



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Health Care Services Branch
P.O. Box 700190
Kapolei, Hawaii 96709-0190

August 13, 2019


MEMORANDUM

MEMO NO.

QI-1921

[Replaces QI-1712,
dated 07/21/17]

TO: QUEST Integration (QI) Health Plans

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

SUBJECT: GUIDELINES AND PROCEDURES FOR TRANSPORTATION, MEALS, AND
LODGING ASSOCIATED WITH APPROVED INTER-ISLAND AND OUT-OF-STATE
MEDICAL SERVICES

This memorandum replaces QI-1712 that was issued on July 21, 2017, and provides guidelines and procedures to ensure that QUEST Integration members are able to access medically necessary services that are not available in the State of Hawaii or on the island where they reside. This memorandum will address the air transportation, ground transportation, meals, and lodging associated with non-emergency medical services authorized by members' health plans.

The travel itinerary that is provided to the Member should state that tips and/or gratuity are not reimbursed. In addition, when the member pays a fare to travel to a restaurant, eating establishment, etc., one (1) roundtrip will be reimbursed if there is no available restaurant or eating establishment within a half-mile (1/2 mile) radius of origin.

Meals and/or food purchased using Supplemental Nutrition Assistance Program (SNAP) benefits are reimbursed.

AUTHORIZED INTER-ISLAND MEDICAL SERVICES

Medical services authorized for one day only (Examples: Office visit to a specialist, follow-up office visit, outpatient treatment and/or ambulatory surgery on the same day)

1. Verify the date and time of appointment(s). Appointment(s) should be made for Mondays through Thursdays and no later than 2 p.m.
2. Schedule round trip air travel with an arrival time at least two (2) hours before the first scheduled appointment time and arrange for ground transportation.
3. Contact the airlines to make arrangements if the member will be traveling with durable medical equipment such as a portable oxygen concentrator or an electric wheelchair.
4. If an attendant is requested by the referring physician and is authorized by the health plan, the attendant must be identified by name and the attendant cannot be changed. Approve air travel and ground transportation for the attendant on the same day of member's travel.
5. A member under the age of 18 must be accompanied by a person who has legal authority to sign consent forms.
6. Instruct the member that he/she and the authorized attendant must have the proper identification in order to board the airplane.
7. Provide a meal allowance not to exceed \$15 per day for the adult or child member and for his/her attendant. No reimbursement shall be given to the member without an itemized receipt.
8. Give the member a written travel itinerary with the following information:
 - Flight information.
 - Medical provider(s) name, address, phone number.
 - Ground transportation company name and pick-up instructions.
 - Health plan phone number. Advise the member to call as soon as possible if he/she cannot fly on the scheduled flights or if problems are encountered on the day of service.

Optional items to include on the travel itinerary are medical/surgical appointment times and locations.

9. Provide the travel itinerary to the member no later than one day prior to the scheduled travel date.

Medical services authorized for two or more days (Examples: Visits to more than one provider, hospital admission, outpatient treatment on multiple days)

1. Verify the date and time of appointment(s) or hospital admission and obtain an anticipated length of stay.
2. Schedule air travel with an arrival time at least two (2) hours before the first scheduled appointment time and arrange for ground transportation. A round trip ticket may be issued when the stay is expected to be two (2) weeks or less as determined by the attending physician or medical facility. In the case of a hospital admission or prolonged outpatient assessment/treatment or the stay is expected to be more than two (2) weeks, a one-way ticket may be issued.
3. Follow steps 3 – 6 above.
4. Arrange lodging if needed. The member and the authorized attendant must be in the same room.
5. If the adult member is required to be hospitalized and it is not necessary for the attendant to remain with the member, authorize round trip air travel and ground transportation for the attendant to return to his/her home island. A second round trip for air travel and ground transportation shall be authorized if it is necessary for the attendant to escort the member home on the day of hospital discharge.
6. If the adult member is required to be hospitalized and it is necessary for the attendant to remain with the member, the health plan shall authorize ground transportation, lodging and meals for the attendant.
7. Approve ground transportation, lodging and meals for the person authorized to accompany the member under the age of 18 while the member is hospitalized.
8. Provide a meal allowance of \$30 per day for the member over the age of 10 for the days the member is not in the hospital and can eat orally. If the member is a child age 3 to 10, a meal allowance of \$15 per day for food taken orally shall be provided. If the member is a child under age 3 who can eat orally, the allowance shall be based on meal and grocery receipts, but no more than \$15 per day. The member's attendant shall also receive a meal allowance of \$30 per day.
9. Reimburse the meal allowance for the member and his/her attendant for up to the number of days traveling. For example, if the member is traveling for seven (7) days,

and the member has a meal allowance of \$30 per day, the member can submit receipts for up to \$210. No reimbursement shall be given to the member without an itemized receipt.

