



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**  
Med-QUEST Division  
Health Care Services Branch  
Quality and Member Relations Improvement Section  
P.O. Box 700190  
Kapolei, Hawaii 96709-0190

May 19, 2017

MEMORANDUM

MEMO NO.  
QI-1707

TO: QUEST Integration Health Plans

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

SUBJECT: GRIEVANCE ACKNOWLEDGEMENT TEMPLATE REVISION

The Department of Human Services, Med-QUEST Division (MQD) is issuing this memorandum to provide QUEST Integration (QI) health plans with a revision to the Acknowledgement of Grievance templates, issued to the health plans on May 11, 2016.

The attached Acknowledgement of Grievance templates includes both the letter (2A) and memo (2B) format to be used at your discretion.

Health plans shall implement the revised Acknowledgement of Grievance templates no later than July 3, 2017.

Please contact Jon Fujii via e-mail at [jfujii@dhs.hawaii.gov](mailto:jfujii@dhs.hawaii.gov) or call him at 692-8093 should you have any questions.

Attachments:

2A Acknowledgement of Grievance Template – Letter

2B Acknowledgement of Grievance Template – Memo