

Home Health Rate Study Stakeholder Meeting #2

State of Hawai`i Med-QUEST Division (MQD)

November 17, 2025

Agenda

- **Home Health Services Included in the Rate Study**
- **Provider Survey Updates**
- **Workforce Considerations**
- **Training and Supervision**
- **Service Delivery and Billing Approach**
- **Transportation**
- **Questions?**



Project Overview

Project Background

The State of Hawai'i Med-QUEST Division (MQD) is conducting a Home Health Rate Study for its Medicaid program in response to the Hawai'i State Legislature bill, passed in the 2025 session, HB713 “Relating To A Rate Study For Home Health Services”.

- “... the purpose of this Act is to provide funding for the department of human services to conduct a rate study for Medicaid home health services in Hawaii, which will serve as a foundation for future informed decision-making and support the continued delivery of high-quality, accessible home health services to Medicaid recipients in the State.” Bill Text: HI HB713 | 2025 | Regular Session | Amended

As a result of the rate study, a range of “comparison” payment rates will be developed for MQD’s and the legislature’s consideration. Any funding increases and changes will need to be appropriated by the state legislature. If approved, final comparison rates will be published for the use of providers and managed care organizations (MCOs) to consider when negotiating managed care contracts, and for MQD and other stakeholders to use when evaluating changes to overall funding.

Home Health Rate Study Overview

The HCPCS codes listed in the table below represent those used during the Managed Care experience for Calendar Year (CY) 2024

Revenue Code (Per Visit)	HCPCS Code	Service Description
55x (includes 550, 551)	G0299	Home health RN, skilled nursing services
	G0493	Home health RN, observation and assessment
	G0300	Home health LPN, skilled nursing services
57x (includes 570, 571)	G0156	Home Health Aide
42x (includes 420, 421, 424)	G0151	Home Health Physical Therapist
	G0157	Home Health Physical Therapist Assistant
43x (includes 430, 431, 434)	G0152	Home Health Occupational Therapist
	G0158	Home Health Occupational Therapist Assistant
44x (includes 440, 441, 444)	G0153	Home Health Speech and Language Pathologist

Notes:

- **Billable Unit: per visit**
- **Medical supplies, equipment, Respite, and appliances are not included in the rate study.**

Sources:

- 441.15 Home Health Services. Code of Federal Regulation. Title 42 amended 9/19/2025. Accessed online on 9/23/2025 from: <https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-C/part-441/subpart-A/section-441.15>
- Hawai'i Medicaid State Plan, 1115 Demonstration, and 1915(c) Demonstration. Hawaii State Plan. Med-QUEST division. Supplement To Attachment 3.1-A AND 3.1-B. Accessed online on 9/23/2025 from: <https://medquest.hawaii.gov/en/about/state-plan-1115.html>

Home Health Provider Survey Updates

Provider Survey Results as of November 14

Medicare Cost Reports

- We have downloaded and reviewed seven Hawai'i Home Health Agency Medicare cost reports (from Health Financial Systems' HCRIS website).
- The Medicare cost report data will inform the overall Home Health services' cost structure.

We received seven completed provider surveys

- Preliminary overview of submitted provider surveys
 - Staffing: no FTEs reported for physicians and public health nurses. All surveys reported FTEs for registered nurses (RN).
 - Benefits: all reported employed staff are offered benefits.
 - Contracted staff: highest FTEs observed for RNs and physical therapists.

Workforce Considerations

Workforce Considerations: Hiring, Retention and Turnover Rate

Please consider the different staff types delivering home health services when providing responses to the following discussion questions:

Hiring and Retention

- In your experience, which home health staff positions have been the most challenging to recruit and retain?
- What hiring and retention strategies have you found effective? Have you tried any non-financial approaches?
- Are there common reasons why staff leave your organization? If so, do they tend to remain in the home health field or move to a different industry, agency, setting, etc. (e.g., outside of healthcare, a competing home health agency, or a nursing home)
- Have there been any recent wage changes for different types of home health staff in your organization?
- What types of benefits (such as healthcare, vision, or dental) are offered to home health staff? To what extent do staff take advantage of these benefits?

Turnover Rate

- On average, what is the turnover rate of your home health staff? Have these turnover rates changed from previous years?

Training and Supervision

Training and Supervision of Home Health Staff

Please consider the different staff types delivering home health services when providing responses to the following discussion questions:

Supervision of Home Health Staff

- Does your organization have front-line supervision requirements for home health staff?
- What is the average supervisor span of control?
- Who is providing clinical oversight and are they employed by your home health agency?

Training Hours

- Are there any regulations on training?
- Does your organization require annual training that vary by staff type and credentials? What is the average annual training hours?
- Does your organization vary new hire training hours for your staff by type and credentials? What is the average new hire training hours?

Service Delivery and Billing Approach

Service Delivery Approach

What are the requirements, expectations, and service delivery frequencies for the following roles in your organization?

- Home Health Aide
- Skilled Nursing
 - To what extent does an RN's role vary from an LPN in providing skilled nursing services?
- Physical Therapy
 - To what extent does an assistant role vary from the therapist in providing physical therapy services?
- Occupational Therapy
 - To what extent an does assistant role vary from the therapist in providing occupational therapy services?
- Speech and Language Pathologist

Billing Approach

Describe your experiences and perspectives regarding negotiations with health plans on service rates and billing methodologies.

- To what extent do payment rates vary for different HCPCS codes within the same discipline?
- To what extent do staff credentials drive variations in payment rates, if any?
- Are there any home health services that the health plans asked your agency to provide that you are unable to provide? If so, what are the reasons they cannot be provided?
- What requirements do health plans have for accepting billing claims in your experience? For example, submitting a claim using a HCPCS code vs a revenue code, and service units' expectations.

Transportation

Transportation and Service Delivery

- Please indicate whether all home health services are provided in the service recipients' homes or in some other non-institutional setting (e.g., assisted living facility).
- What is the average mileage reimbursement rate an agency pays their staff for providing these services?
- Does your agency offer transportation to home health service recipients from their home to a service location?
- For each of the following services, please specify the number of service recipients served on a typical day by a single home health staff member:
 - Skilled Nursing (RN/LPN)
 - Home Health Aide
 - Physical Therapy (Therapist/Assistant)
 - Occupational Therapy (Therapist/Assistant)
 - Speech and Language Pathologist

Questions?

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Thank you

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