

State of Hawai'i Department of Human Services

Application and Enrollment Data Update

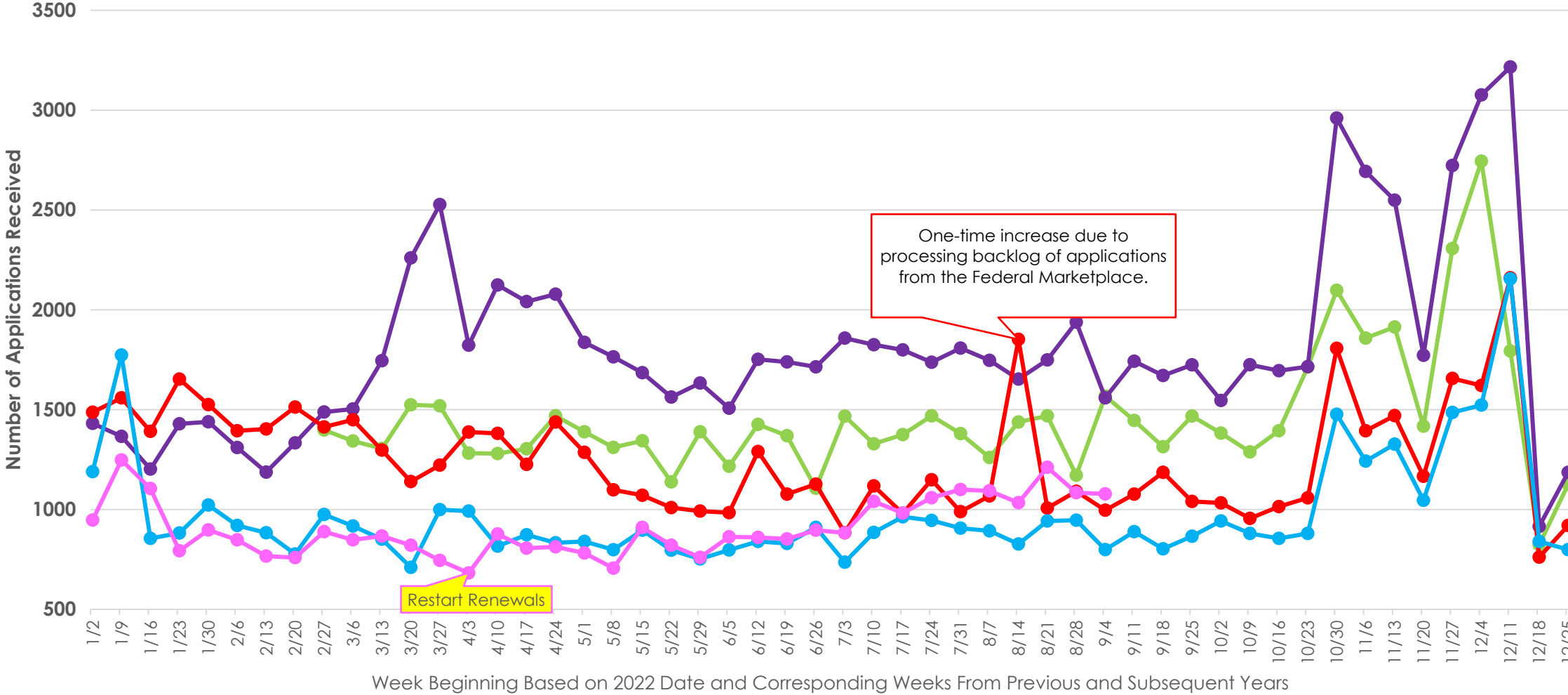
9/11/2023



Med-QUEST Division

Hawai'i Medicaid Applications Received:

