

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES


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

June 17, 2020

MEMORANDUM

MEMO NO.
QI-2006B
[Addendum to QI-2006A]

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 Department of Human Services, Med-QUEST Division is issuing this memorandum as an addendum to QI-2006.

The purpose of this memorandum is to update our providers and health plans of the upcoming launch of a new web-based provider enrollment system. The memo begins with general information on the HOKU system update, followed by detailed information 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 provider and enrollment types, and how providers will be obtaining their application IDs.

HOKU General Information

The Med-QUEST Division (MQD) will launch a new web-based provider enrollment system on August 3, 2020. This 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 paper version of Form 1139 will be

updated to align with the web-based HOKU system, and to incorporate form instructions. 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 0 starting August 3 – Small targeted group of providers,
- Wave 1 starting August 17 – Group (01) providers,
- Wave 2 starting September 14 – 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 October 26 – Physicians (08) providers,
- Wave 4 starting December 14 – 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 these differences for these various 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 webinar training sessions. During the public health emergency, we will have webinar-based training sessions. If we are able to hold in-person training sessions in the future, we will update our HOKU webpage. 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 webpage under the 'Training' tab: medquest.hawaii.gov/HOKU.

Webinar-based training sessions will begin July 13, 2020 and continue through the completion of the four registration waves. Some of the webinar-based 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 webinar-based trainings. We are asking providers interested in attending webinar-based trainings to sign-up on-line. There will be Eventbrite links on our website to complete your training sign-up.

Limited on-line instructional slides are currently available. Additional on-line instructional slides and new on-line instructional videos will be available in July 2020. All instructional content will remain available going forward, so that providers may access the various 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.

The HOKU webpage will continue to have all the up-to-date information about MQD's HOKU system, training opportunities and any new provider related information. Please visit medquest.hawaii.gov/HOKU.

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

Attachment A

ATTACHMENT A

Wave 1 Providers

Provider Type Name	Provider Type Code	Enrollment Type
GROUP-PAYMENT ID	01	GROUP

Wave 2 Providers

Provider Type Name	Provider Type Code	Enrollment Type
DENTIST	07	INDIVIDUAL
CERTIFIED NURSE-MIDWIFE	09	INDIVIDUAL
PODIATRIST	10	INDIVIDUAL
PSYCHOLOGIST	11	INDIVIDUAL
CERTIFIED REGISTERED NURSE ANESTHETIST	12	INDIVIDUAL
OCCUPATIONAL THERAPIST	13	INDIVIDUAL
PHYSICAL THERAPIST	14	INDIVIDUAL
SPEECH/HEARING THERAPIST	15	INDIVIDUAL
CHIROPRACTOR	16	INDIVIDUAL
PHYSICIANS ASSISTANT	18	INDIVIDUAL
REGISTERED NURSE PRACTITIONER	19	INDIVIDUAL
MASSAGE THERAPIST	21	INDIVIDUAL
HOME CARE/PERSONAL CARE	24	ATYPICAL AGENCY, FAO*
ADULT DAY HEALTH	27	ATYPICAL AGENCY, FAO
DO-PHYSICIAN OSTEOPATH	31	INDIVIDUAL
CASE MANAGEMENT SERVICES	34	ATYPICAL AGENCY, FAO
REGISTERED DIETICIAN	47	INDIVIDUAL
NUTRITIONIST	48	INDIVIDUAL
COMMUNITY FOSTER FAMILY HOME (CCFFH) / EXPANDED-ADULT RESIDENTIAL CARE HOME (E-ARCH)	50	INDIVIDUAL, ATYPICAL INDIVIDUAL
BEHAVIORAL/MENTAL HEALTH COUNSELOR	51	INDIVIDUAL
AUDIOLOGIST	62	INDIVIDUAL
OPTOMETRIST	69	INDIVIDUAL
MHS SOCIAL WORKER	75	INDIVIDUAL
CERTIFIED MARRIAGE/FAMILY THERAPIST (CMFT)	86	INDIVIDUAL
BOARD CERTIFIED BEHAVIOR ANALYST	BC	INDIVIDUAL
ACUPUNCTURIST	C1	INDIVIDUAL
DENTIST - ENDODONTIST	D1	INDIVIDUAL
DENTIST - PEDIODONTIST	D2	INDIVIDUAL
DENTIST - ORAL SURGEON	D3	INDIVIDUAL

Wave 3 Providers

Provider Type Name	Provider Type Code	Enrollment Type
MD-PHYSICIAN	08	INDIVIDUAL

Wave 4 Providers

Provider Type Name	Provider Type Code	Enrollment Type
HOSPITAL	02	FAO
PHARMACY	03	FAO
LABORATORY	04	FAO
CLINIC	05	FAO
EMERGENCY TRANSPORTATION	06	FAO
NURSING HOME	22	FAO
HOME HEALTH AGENCY	23	FAO
NON-EMERGENCY TRANSPORTATION PROVIDERS	28	ATYPICAL-AGENCY, FAO
COMMUNITY/RURAL HEALTH CENTER	29	FAO
DME SUPPLIER	30	FAO
HOSPICE	35	FAO
ASSISTED LIVING HOME/HCBS	36	ATYPICAL-AGENCY, FAO
DIALYSIS CLINIC	41	FAO
HOSPITAL AFFILIATED CLINIC	42	ATYPICAL-AGENCY, FAO
AMBULATORY SURGICAL CENTER	43	FAO
NURSE (PRIVATE-RN/LPN)	46	FAO
ASSISTED LIVING CENTER-UNITS ONLY	49	ATYPICAL-AGENCY, FAO
MENTAL HEALTH CLINIC	52	ATYPICAL-AGENCY, FAO
HOTELS	55	ATYPICAL-AGENCY, FAO
BOARDING HOME	56	ATYPICAL-AGENCY, FAO
RESIDENTIAL TREATMENT FACILITY	57	ATYPICAL-AGENCY, FAO
DRUG AND ALCOHOL REHAB	63	FAO
DETOX CENTER	64	FAO
HOME DELIVERED MEALS	70	ATYPICAL-AGENCY, FAO
MENTAL HEALTH REHABILITATION	77	ATYPICAL-AGENCY, FAO
MENTAL HEALTH RESIDENTIAL TREATMENT CNTR	78	FAO
VISION CENTER	79	FAO

Provider Type Name	Provider Type Code	Enrollment Type
DHS MHS PROVIDER	80	ATYPICAL-AGENCY, ATYPICAL-INDIVIDUAL, FAO, INDIVIDUAL
QMB ONLY PROVIDER	90	ATYPICAL-AGENCY, ATYPICAL-INDIVIDUAL, FAO, INDIVIDUAL
INTERPRETER SERVICES	95	ATYPICAL-AGENCY, FAO
EVS/NON-SERVICE PROVIDER	99	MCO
RESPITE	A7	ATYPICAL-AGENCY, FAO
FEDERALLY QUALIFIED HEALTH CENTER (FQHC)	C2	FAO
DD/ID	H1	ATYPICAL-AGENCY, FAO
OUT OF STATE DME PROVIDER	OD	FAO
SPECIALIZED SERVICES	S1	ATYPICAL-AGENCY, FAO
OUT OF STATE	Z1	ATYPICAL AGENCY, FAO, INDIVIDUAL, GROUPS

*FAO = Facility/Agency/Organization