Nui community and has temporarily paused new eligibility renewals. Renewals for Maui County residents will begin again in April 2024 for those whose eligibility runs through May 2024.

*Please note that if you previously submitted your renewal form, MQD will take appropriate action on your case.*




**People who are already covered by Med-QUEST  
DO NOT need to take any action at this time. Their coverage will be maintained.**

**People who are not currently covered by Med-QUEST can apply for coverage in the following ways:**

- We encourage folks who have access to computers to apply online as the fastest way to apply. <https://medical.mybenefits.hawaii.gov/>
- Those without computer access can apply over the phone by calling **1-800-316-8005**. Hold times are a bit longer than usual but please stay on the line so we can be of service, We have expanded our call center hours to Monday – Saturday from 7:00 am – 7:00 pm.
- We have MQD staff, some Health Plan representatives and Kokua/community organizations on the ground at a variety of outreach venues who are helping with new applications.
- MQD's Eligibility Office in Wailuku is also open and ready to provide assistance M-F from 7:45 am – 4:30 pm in Wailuku at Millyard Plaza, 210 Imi Kala Street, Suite 101



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.







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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.

FAQsPress ReleaseVideosToolkitLetters/NoticesData/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