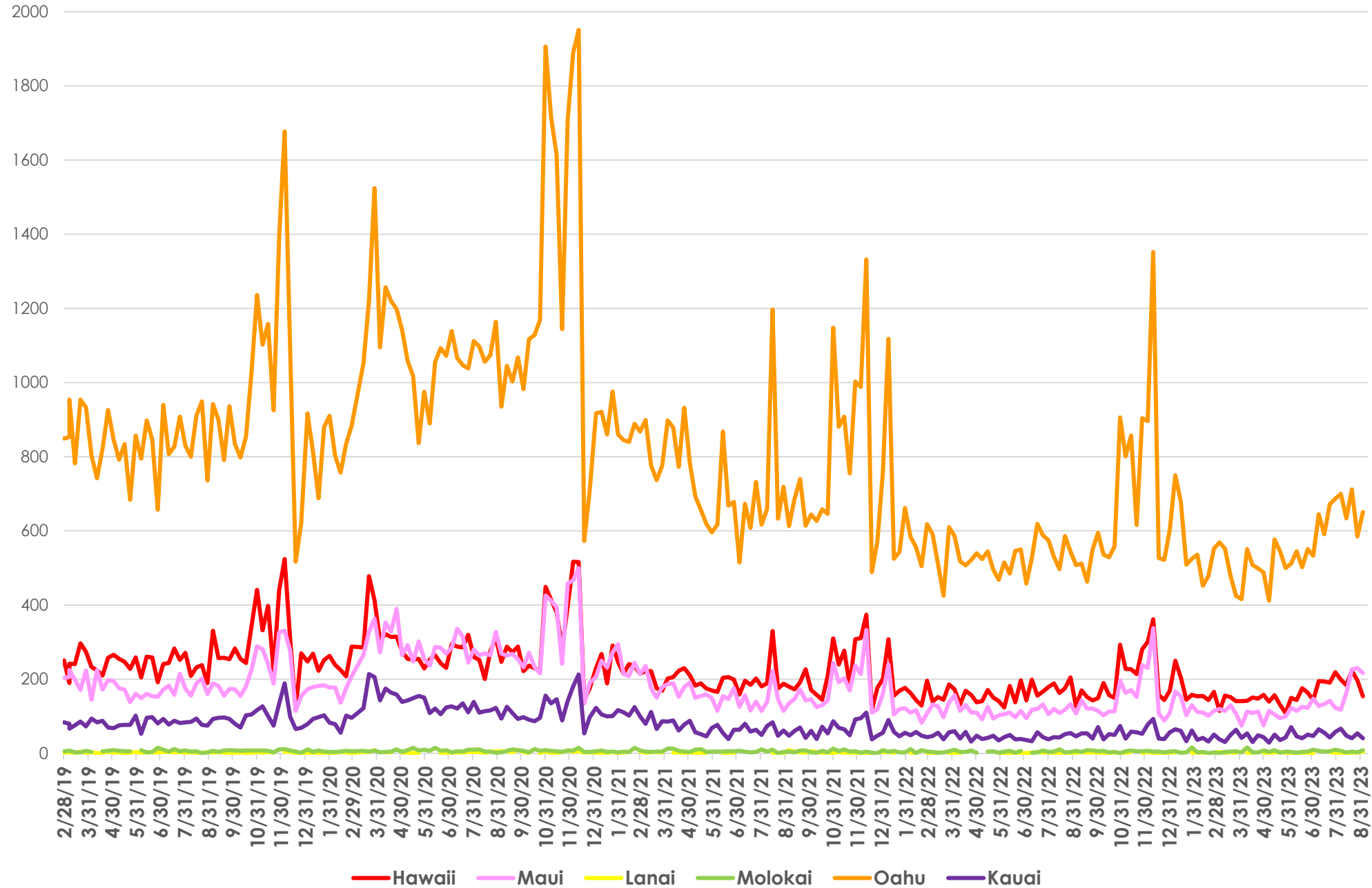
March 2020 to March 2023 MQD Received 209,251 Applications
As of April 2023-September 9, 2023 MQD has received 21,192 Applications



● 2019
 ● 2020
 ● 2021
 ● 2022
 ● 2023

Application increase in Nov-Dec (and in Jan 2022-2023) reflects additional application activity due to the Federal Marketplace open enrollment period.

