



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
Med-QUEST Division  
Health Care Services Branch  
Data Analysis and Provider Network Section  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

February 26, 2020

MEMORANDUM


MEMO NO.

QI-2005

CTR-2001

FFS 20-02

TO: QUEST Integration (QI) Health Plans  
SHOTT Contractor  
Mr. Tom Delaney, Hawaii Dental Service  
Medicaid Fee-For-Service (FFS) Contractors and Providers

FROM: Judy Mohr Peterson, PhD   
Med-QUEST Division Administrator

SUBJECT: NEW STATE MEDICAID ID CARD DESIGN

The purpose of this memo is to inform our health plans, contractors and state Medicaid providers about new changes in the design of our state Medicaid ID card that will go into effect April 1, 2020. The State will no longer be issuing out hard plastic Medicaid ID cards with the magnetic strip located at the back of cards. The new Medicaid ID cards will be mailed out in a perforated fashion that can be punched out and folded. Please note that we will NOT be replacing all Medicaid beneficiaries ID cards; this will only be for newly eligible recipients beginning April 1, 2020.

Individuals who are enrolled in a QUEST Integration (QI) health plan will still receive a separate membership ID card from their health plan.

Providers whom utilize the Medicaid ID card to verify beneficiary eligibility can still do so through DHS Medicaid Online (DMO). The link to the DMO website is as follows:  
<https://hiweb.statemedicaid.us>.

Should you have any questions, please do not hesitate in reaching out to Sanjeev Seenath at (808) 692-8123 or at [sseenath@dhs.hawaii.gov](mailto:sseenath@dhs.hawaii.gov).

Thank you for your cooperation.