



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

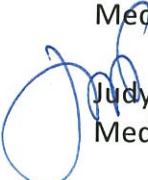
Med-QUEST Division
Health Care Services Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

March 10, 2020

MEMORANDUM

MEMO NO.
QI-2006

TO: Medicaid Providers and QUEST Integration (QI) Health Plans

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

SUBJECT: NEW PROVIDER ENROLLMENT SYSTEM – HOKU SYSTEM UPDATE

The purpose of this memorandum is to inform our providers and health plans of the upcoming launch of a new web-based provider enrollment system. After beginning with general information on the HOKU system update, additional detailed information will be provided on the provider type-based waves of this launch, how different provider types will have different enrollment types, the different training opportunities for the various providers types and enrollment types, and how providers will be obtaining their application IDs.

HOKU General Information

On April 13, 2020, the Med-QUEST Division (MQD) will launch a new web-based system that will allow providers to enroll, update, and make changes to their information quickly and easily online. This will reduce 'paper' processing and will save time for both the provider and our state staff. The new system is named HOKU, which stands for Hawaii's Online Kahu Utility. Hoku, in Hawaiian means guiding star. Kahu, in Hawaiian means caretaker or shepherd, one who looks after their flock. Our Medicaid providers are caretakers, responsible for looking after Medicaid members. MQD would like to encourage all Medicaid providers to register in HOKU at the appropriate time to initiate each provider into HOKU.

For providers that do not wish to move to HOKU at the designated time, there will still be a paper Form 1139 provider application available. The current paper Form 1139 will be updated to better align the information on the paper form with the data in HOKU, as well as to make the form instructions a part of the new Form 1139. There will be a separate memorandum to detail this effort.

The launch of HOKU will NOT impact when a provider needs to re-validate with MQD.

HOKU Waves

To ensure as smooth an implementation as possible, MQD will be asking providers to register in waves corresponding to specific provider types (PTs). The preliminary schedule below outlines the timing of start of these waves and the PT codes that are a part of each wave:

- Wave 1 starting April 27 – Group (01) providers,
- Wave 2 starting May 25 – Foster Home/Care Home (50), Home Care/Personal Care (24), Adult Day Health (27), Case Management Services (34) providers, Individual providers (except for Physicians [08]),
- Wave 3 starting July 20 – Physicians (08) providers,
- Wave 4 starting September 7 – All other providers.

HOKU Provider Types & Enrollment Types

Each Medicaid provider can be categorized into a specific provider type. Depending on the provider type, there can be different licensing requirements and forms to be completed before the MQD can complete enrollment. HOKU has been designed to accommodate all these differences for all provider types. Additionally, enrollment types are a key part of the new HOKU experience moving forward. HOKU groups all the Medicaid provider types into one of five different enrollment types:

- Individual,
- Group,
- Facility/Agency/Organization (FAO),
- Atypical Individual, and
- Atypical Agency.

During the registration process, providers will need to select the HOKU enrollment type that corresponds to their Medicaid provider type. Please refer to Attachment A for a crosswalk from the provider type to the enrollment type.

HOKU Training Opportunities

HOKU training opportunities will be available on-line through instructional slides and videos. A registration link will also be available on-line to sign-up for an in-person training session.

Although training of any kind is not required for a provider to register into HOKU, it is recommended for a trouble-free registration experience. All the HOKU training opportunities will be posted on our HOKU website under the 'Training' tab:

<https://medquest.hawaii.gov/en/plans-providers/Provider-Management-System-Upgrade.html>

In-person training began March 9, 2020 and continue through the completion of the four registration waves. Some of the in-person trainings will be enrollment type specific, and some will be provider type specific; please read the training descriptions carefully. Both MQD and QI health plans will be jointly engaged in training providers at the different in-person training options. We are asking providers interested in attending in-person trainings to sign-up on our website, and there will be links to Eventbrite to complete your training sign-up. As you sign-up, please make note of the applicable enrollment type or provider type of each training

The on-line instructional slides and videos will be available beginning the middle of March 2020 and will remain available going forward. Providers use the video trainings on the HOKU website as many times as needed.

HOKU Application IDs

The MQD will be sending provider-specific application IDs to providers at the start of each wave, in the form of a mailed letter. These letters will be mailed out just before each wave is set to begin. MQD will also email this same letter to providers for whom we have a usable email. The contents of the mailed letter and the email will be the same. After receiving the application ID, and when the provider feels confident with the HOKU system, providers may use the Application ID to register in HOKU.

Please contact KelliAnn Komatsu via e-mail at kkomatsu@dhs.hawaii.gov or call her at 692-8102 should you have any questions.

