



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Health Care Services Branch
Contract Monitoring and Compliance Section
P. O. Box 700190
Kapolei, Hawaii 96709-0190

July 1, 2016


MEMORANDUM

MEMO NO.

FFS 16-01

QI-1609

TO: Dental Providers, Federal Qualified Health Center (FQHC) and QUEST Integration (QI) Health Plans

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

SUBJECT: 2016 DENTAL TPA CONTRACT TO HAWAII DENTAL SERVICE (HDS)
EFFECTIVE JULY 1, 2016

The Department of Human Services Med-QUEST Division (MQD) has awarded Hawaii Dental Service (HDS) with the contract to be Hawaii Medicaid's Dental Third Party Administrator (TPA) for the Medicaid Fee-For-Service and QUEST Integration populations.

HDS is responsible for processing dental claims and dental care coordination. Community Case Management Corp. (CCMC) through a subcontract with HDS, works with Medicaid eligible recipients and dental providers to coordinate dental care. The following are highlights of services provided by HDS and CCMC:

HDS is responsible for:

- Accept and adjudicate all electronic and paper dental claims for eligible Medicaid beneficiaries;
- Provide customer service support for dental claims and payments;
- Reimburse dental providers by check or through direct deposit;

- Approve or deny prior authorization requests based on State criteria; and
- Administer the Early Periodic Screening Diagnosis and Treatment (EPSDT) comprehensive dental benefit for Medicaid recipients under 21 years of age.

CCMC is responsible for:

- Assist eligible Medicaid beneficiaries with finding a dentist;
- Scheduling appointments;
- Keeping appointments through reminder calls;
- Arranging transportation to and from dental appointments;
- Arranging lodging and meals; and
- Providing access to language interpretation services.

Contact Information for HDS and CCMC are as follows:

HDS Medicaid Customer Service:

Tel: (808) 529-9347; Toll-free: 1-855-819-9117

HDS Professional Relations:

Tel: (808) 529-9222; Toll-free: 1-844-379-4324

CCMC call center:

Tel: (808) 792-1070; Toll-free: 1-888-792-1070

Should you have questions regarding this memorandum please contact Grant Shiira at 692-8104 or email at gshiira@dhs.hawaii.gov.