

State of Hawai'i Department of Human Services

Application and Enrollment Data Update

4/8/2024

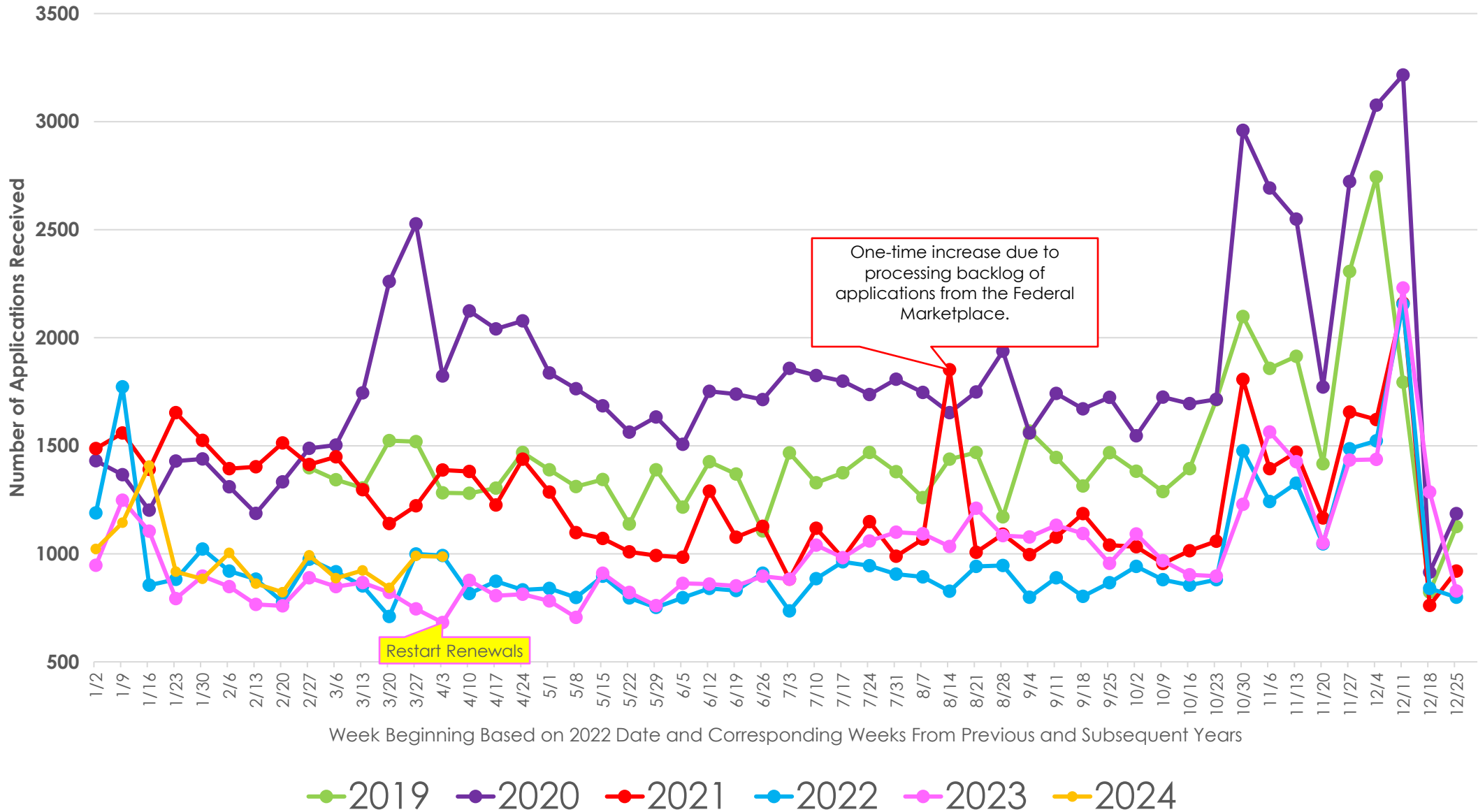