10. Allow the member to shop for groceries or shop at a store for food to eat in the hotel room for several days. An itemized receipt is required for reimbursement.
11. Give the member a written travel itinerary with the following information:
 - Flight information
 - Medical provider(s) name, address, phone number
 - Lodging name, address, phone number
 - Ground transportation company name and pick-up instructions
 - Health plan phone number to contact when the member has been medically cleared and air travel and ground transportation is needed to return to his/her home island. Advise the member to call as soon as possible if he/she cannot fly on the scheduled flights or if any problems arise.

Optional items to include on the travel itinerary are medical/surgical appointment times and locations.

12. Provide the travel itinerary to the member no later than one day prior to the scheduled travel date.
13. Contact the member or member's physician at a minimum every seven (7) days to update status and extend lodging and meal coverage, if needed.

AUTHORIZED OUT-OF-STATE MEDICAL SERVICES

Medical services authorized such as outpatient consultation, hospital admission, prolonged outpatient assessment/treatment and follow-up services. (Examples: visit to a specialist for diagnosis and/or treatment plan, medically needed follow-up after surgery to correct a congenital heart defect)

1. Verify the date and time of appointment(s) or hospital admission and obtain an anticipated length of stay.
2. Schedule air travel so the member arrives at least the day before the first appointment and arrange for ground transportation. A round trip ticket may be issued when the stay

is expected to be 30 days or less as determined by the attending physician or medical facility. In the case of a hospital admission or prolonged outpatient assessment/treatment and the stay is expected to be more than 30 days, a one way ticket may be issued.

3. Contact the airlines to make arrangements if the member will be traveling with durable medical equipment such as a portable oxygen concentrator or electric wheelchair.
4. If an attendant is requested by the referring physician and is authorized by the health plan, the attendant must be identified by name and the attendant cannot be changed. Approve air travel and ground transportation for the attendant on the same day of member's travel.
5. A member under the age of 18 must be accompanied by a person who has legal authority to sign consent forms.
6. Provide instructions that the member and the authorized attendant must have the proper identification to board airplane.
7. Arrange lodging. The member and the authorized attendant must be in the same room.
8. Provide a meal allowance of \$30 per day for the member over the age of 10 for the days the member is not in the hospital and can eat orally. If the member is a child age 3 to 10, a meal allowance of \$15 per day for food taken orally shall be provided. If the member is a child under age 3 who can eat orally, the allowance shall be based on meal and grocery receipts, but no more than \$15 per day. The member's attendant shall also receive a meal allowance of \$30 per day.
9. Reimburse the meal allowance for the member and his/her attendant for up to the number of days traveling. For example, if the member is traveling for seven (7) days, and the member has a meal allowance of \$30 per day, the member can submit receipts for up to \$210. No reimbursement shall be given to the member without an itemized receipt.
10. Allow the member to shop for groceries or shop at a store for food to eat in the hotel room for several days. An itemized receipt is required for reimbursement.
11. Give the member a written itinerary with the following information:
 - Flight information
 - Medical provider(s) name, address, phone number

- Lodging name, address, phone number
 - Ground transportation company name and pick-up instructions
 - Health plan phone number to contact when the member has been medically cleared and air travel and ground transportation is needed to return to his/her home. Advise the member to call as soon as possible if he/she cannot fly on the scheduled flights or if any problems arise.
12. Provide the travel itinerary to the member no later than one day prior to the scheduled travel date.
13. Contact the member or member's physician at a minimum every seven (7) days to update status and extend meal and lodging coverage, if needed.

If you have any questions or concerns regarding the content of this memo, please contact Jon Fujii via e-mail at jfujii@dhs.hawaii.gov or telephone at 808-692-8083.