Stay WELL
Stay COVERED
During the COVID Public Health Emergency (PHE), Medicaid members were provided with continuous coverage without an annual renewal. Only individuals who moved out of state, voluntarily requested to stop their Medicaid enrollment or passed away were disenrolled.

The CAA created new rules for when Medicaid renewals would restart. Medicaid eligibility renewals **restarted in April, 2023 regardless of PHE status**.

Renewals have been divided over a 12-month period to better manage the workload and to avoid bulges in eligibility case loads each year.

Generally, the oldest cases will be redetermined first.

Those known to MQD’s system as being houseless will not be required to be renewed until March 2024, although we strongly encourage service providers who help this population to assist these members with their QUEST renewals when the opportunity presents itself by calling MQD at 1-800-316-8005 (TTY/TDD 711).
Application increase in Nov-Dec (and in Jan 2022-2023) reflects additional application activity due to the Federal Marketplace open enrollment period.

One-time increase due to processing backlog of applications from the Federal Marketplace.

Application increase in Nov-Dec (and in Jan 2022-2023) reflects additional application activity due to the Federal Marketplace open enrollment period.
Hawai'i Medicaid Monthly Enrollment: January 2019 to June 5, 2023

141,001 New Enrollments from 3/6/2020 – 4/10/2023 (43% Increase)
3,958 fewer enrollments from 4/10/2023 to 6/5/23 (0.9% Decrease from Peak Enrollment)

Decrease on 4/17/23 is due to termination of members who have moved out of Hawaii

4/10/23 Peak MQD Enrollment Prior to Unwinding = 468,120
Decrease to 464,162

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 June 5, 2023 and percent decrease from April 10, 2023 peak to present
Many who lost employment during COVID-19 and lost their employer-sponsored coverage are likely to be back at work with access to health insurance coverage and may no longer need Medicaid.
QUICK FACTS:

Beginning in April 2023 and continuing until March 2024, the State of Hawaiʻi’s Department of Human Services (DHS) Med-QUEST Division, will begin to review all Medicaid cases.

All Medicaid households received a letter in late March that let them know when their case will be renewed/redetermined. Renewal months will be between May 2023 – April 2024.

Medicaid households will receive a pink letter in the mail the month before their renewal month. For example, If Aunty’s renewal month is December 2023, she will receive a pink letter in November 2023.

We encourage all Medicaid members to take the following steps to prepare for their renewal:

* If you no longer need QUEST (Medicaid) coverage, call us at 1-800-316-8005, (TTY/TDD 711).

* 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 all mail from Med-QUEST and respond if requested.
March Letter to all Med-QUEST Member Households

[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 renewal form in [MONTH-1], [YEAR].

Enclosed you will find the QUEST Member Handbook.

Mahalo and stay well and stay covered!
Med-QUEST has consolidated all information on the restart of eligibility redeterminations on its website at:

https://medquest.hawaii.gov/staywell
E Komo Mai! Welcome to Med-QUEST

Our mission is to empower Hawai‘i’s residents to improve and sustain wellbeing by developing, promoting and administering innovative and high-quality healthcare programs with aloha. We hope you find the information we have provided helpful.
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 reetermined. This eligibility renewal work will begin in April and be spread out across 12 months.
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.

Community FAQ Infographics

For downloadable FAQs in various languages, please click below links.
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 reetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

For Immediate Release
February 16, 2023

HONOLULU – Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division (MQD) under the Department of Human Services, will begin reaching out to members in March to let them know what month their eligibility will be reetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

MQD wants to assure people that their Medicaid coverage will remain active until their case is up for renewal. We anticipate that most current members will continue to be eligible for coverage, but for those who may no longer be eligible, our MQD staff will help connect them with affordable coverage on the HealthCare.Gov Marketplace. Or, if Medicaid coverage is no longer needed, please contact us and let us know.

Members will receive a pink letter that contains eligibility renewal information one month prior to their month of renewal. This means that renewal notices will go out as early as April 2023 (for May 2023 renewals) and as late as March 2024 (for April 2024 renewals).

Please note that this notification process will happen over a one-year period. This means that not all Members will receive their pink letters at the same time. A plain white letter will be sent in March to every Med-QUEST household letting them know the month of their scheduled reetermination. The retermination months will range from May 2023 to April 2024.

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 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.
- Starting in April, 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.
- If you need coverage but no longer qualify for Med-QUEST, 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 or by calling 1-800-316-2596 to make sure you stay well and stay covered.