Med-QUEST Division

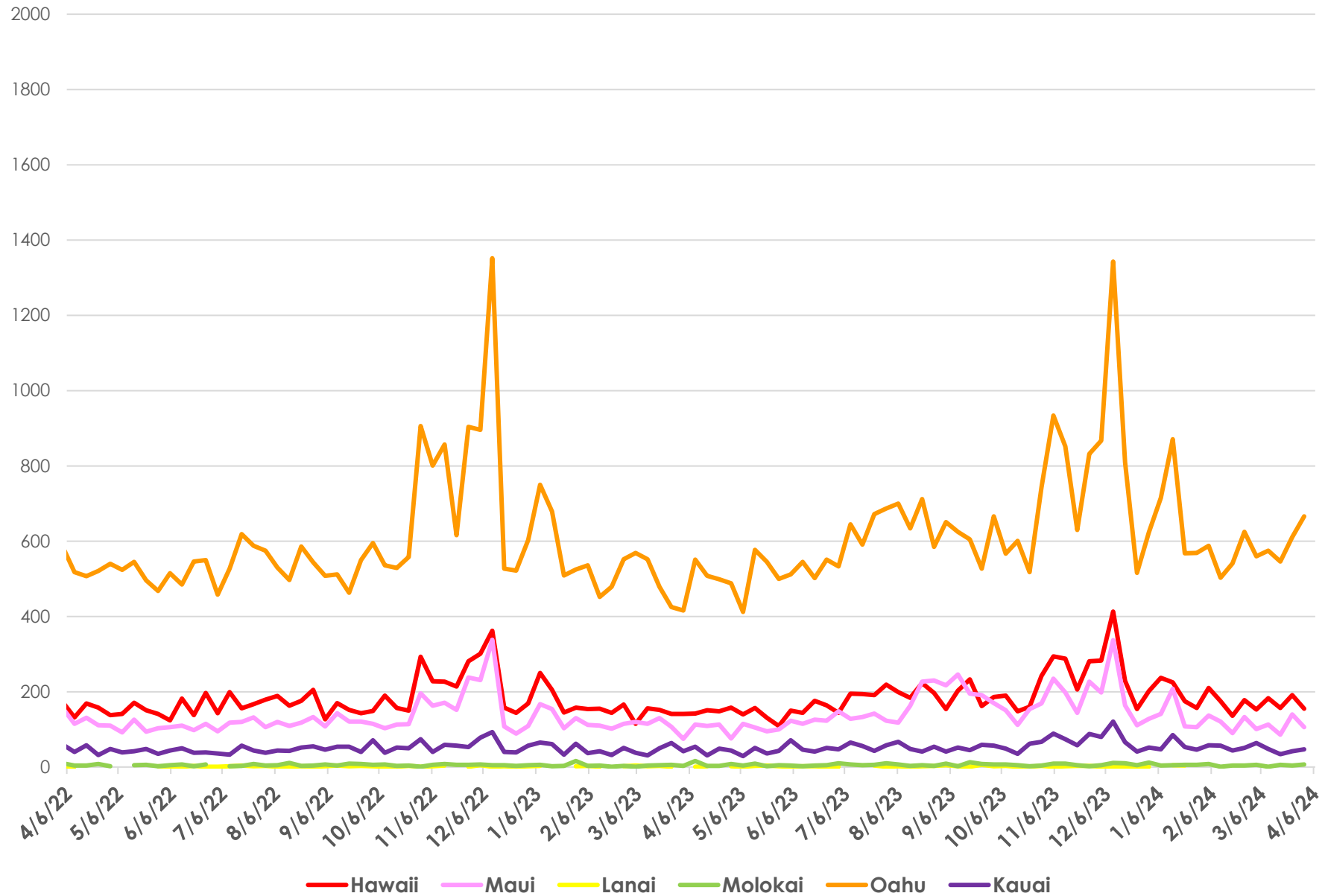
Hawai'i Medicaid Applications Received:

