



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Health Care Services Branch
P.O. Box 700190
Kapolei, Hawaii 96709-0190

June 30, 2015

MEMORANDUM

MEMO NO.
CTR-1503

TO: Fieldprint, Inc.

FROM: Leslie K. Tawata *PNB*
Acting Med-QUEST Division Administrator

SUBJECT: UPDATE ON FEDERAL BUREAU OF INVESTIGATION (FBI) AUDIT AT
MED-QUEST DIVISION (MQD) IN JANUARY 2015

The Department of Human Services (DHS), Med-QUEST Division (MQD) is issuing this memorandum to provide an update on the preliminary oral exit from the Federal Bureau of Investigation (FBI) audit in January 2015. The FBI performed an audit of the Med-QUEST Division (MQD) criminal history record and background check program on January 27, 2015. The FBI provided a preliminary oral exit when they had completed their audit of MQD. From the preliminary oral exit, Fieldprint needs to make the following changes to its program in the following timeframes:

	Concern	Requirement for resolution	Timeframe for Completion
1	Communication to applicant of FBI database access	<ul style="list-style-type: none">• Update the consent for "fingerprints to conduct a criminal history record check" to include a reference that the fingerprints will be matched against the FBI (see revised consent form attached).• Send a screenprint of the updated consent to MQD when completed.	July 31, 2015

	Concern	Requirement for resolution	Timeframe for Completion
2	Communication to applicant of Hawaii Criminal Justice Data Center (HCJDC) and FBI of obtaining a copy of results	<ul style="list-style-type: none"> • Update the consent and appeal screens to include information about obtaining a copy of criminal history results from Hawaii Criminal Justice Data Center (HCJDC) and FBI (see revised consent form and appeal screen attached). • Send a screenprint of the updated consent to MQD when completed. 	July 31, 2015
3	Security policy submitted to MQD does not have timeframes for reporting security breach	<ul style="list-style-type: none"> • The security policy shall incorporate reporting security breach(s) to the FBI, HCJDC, and MQD within four (4) hours of identifying the breach. • Update your security policy and submit a copy to MQD for review/approval. 	July 31, 2015
4	MQD has not reviewed/approved Fieldprint's training program for employees that provide services to DHS contract	<ul style="list-style-type: none"> • Provide MQD with a copy of your training program for review/approval. • Within 30-days of approval of your training program and annually thereafter by June 30th, provide MQD with a list employees who attended annual refresher training. 	July 31, 2015

This information is from a preliminary oral exit from the FBI. MQD anticipates receiving a report from HCJDC early in 2016 that will identify all areas for improvement. MQD may have additional requests at this time.

If you have any questions, please contact Ms. Priscilla Thode via e-mail at pthode@medicaid.dhs.state.hi.us or call her at 808-692-8165 should you have any questions.