"We emphasize to members that it is very important to update their contact information with their health plan and encourage them to respond to all Med-QUEST/Medicaid communication in a timely manner to ensure continuous coverage," said Judy Mohr Peterson, Medicaid Director, and Med-QUEST Administrator.

Before mailing a renewal notice, Med-QUEST first seeks to renew its members eligibility using available and approved data. Only if MQD cannot renew a member’s coverage using these data sources, will the member be asked to provide additional information listed within the pink letter. For those members whose cases MQD can renew without needing additional information, the pink notice will contain a confirmation of renewed coverage and no further action will be needed at that time.

To access the Frequently Asked Questions document, click here.
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 reetermined. This eligibility renewal work will begin in April and be spread out across 12 months.

PSA: Quest Update Information

Call the phone number on the back of your health insurance card to update your information today.

Forms
View frequently asked questions

FAQs
General frequently asked questions

KOLEA
Visit the KOLEA website for information on applying

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Facts About Med-QUEST (Medicaid) in Hawaii

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amidst 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 over 12 months.

466,000 TOTAL MEDICAID MEMBERS AS OF MARCH 2023

ONE THIRD OF HAWAII'S RESIDENTS ARE COVERED BY MEDICAID

MORE THAN HALF OF HAWAII'S KEIKI ARE COVERED BY MEDICAID

139,300 NEW ENROLLMENTS SINCE BEGINNING OF COVID-19 PANDEMIC

43% INCREASE IN ENROLLMENTS

Percent increase in Medicaid enrollment by County since March 2020. (Total enrollment by County as of Feb 2023)

Beginning in April 2023 and continuing until March 2024, the State Department of Human Services Med-QUEST Division will begin to review all Medicaid cases.

IMPORTANT DATES

March 2023
Informational letters will be mailed to all member households informing them of the month of their scheduled redetermination.

April 2023 – March 2024
Renewal instructions will be mailed to members in pink envelopes one month prior to the member’s renewal date.

HERE’S HOW YOU CAN HELP YOUR CONSTITUENTS:

Go to https://medquest.hawaii.gov/ to check out the KIDS-MedQUEST Toolkit. There you can find free tools like:

- Social media posts and captions to share on your social media platforms.
- Email newsletter templates to use to email information to your constituents.
- A short 30-second Public Service Announcement video to share.

HERE’S HOW MEMBERS CAN PREPARE FOR THEIR RENEWAL:

- Be sure Med-QUEST has the member’s current phone number, mailing address, email or other contact information by calling the phone number on the back of their health insurance card.
- Be on the lookout for a pink envelope mailed by Med-QUEST that will contain details about the member’s Medicaid coverage and eligibility. This letter will let members know if Med-QUEST was able to renew their Medicaid eligibility or if additional information is needed.
- If a member no longer needs QUEST (Medicaid) coverage, call 1-800-316-8005 (TTY/TDD 711).
QUEST (Medicaid) Members: Have you moved in the past three years? Don’t miss out on receiving important information regarding your benefits. Call the number on the back of your health insurance card to update your address, phone number, and email today. #medicaid #medquest #staywell #staycovered #healthyhawaii

If you have QUEST (Medicaid), has your contact information changed in the past three years? Call the number on the back of your health insurance card to update your contact information today. #medicaid #medquest #staywell #staycovered #healthyhawaii

It’s time to update your contact information for QUEST (Medicaid). Updating your address, phone number and email will ensure you continue to receive important benefits information. Contact your health plan to update your information today. #medicaid #medquest #staywell #staycovered #healthyhawaii
Caption Option #1:
QUEST (Medicaid) members, look for a pink envelope to arrive in your mailboxes within the next year. Stay well and stay covered by following the instructions in the pink envelope for QUEST eligibility renewals. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #2:
Starting in April 2023 and continuing through next year, QUEST (Medicaid) members in Hawaii will be receiving a pink letter inside a pink envelope from the Department of Human Services. This pink letter will provide members with instructions on eligibility renewals. If you have family who are QUEST members, please be on the lookout for their pink letter and help them stay well and stay covered. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #1:
If you need health coverage, but no longer qualify for QUEST (Medicaid), visit the Health Insurance Marketplace at www.HealthCare.Gov or call 1-800-318-2596. There are many options with affordable rates available for those seeking to stay well and stay covered. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #2:
No longer qualifying for QUEST (Medicaid) shouldn’t be stressful. Visit the Health Insurance Marketplace at www.HealthCare.Gov or call 1-800-318-2596 to find out what your options are for staying well and staying covered. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #1:
If you no longer need QUEST (Medicaid) because you have coverage from an employer or another source, please let us know by calling 1-800-316-8005. Letting us know now allows us to help other members to stay well and stay covered in the future. #medicaid #medquest #staywell #staycovered #healthyhawaii

Caption Option #2:
Please call the Department of Human Services at 1-800-316-8005. If you no longer need coverage from QUEST (Medicaid), help us help other eligible members who need to stay well and stay covered. #medicaid #medquest #staywell #staycovered #healthyhawaii
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.