March 2020 to March 2023 MQD Received 209,251 Applications

As of April 2023 - April 6, 2024 MQD has received 54,403 Applications



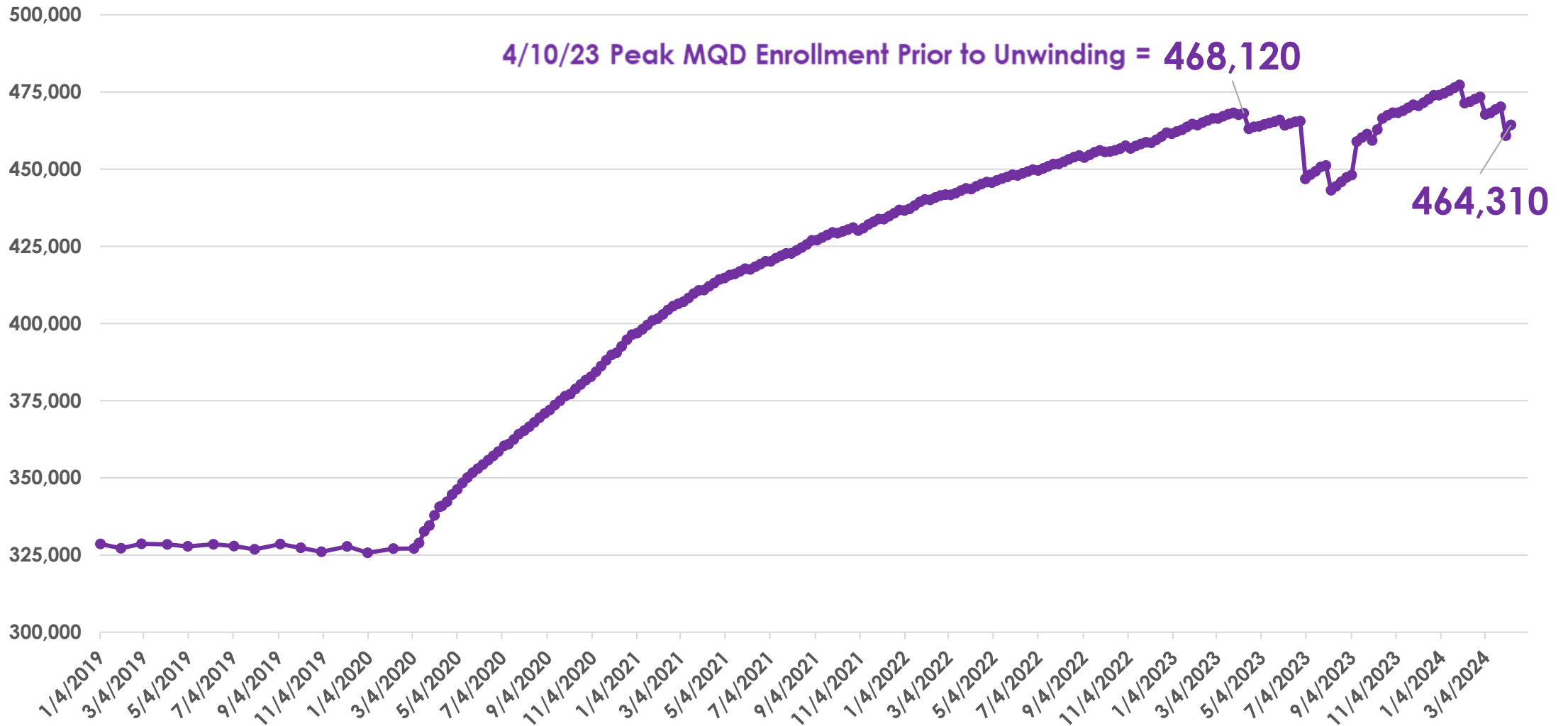
Applications by Island for past 2 years, 4/6/22- 4/6/24



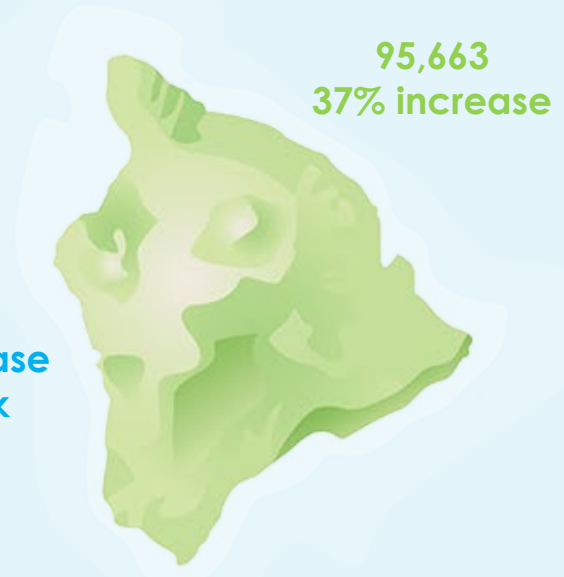
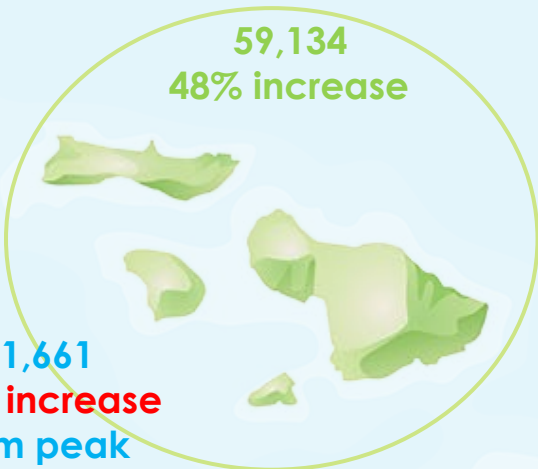
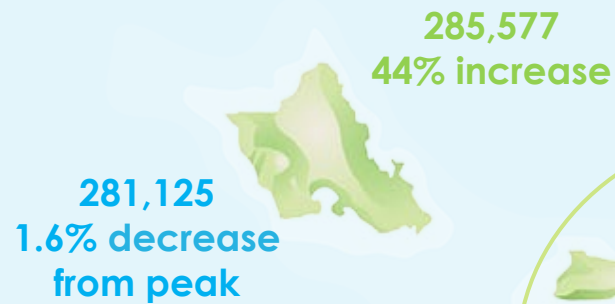
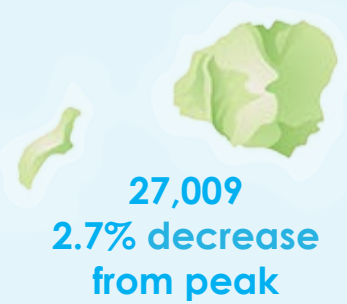
Hawai'i Medicaid Monthly Enrollment: January 2019 to April 1, 2024