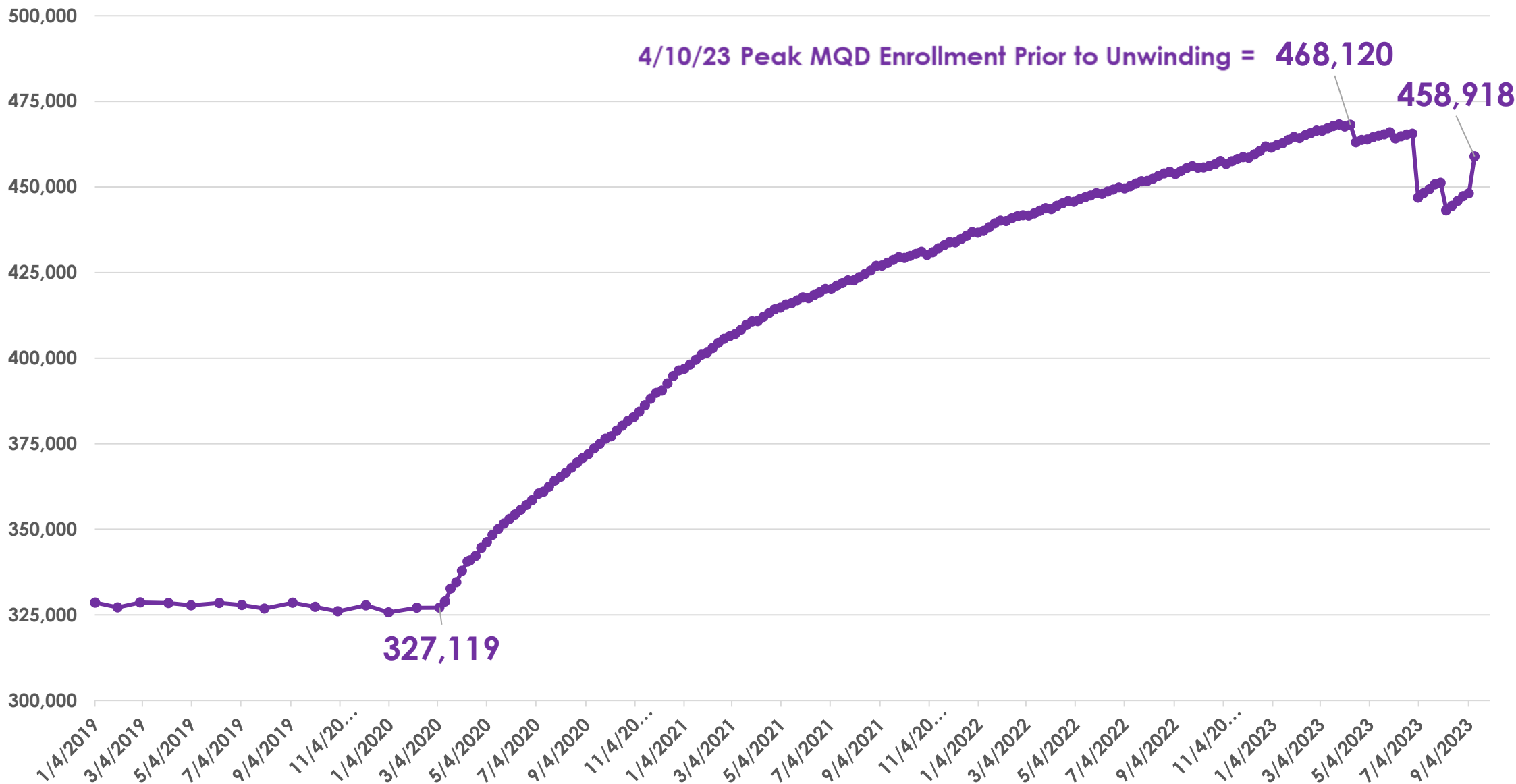
Applications by Island from March 2019 through September 9, 2023



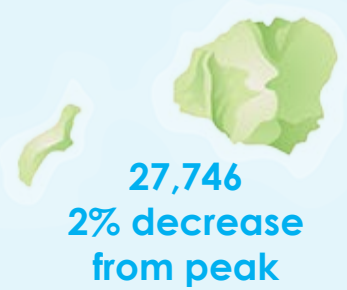
Hawai'i Medicaid Monthly Enrollment: January 2019 to September 11, 2023

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

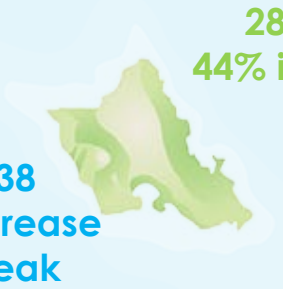
9,202 fewer enrollments from 4/10/2023 to 9/11/23 (2% Decrease from Peak Enrollment)



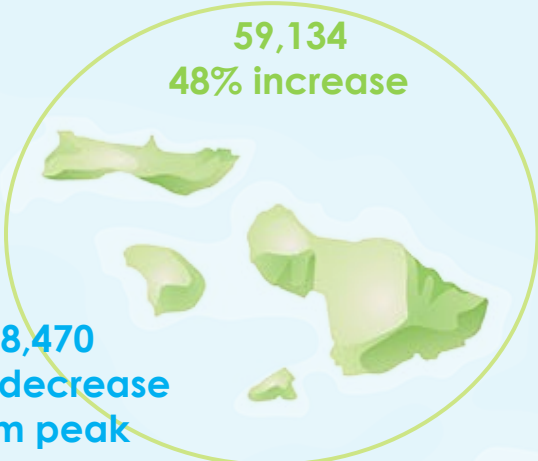
Peak Medicaid enrollment by County on April 10, 2023 and percent increase in enrollments from March 6, 2020 – April 10, 2023



