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MEMORANDUM

MEMO NO.
QI-2429
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CCS-2409

TO: QUEST Integration Health Plans
Medicaid Fee-For-Service (FFS) Providers
Hawaii Medicaid Providers
Community Care Services

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

SUBJECT: REQUIREMENT FOR ALL PROVIDERS TO REGISTER WITH HOKU, INCLUDING
REFERRING, ORDERING, PRESCRIBING AND ATTENDING (ROPA) PROVIDERS

The purpose of this memorandum is to inform health plans of a requirement that all providers who provide services to Hawaii Medicaid members must first register as a Medicaid provider with Hawaii's Online Kahu Utility (HOKU), the web-based provider management system that Med-QUEST Division (MQD) launched in August 2020. Over the past few years, MQD has taken a progressive approach to registering providers into HOKU, as evidenced by past memos QI-2006B, QI-2121, QI-2304 and QI-2315. In addition to reminders to providers and health plans, this memorandum takes the additional step to require Referring, Ordering, Prescribing and Attending (ROPA) providers to register in HOKU.

Requirement for ROPA Providers to register with HOKU

The ROPA online enrollment application is now available in HOKU. Providers may apply to enroll in order to comply with the federal enrollment requirement found in Title 42, Code of Federal Regulations, Section 455.410(b), requiring ROPA professionals providing services to Medicaid recipients to enroll as participating providers with the state Medicaid agency.

The ROPA provider enrollment application is for physicians and other licensed practitioners who do not bill claims directly to fee-for-service Medicaid or Medicaid health plans, and whose only relationship with the Medicaid program is as a ROPA provider. A current, valid Hawaii Department of Commerce & Consumer Affairs practitioner license is required to enroll as a ROPA provider. Additional requirements include the following:

- Have a National Provider Identifier (NPI) from the National Plan and Provider Enumeration System (NPPES),
- Already fully enrolled in Medicare or another state’s Medicaid program, and
- Do not intend to bill MQD for services.

The following is a list of provider types that can enroll with Hawaii Medicaid as a ROPA provider.

Provider Type	Description
08	Physician (MD)
31	Physician (DO)
10	Podiatrist
19	Advanced Practice Registered Nurse/Nurse Practitioner
07	Dentist
69	Optometrist
62	Audiologist

The deadline for these providers to register with HOKU is June 30, 2025.

After this deadline, health plans must deny paper or electronic claims submitted on a UB or HCFA form, or equivalent, that list an unregistered ROPA provider as the referring, ordering, prescribing, or attending provider as of the service date. Additionally after this deadline, MQD is not requiring health plans to deny pharmacy claims that include unregistered ROPA providers. However, health plans are required to monitor incoming pharmacy claims for unregistered ROPA providers and encourage these providers to register in HOKU, as MQD may mandate the denial of pharmacy claims with unregistered ROPA providers in the future.

As a reminder, an out of state ROPA provider (i.e. a provider who provided care to a Member at an out of state practice location) is exempt from HOKU registration requirements so long as the

provider is enrolled in an “approved” status in Medicare or with another state’s Medicaid agency; the NPI of the furnishing provider is represented on the claim; and the claim represents either a single instance of care furnished over a 180 day period, or multiple instances of care furnished to a single beneficiary, over a 180 day period. Out-of-state non-pharmacy ROPA providers who regularly see Hawaii Medicaid patients will be required to register in HOKU.

Requirement for New Medicaid providers to register with HOKU

All new Medicaid providers are required to register with HOKU prior to signing contracts with any of the health plans.

MQD encourages health plans to direct providers to the HOKU registration process by any means necessary, including, but not limited to:

- Adding a link to HOKU to the health plan’s website;
- Including information about HOKU in provider communications; and
- Adding HOKU registration as a requirement to the contracting process

Requirement for Health Plans During Provider Contract Renewals/Recredentialing

Health plans shall ensure that existing providers who renew their contracts to serve Hawaii Medicaid members have registered with HOKU prior to contract renewal. The health plan shall make registration with HOKU a requirement for providers to renew their contracts to serve Medicaid members and shall not renew provider contracts until confirming that provider has registered with HOKU.

HOKU Registration Resources & Training

HOKU training opportunities are available on-line through instructional slides and videos. A list of all HOKU opportunities can be found on the HOKU webpage under the ‘Training’ tab: medquest.hawaii.gov/HOKU.

Should a provider require additional assistance with their HOKU application they may contact the HOKU Provider Hotline Monday through Friday during standard business hours, 7:45am to 4:30pm HST at (808) 692-8099 or (833) 909-3630 for neighbor islands and via email HCSBInquiries@dhs.hawaii.gov.