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

3,810 fewer enrollments from 4/10/23 to 4/8/24 (0.8% decrease from prior Peak Enrollment)



Peak Medicaid enrollment by County on April 10, 2023 and percent increase in enrollments from March 6, 2020 – April 10, 2023



Current Medicaid enrollment by County as of April 8, 2024 and percent change from April 10, 2023 peak to present

The banner features a teal background with the text "ALOHANA" and "ALOHA" faintly visible. It includes the State of Hawaii seal, the QUEST Hawai'i logo, and the Department of Human Services logo. A yellow text box on the right contains the following message: "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](#)." The background also shows a photo of a baby being held.

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.

The screenshot shows the Med-QUEST Division website. At the top, there are logos for the State of Hawai'i Department of Human Services and the Med-QUEST Division. A navigation menu includes links for HOME, ABOUT, MEMBERS & APPLICANTS, PLANS & PROVIDERS, RESOURCES, and FAQ. Below the navigation, a breadcrumb trail reads: Home > Members & Applicants > Already Covered > Stay Well Stay Covered Toolkit.

The main banner features the text "STAY WELL STAY COVERED" in large white letters on a teal background. To the right, a yellow box contains the text: "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](#)." The banner also includes the logos of the State of Hawai'i and the Department of Human Services.

Below the banner, a section titled "Please know that the following applies for all Med-QUEST members statewide:" contains a bulleted list:

- 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.

Below the list, a paragraph states: "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."

A navigation bar below the paragraph contains buttons for: FAQs, Press Release, Videos, Toolkit, Letters/Notices (highlighted), and Data/Reports.

At the bottom, a section titled "DHS Forms 1100B-2 (Medical Eligibility Renewal Form) Click here for Renewal Schedule" lists 18 languages:

- English
- Chinese - Simplified
- Chinese - Traditional
- Chuukese
- Ilokano
- Hawaiian
- Japanese
- Korean
- Kosraean
- Marshallese
- Pohnpeian
- Russian
- Samoan
- Spanish
- Tagalog
- Thai
- Tongan
- Ukrainian
- Vietnamese

DHS Med-QUEST Launches a Texting/Robocall campaign to help eligible members stay enrolled!

For Immediate Release

February 15, 2024

MED-QUEST HAWAI'I LAUNCHES AUTOMATED TELEPHONIC CAMPAIGN REMINDING MEMBERS TO STAY WELL AND STAY COVERED

HONOLULU – As part of its multi-pronged communications effort, the Department of Human Services Med-QUEST Division (MQD) will launch an automated telephonic campaign this week to remind members about the importance of updating their contact information with the agency. Having members' correct contact information—including phone number, mailing address, and email address—will help facilitate the coverage renewal process. The telephonic campaign will employ both automated phone calls and SMS text messages.

“Communication with our members is one of our top priorities,” said Medicaid Director, and Med-QUEST Administrator Judy Mohr Peterson. “In addition to the public service announcements in broadcast media and social media, the phone calls and text messages will provide yet one more avenue to reach members to help keep them covered.”

Med-QUEST will send telephonic messages to members prior to and shortly after their coverage renewal dates. Automated phone calls will be sent through a dedicated phone number, 808-556-5748. SMS text messages will be sent through a dedicated SMS short code, 45421. These numbers are only being used to facilitate outbound communications and will not accept inbound calls or texts from members. If members have questions, they are encouraged to call Med-QUEST at 1-800-316-8005.

Med-QUEST reminds the public that it will never ask for members' financial information via text.

Med-QUEST reminds members who have yet to be contacted to do the following to prepare for their renewals:

- Be sure to update your contact information by calling the Health Plan phone number on the back of your insurance card.
- If you no longer need QUEST (Medicaid) coverage, call us at 1-800-316-8005, (TTY/TDD 711) to let us know.
- Be on the lookout for a pink envelope with a pink letter that will provide instructions on eligibility renewals. This pink letter may require a response in order to maintain health coverage. Be sure to read the letter and follow all instructions, if applicable.

During the renewal process, some people may no longer be eligible for coverage through Med-QUEST. If a person is determined to no longer be eligible for coverage, we encourage them to check with their employer to see if they qualify for employer-sponsored coverage.

If a previous Med-QUEST enrollee is not eligible for health insurance through their employer, they should please visit the Health Insurance Marketplace at [HealthCare.gov](https://www.HealthCare.gov) or by calling

1-800-318-2596 to make sure they stay well and stay covered!

