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RYAN I. YAMANE
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KA HOPE LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Med-QUEST Division
Health Care Services Branch
Contract Monitoring and Compliance Section
P. O. Box 700190
Kapolei, Hawaii 96709-0190

TRISTA SPEER
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE


December 4, 2025

MEMORANDUM

MEMO NO.

QI-2524A (Replaces QI -2524)
FFS 25-10A (Replaces FFS 25-10)

TO: QUEST Integration Health Plans

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

SUBJECT: RESCINDED PAYMENT SUSPENSION TO PROVIDER – ALL ISLAND CASE
MANAGEMENT CORPORATION

The purpose of this memo is to inform Health Plans that this memo replaces QI-2524 and FFS 25-10 previously issued on November 7, 2025, and that mandatory denial of payment to All Island Case Management Corporation (AICMC) for new admissions and re-admissions for Medicaid beneficiaries is rescinded.

The Community Ties of America letter dated November 19, 2025, states that both CTA and The Department of Health, Office of Health Care Assurance approved AICMC's plan of correction. As a result, the suspension of new admissions and re-admissions has been lifted. Mandatory denial of payment for new admissions and re-admissions for Medicaid beneficiaries is rescinded. Health Plans shall pay for the new admissions and re-admissions for Medicaid beneficiaries from November 13, 2025.

Should you have any questions, please contact Elaine Lee at elee3@dhs.hawaii.gov.

Attachment: Community Ties of America Notice dated November 19, 2025



Care Management, Therapy and Consulting Services

VIA CERTIFIED MAIL & EMAIL

November 19, 2025

[REDACTED]
All Island Case Management Corporation (AICMC)
1188 Bishop Street, Suite 1508
Honolulu, HI 96813
[REDACTED]
[REDACTED]

Community Ties of America, Inc. (CTA) received and approved the plan of correction (POC) from All Islands Case Management Corporation (AICMC) on November 6, 2025 regarding the suspension letter dated October 8, 2025. The POC was then sent to the Department of Health/Office of Health Care Assurance (DOH/OHCA) for final approval.

OHCA has approved the POC and instructed CTA to issue a letter lifting the suspension of new admission/re-admissions. That letter, dated November 7, 2025, failed to mention an effective date of the lifting of the suspension.

Effective November 13, 2025, All Islands Case Management Corporation may accept new clients or readmit previous clients.

Any questions should be directed to Angel England, CTA Operations Manager, at a.england@comties.com.

Respectfully,

A handwritten signature in black ink, appearing to read "Angel England", written over a horizontal line.

Angel England, RN, LNCC
CTA Operations Manager

cc: Justin Lam, Section Supervisor DOH/OHCA
Priscilla Thode, Med-QUEST Division/DHS
Elaine Lee, Med-QUEST Division/DHS