Attachment A

Attachment A

Provider Type Name	Provider Type Code	Enrollment Type	Wave
GROUP-PAYMENT ID	01	GROUP	Wave 1
HOSPITAL	02	FAO	Wave 4
PHARMACY	03	FAO	Wave 4
LABORATORY	04	FAO	Wave 4
CLINIC	05	FAO	Wave 4
EMERGENCY TRANSPORTATION	06	FAO	Wave 4
DENTIST	07	INDIVIDUAL	Wave 2
MD-PHYSICIAN	08	INDIVIDUAL	Wave 3
CERTIFIED NURSE-MIDWIFE	09	INDIVIDUAL	Wave 2
PODIATRIST	10	INDIVIDUAL	Wave 2
PSYCHOLOGIST	11	INDIVIDUAL	Wave 2
CERTIFIED REGISTERED NURSE ANESTHETIST	12	INDIVIDUAL	Wave 2
OCCUPATIONAL THERAPIST	13	INDIVIDUAL	Wave 2
PHYSICAL THERAPIST	14	INDIVIDUAL	Wave 2
SPEECH/HEARING THERAPIST	15	INDIVIDUAL	Wave 2
CHIROPRACTOR	16	INDIVIDUAL	Wave 2
PHYSICIANS ASSISTANT	18	INDIVIDUAL	Wave 2
REGISTERED NURSE PRACTITIONER	19	INDIVIDUAL	Wave 2
MASSAGE THERAPIST	21	INDIVIDUAL	Wave 2
NURSING HOME	22	FAO	Wave 4
HOME HEALTH AGENCY	23	FAO	Wave 4
PERSONAL CARE ATTENDANT	24	ATYPICAL-AGENCY, FAO	Wave 2
ADULT DAY HEALTH	27	ATYPICAL-AGENCY, FAO	Wave 2
NON-EMERGENCY TRANSPORTATION PROVIDERS	28	ATYPICAL-AGENCY, FAO	Wave 4
COMMUNITY/RURAL HEALTH CENTER	29	FAO	Wave 4
DME SUPPLIER	30	FAO	Wave 4
DO-PHYSICIAN OSTEOPATH	31	INDIVIDUAL	Wave 2
CASE MANAGEMENT SERVICES	34	ATYPICAL-AGENCY, FAO	Wave 2
HOSPICE	35	FAO	Wave 4
ASSISTED LIVING HOME/HCBS	36	ATYPICAL-AGENCY, FAO	Wave 4
DIALYSIS CLINIC	41	FAO	Wave 4
HOSPITAL AFFILIATED CLINIC	42	ATYPICAL-AGENCY, FAO	Wave 4
AMBULATORY SURGICAL CENTER	43	FAO	Wave 4
NURSE (PRIVATE-RN/LPN)	46	FAO	Wave 4
REGISTERED DIETICIAN	47	INDIVIDUAL	Wave 2
NUTRITIONIST	48	INDIVIDUAL	Wave 2
ASSISTED LIVING CENTER-UNITS ONLY	49	ATYPICAL-AGENCY, FAO	Wave 4
CCFFH/E-ARCH	50	ATYPICAL-INDIVIDUAL, FAO	Wave 2
BEHAVIORAL/MENTAL HEALTH COUNSELOR	51	INDIVIDUAL	Wave 2

Provider Type Name	Provider Type Code	Enrollment Type	Wave
MENTAL HEALTH CLINIC	52	ATYPICAL-AGENCY, FAO	Wave 4
HOTELS	55	ATYPICAL-AGENCY, FAO	Wave 4
BOARDING HOME	56	ATYPICAL-AGENCY, FAO	Wave 4
RESIDENTIAL TREATMENT FACILITY	57	ATYPICAL-AGENCY, FAO	Wave 4
AUDIOLOGIST	62	INDIVIDUAL	Wave 2
DRUG AND ALCOHOL REHAB	63	FAO	Wave 4
DETOX CENTER	64	FAO	Wave 4
OPTOMETRIST	69	INDIVIDUAL	Wave 2
HOME DELIVERED MEALS	70	ATYPICAL-AGENCY, FAO	Wave 4
MHS SOCIAL WORKER	75	INDIVIDUAL	Wave 2
MENTAL HEALTH REHABILITATION	77	ATYPICAL-AGENCY, FAO	Wave 4
MENTAL HEALTH RESIDENTIAL TREATMENT CNTR	78	FAO	Wave 4
VISION CENTER	79	FAO	Wave 4
DHS MHS PROVIDER	80	SEVERAL	Wave 4
CERTIFIED MARRIAGE/FAMILY THRAPST (CMFT)	86	INDIVIDUAL	Wave 2
QMB ONLY PROVIDER	90	SEVERAL	Wave 4
INTERPRETER SERVICES	95	ATYPICAL-AGENCY, FAO	Wave 4
EVS/NON-SERVICE PROVIDER	99	MCO	Wave 4
RESPIRE	A7	ATYPICAL-AGENCY, FAO	Wave 4
BOARD CERTIFIED BEHAVIOR ANALYST	BC	INDIVIDUAL	Wave 2
ACUPUNCTURIST	C1	INDIVIDUAL	Wave 2
FEDERALLY QUALIFIED HEALTH CENTER (FQHC)	C2	FAO	Wave 4
DENTIST - ENDODONTIST	D1	INDIVIDUAL	Wave 2
DENTIST - PEDODONTIST	D2	INDIVIDUAL	Wave 2
DENTIST - ORAL SURGEON	D3	INDIVIDUAL	Wave 2
DD/ID	H1	ATYPICAL-AGENCY, FAO	Wave 4
OUT OF STATE DME PROVIDER	OD	FAO	Wave 4
SPECIALIZED SERVICES	S1	ATYPICAL-AGENCY, FAO	Wave 4
OUT OF STATE	Z1	SEVERAL	Wave 4