27,746
44% increase

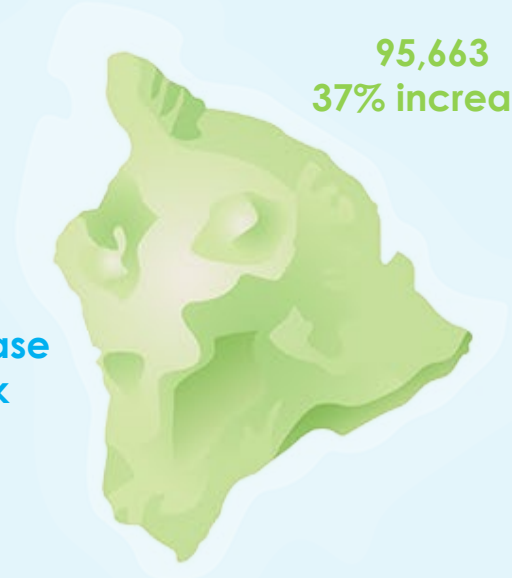


285,577
44% increase



59,134
48% increase

58,470
1.1% decrease from peak



95,663
37% increase

94,115
1.6% decrease from peak

Current Medicaid enrollment by County as of Sept 11, 2023 and percent decrease from April 10, 2023 peak to present



UPDATE! Stay Well Stay Covered

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. Click here for more information...

PAUSE

Med-QUEST Has Paused All Member Disenrollments for the Remainder of 2023

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 and your coverage will remain active.

IMPORTANT! 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.

Are you enrolled in Med-QUEST? Has your contact information changed in the past three years? Please update your contact information with us so you can stay enrolled. Call us at 1-800-316-8005 or log in to your account [here](#) to make the change.

We want everyone to Stay Well and Stay Covered. [Click here](#) for the more information and for the communications toolkit.

UPDATE! Med-QUEST stands in support of our Maui Nui community and has paused all terminations for Maui County residents through the end of May, 2024

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

Ex-Parte Renewals:

- ❖ When MQD is processing a renewal, we always begin with an “ex-parte” process where we use existing data sources to validate continuing eligibility and renew members without having to ask them for any additional information.
 - ❖ When a member successfully passes the ex-parte process, their eligibility is renewed for another year
 - ❖ When a member does not pass through the ex-parte process, MQD will reach out to the member to clarify any needed information and will send a renewal form to the member if we are unable to reach them and resolve the question.

What is different during this pause period?

- ❖ MQD will continue to renew eligibility for those who can successfully pass through the ex-parte process during this pause period. These members will receive a pink letter letting them know that they continue to be covered by Med-QUEST.
- ❖ MQD will not reach out or send renewal forms to members who do not successfully pass through the ex-parte process (we call these non ex-parte). Instead, these members will be covered through the pause period and MQD will re-attempt their renewals three months later.
 - ❖ In Maui County, MQD will push all non ex-parte renewals to April/May/June, 2024
 - ❖ In West Maui, specifically, MQD will push all non ex-parte renewals to June, 2024



Benefit Restoration for Mixed Households:

Because we want to be sure our ex-parte system assesses each member individually and not fail an entire household due to one member of the household not passing through ex-parte, MQD is also restoring benefits to the following members going back to the beginning of Hawaii's unwinding period:

- ❖ Those across the state whose cases are considered “**mixed households**” where there could be more than one eligibility level involved, such as kids and adults, who were terminated for procedural reasons, such as failure to respond to our request for more information and/or failure to return their renewal form.
 - ❖ Due to the Maui fires, for Maui County ONLY we have also restored eligibility for procedural terminations for **single member households**. *This has been put into place in recognition that the 8/8 fires may have limited Maui County residents' ability to respond to the 90-day post-termination grace period to demonstrate continued eligibility and have eligibility restored.*
- ❖ These restorations go back to the date of termination-no gap (unless terminated voluntarily/deceased/out of state)
- ❖ The future eligibility renewal month for those restored will be the same month in 2024 (May 2023 will now be renewed through May 2024 when we will do a new eligibility review)



Notice to Members:

- We will send a notice to members whose eligibility is restored or renewed so that they know they have coverage.
- We have decided NOT to provide a revised letter to folks letting them know when their new renewal month will be since we will not know who may pass through ex-parte until their originally scheduled month when we try to renew them.

For example:

- Auntie's ER date is in November, 2023, so we will still try to renew her by pushing her case through ex-parte in October, 2023.
- If she is successfully renewed, YAY! She will get a pink letter letting her know her coverage has been renewed.
- If she is not successfully renewed, we will continue her coverage and we will push her Eligibility Renewal date out by three months to February 2024 and try to re-run ex-parte for her in January 2024.

Messaging to clients:

"We will try to renew your coverage during your previously assigned month. If we are unable to renew your coverage at that time, we will automatically keep you enrolled for an additional three months and then we will try again. If we still can't renew your coverage at that time, we will send a renewal notice to get more information from you to help us redetermine your eligibility."

***For Maui we will wait until April, May or June of 2024 and try again and for West Maui we will wait until June 2024**

