



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Clinical Standards Office
P. O. Box 700190
Kapolei, Hawaii 96709-0190

July 28, 2021

MEMORANDUM

MEMO NO.
QI-2120
FFS 21-09

TO: QUEST Health Plans, FQHCs/RHCs, and Contractors

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

SUBJECT: CONTINUED COVERAGE OF AUDIO-ONLY VISITS THROUGH FEDERAL PUBLIC HEALTH EMERGENCY (PHE)

We are aware that currently, Governor David Ige's 21st State Emergency Proclamation is set to expire at 12:00 midnight on August 6, 2021. One of the statutes that was suspended due to the Proclamation, (HRS 346-59.1) relates to the allowance of standard telephone contacts/audio-only services provided through telehealth, and it will revert to the original language with the expiration of the Proclamation.

While the State's Proclamation will be ending, thus ending the suspension of the State statute that has allowed audio-only visits, the Med-QUEST Division (MQD) is working with the Centers for Medicare and Medicaid Services (CMS) to continue to reimburse audio-only services that MQD has allowed during the federal PHE.

MQD will continue to reimburse for audio-only visits through the end of the federal PHE, which is likely through the end of the year, December 31, 2021. Please continue to follow guidance provided in various QUEST Integration Provider Memoranda related to audio-only visits issued in 2020 in response to the PHE.

Should you have questions please contact Leslie K Tawata, Clinical Services Office Administrator at ltawata@dhs.hawaii.gov.