



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Administration
P.O. Box 700190
Kapolei, Hawaii 96709-0190

January 9, 2015

MEMORANDUM

MEMO NO.
QI-1503

TO: QUEST Integration Health Plans

FROM: Kenneth S. Fink, MD, MGA, MPH 
Med-QUEST Division Administrator

SUBJECT: KOLEA DOWNTIME IN PREPARATION FOR WAVE 2

The Department of Human Services (DHS) Med-QUEST Division (MQD) has been planning a major release for the KOLEA eligibility system that will occur this month (January). We want to provide you with the following information as it may impact your operations and the individuals your organization serves. The scheduled system enhancements will help eligible individuals obtain and maintain healthcare coverage with greater ease. In addition, they will further increase automation of the eligibility determination process and improve program integrity.

The release will require KOLEA to be down from 5:00 p.m. Thursday, January 15, 2015 to 12 Noon on Monday, January 19, 2015. While KOLEA is offline, individuals will not be able to submit applications online. In addition MQD eligibility workers and other individuals who have access to KOLEA will not be able to process applications or view client information during this period. The DHS Medicaid Online (DMO) website (used by providers to check eligibility) will remain available but eligibility information that is current as of Thursday, January 15, 2015 will not be updated until January 19, 2015.

All MQD offices will operate during normal business hours on Friday, January 16, 2015. Applications received by mail, fax, or hand-delivered will be accepted and date-stamped. Eligibility workers will also manually be able to perform emergency processing as warranted. State offices will be closed over the weekend and on Monday, January 19, 2015 in observance of Martin Luther King, Jr., Day. However, applications will be able to be submitted online Monday, January 19, 2015 once KOLEA access has been restored. The MQD offices will reopen Tuesday, January 20, 2015 and operate during regular business hours.

It is important to note that any online applications saved but not submitted by 5 p.m. on January 15, 2015 will be lost. Previously created user accounts and passwords will remain available.

The beneficiary related enhancements include the following:

- Enter data for a new application like a paper application;
- Create an account and link to an existing case;
- View the application status, determination and verification information;
- View notices generated after go-live;
- Upload a document to support missing or conflicting verification information;
- Download a blank DHS form, print and complete the form manually, and upload the completed form;
- Report change of circumstances such as address changes, add new and remove members; and
- Request an appeal.

The eligibility worker related enhancements include the following:

- Scan documents to expedite data entry of information and filing of documents;
- Upload files such as branch reports;
- Use the new application queue to data enter applications that were scanned;
- Use the new duplicate queue to determine whether a new application is a change of circumstance or new application;
- Use the compare application tab to view case data in application format;
- See information from new interfaces from the Department of Public Safety, Hawaii Youth Correctional Facility for incarceration status, Public Assistance Reporting Information System (PARIS) for Department of Veteran's Affairs, Department of Defense and interstate matches for public assistance;
- Use pre-defined workflows for managing household member changes (address changes, add a member, remove a member, etc.);
- Use new screens to update information for specialized populations and other programs such as foster care, refugees, repatriates, death benefits, breast and cervical cancer, etc.; and
- Use the new Missing Information applet that provides information on missing information and allows the specific missing information to be added to the notice.

The system will be able to automatically:

- Identify beneficiaries who will be "aging out" of their eligibility group, such as individuals turning 19 (child to adult) or 65 (adult to aged) and generate notices to provide information to make a new determination, as applicable.
- Generate a notice and attach an 1100B form to send to applicants who are 65 years and older and/or indicate SSI income on the application.
- Update Medicaid and Long Term Care eligibility when a change of circumstance is reported, such as a change in income.

KOLEA has advanced Hawaii's Medicaid system by allowing applicants to submit applications online, in addition to paper applications. The MQD continues to accept paper applications as long as they contain the applicant's name, address, and signature. However, MQD encourages applying online at "mybenefits.hawaii.gov" which facilitates the submission of a complete application and results in a faster determination.

Utilizing enhanced federal funding, the Department implemented KOLEA in October 2013 to replace its 20+ year-old eligibility system and comply with the requirements of the Affordable Care Act. As of November 2014, KOLEA has been used to make eligibility determinations for 134,000 applicants and redetermine eligibility for 341,000 beneficiaries. Overall, 39% of applications have been submitted online, and more than 25,000 applications have received a determination in <24 hours. The average processing time for applicants subject to the modified adjusted gross income (MAGI) methodology decreased 40% to 16.7 days. MQD currently provides health care coverage statewide to more than 313,000 Hawaii residents.

We apologize for the inconvenience but believe that the scheduled system enhancements will greatly improve the beneficiary and eligibility worker user experience. If you have any questions, please contact Leslie Tawata at (808) 692-8052. Thank you for your understanding.

- c: Honorable Della Au Belatti, Chair, House Committee on Health
- Honorable Dee Morikawa, Chair, House Committee on Human Services
- Honorable Suzanne Chun Oakland, Chair, Senate Committee on Human Services & Housing
- Honorable Josh Green, M.D., Chair, Senate Committee on Health
- Robert Hirokawa, Executive Director, Hawaii Primary Care Association
- George W. Greene, Esq., CEO Healthcare Association of Hawaii
- Bob Ogawa, Executive Director, Hawaii Long Term Care Association