March Newsletter Template - Constituents

March Letter:
Important Information about your Med-QUEST Coverage (Please click on your preferred language below)
English
Chinese - Simplified
Chinese - Traditional
Chuukese
Ilokano
Hawaiian
Japanese
Korean
Korean
Marshallese
Pohnpeian
Russian
Samoan
Spanish
Tagalog
Thai
Tongan
Ukrainian
Vietnamese

DHS Forms 1100B.2 (Medical Eligibility Renewal Form)
English
Chinese - Simplified
Chinese - Traditional
Chuukese
Ilokano
Hawaiian
Japanese
Korean
Korean
Marshallese
Pohnpeian
Russian
Samoan
Spanish
Tagalog
Thai
Tongan
Ukrainian
Vietnamese
Sample of how partners are sharing the message

MEDICAID CONTINUOUS ENROLLMENT ENDS MARCH 31, 2023

Medicaid continuous enrollment will unwind due to the end of the COVID-19 Public Health Emergency on May 11, 2023. The Hawaii Department of Human Services, Med-QUEST Division will mail letters to Medicaid members beginning this March, letting them know which month their eligibility will be re-determined. The eligibility renewal process will begin in April and […]

MEDICARE RESOURCES FOR INDIVIDUALS WHO IDENTIFY AS LGBTQ

The National SHIP and SMP Networks along with SAGE and Justice in Aging have published 2 resources on Medicare and Medicaid for transgender older adults and their caregivers. Learn more and request your free copies today!

Request Medicare Handbook
Thank you to all of our amazing health care professionals and your incredible contributions to caring for our community.

Aloha Meredith,

March is Social Work month and we would like to honor the amazing social workers that help care for those with serious illness. Thank you.

For those who missed it, CAPC has a toolkit for social workers that is free to download.

Upcoming: March 15 is Palliative Pupus and at the March 23 Kōkua Mau meeting, we be talking about Community Health Workers and how they can help with serious illness care as well as an update from Chaminade’s nursing palliative care initiatives. Please note the March 23 meeting will be the 4th Thursday of the month.

There is a lot going on right now with programs ramping up as we enter a new stage in the pandemic. Remember to share events and resources so we can include them in the newsletter.

Love and compassion are necessities, not luxuries. Without them, humanity cannot survive - His Holiness the Dalai Lama

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Coming Med-Quest changes

Throughout the pandemic, all Medicaid members received continuous uninterrupted coverage amid the public health emergency. Med-QUEST Division (MQD) 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. To learn more and to help your clients and patients who currently receive Medicaid benefits, here are some useful resources:


Here is a link to the Frequently Asked Questions [https://humanservices.hawaii.gov/blog/med-quest-stay-well-stay-covered-frequently-asked-questions-faqs/](https://humanservices.hawaii.gov/blog/med-quest-stay-well-stay-covered-frequently-asked-questions-faqs/)

Link to the MQD home page: [https://medquest.hawaii.gov/](https://medquest.hawaii.gov/)
Sample of how partners are sharing the message

Quest Medicaid Members
April 2023 - March 2024

1. Look for a pink envelope with a pink renewal form in the mail.
2. Complete and return the renewal form to Med-QUEST.

This project is supported by the Center for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling $376,125 with 100 percent funded by CMS/HHS. The contents are those of the author and do not necessarily represent the official views of CMS/HHS.

Korea Times 4/11, 4/18, 4/25, 5/2
What if someone is no longer eligible for Med-QUEST and does not have access to employer sponsored coverage?

The HealthCare.Gov Marketplace has created a Special Enrollment Period

- People can avoid any gap in coverage by applying up to 60 days before or 60 days after loss of Medicaid coverage
- Marketplace plans are:
  - **Affordable.** 4 out of 5 enrollees can find plans that cost less than $10 a month.
  - **Comprehensive.** All plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more.
- Visit HealthCare.gov or call the Marketplace Call Center at 1-800-318-2596 to get details about coverage