



To: <RECIPIENT NAME>

Re: Important Renewal Information for QUEST Members

Throughout the pandemic, all QUEST (Medicaid) members received continuous uninterrupted coverage amid the public health emergency.

Starting in April 2023 through March 2024, all residents who receive healthcare benefits through the Department of Human Services Med-QUEST Division (MQD) will be scheduled for a review of their eligibility.

In March 2023, QUEST households will receive a letter informing them of which month their eligibility will be reviewed. Members can rest assured that their QUEST (Medicaid) coverage will remain active until their case is up for renewal.

Then, one month prior to members' renewal, they will receive a pink letter in the mail. 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.

In preparation for this renewal period, Med-QUEST asks members to do the following:

- Be sure to update your contact information by logging into your account on [Medical.mybenefits.hawaii.gov](https://Medical.mybenefits.hawaii.gov) or by calling the Health Plan 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.
- If you need coverage but no longer qualify for QUEST (Medicaid), please check with your employer to see if you are eligible for health insurance coverage.
- If you are not eligible for health insurance through your employer, please visit the Health Insurance Marketplace at [HealthCare.Gov](https://HealthCare.Gov) or by calling 1-800-318-2596 to make sure you stay well and stay covered!

To access the Frequently Asked Questions, [click here](#).