

STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**


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

July 28, 2020

MEMO NO.  
QI-2029

MEMORANDUM

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

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

SUBJECT: HOKU COVID-19 WAIVERS AND POLICY REMINDERS

The purpose of this memorandum is to inform you of changes that are occurring as Med-QUEST Division (MQD) implements the HOKU on-line provider registration system. There is information on changes in effect during the COVID-19 Public Health Emergency (PHE), as well as general MQD policy decisions and reminders.

**HOKU COVID-19 Waivers in Effect During the PHE**

During the PHE the following COVID-19 waivers will be applied through the HOKU system:

- Provider terminations for license expiration will be waived.
- Provider enrollment application fees, FCBC documentation requirements, and unannounced site visits will be waived.

At the end of the PHE these waivers will be unwound. Providers who have registered in HOKU during the period in which the waivers were in effect will receive notification of the following:

- Providers whose license expiration date occurred during the PHE will have 180 days to log in to HOKU and validate that they have renewed their license.
- Providers that received a waiver for a required provider enrollment fee payment and/or FCBC documentation during the PHE will be notified to log in to HOKU and provide the

necessary documentation indicating that these requirements were met. Providers will have 90 days from the date specified in the notification to provide this documentation. Providers that received a site visit waiver will be informed that a Med-QUEST staff will be conducting a future unannounced site visit.

### **General Policy Decisions and Reminders During HOKU Implementation**

- The PHE will not delay the August 3 go-live date for HOKU. Since we will be in the PHE when we go-live with HOKU, the COVID 19 changes in effect mentioned above will begin on August 3.
- If you are a new provider, you will be allowed access to the HOKU system to enroll as a Hawaii Medicaid Provider beginning August 3.
- If you are an existing provider, you will be allowed access to the HOKU system once your respective Wave (Wave 0 through Wave 4) starts. Refer to Memo QI-2006B to view the start date of your respective Wave based on your provider type. Registering on HOKU during the appropriate Wave will ensure that you have on-line access HOKU, and you will then be able to quickly make updates to your provider record, add addresses or TINs to your provider record, and complete provider re-validation quickly and easily.
- The conversion to HOKU on August 3 will not change any existing provider's regular cycle for provider re-validation and screening.
- Community Care Foster Family Home and Extended-Adult Residential Care Home providers will register as an individual ('atypical individual') provider in HOKU, and as such will no longer be required to pay a provider enrollment application fee.
- Med-QUEST Division is currently in the process of revising the DHS 1139 form and will make this available to the public beginning no later than August 3rd. We will not be accepting the old version of the DHS 1139 (Rev. 11/17) from August 3rd. We are encouraging providers to consider using the HOKU on-line application instead of the paper DHS 1139 form.

Please continue to visit the HOKU webpage for the most recent news and updates: **[medquest.hawaii.gov/HOKU](https://medquest.hawaii.gov/HOKU)**. Here you will find a link to get directly onto the HOKU on-line system, and on the 'Resources' tab there will be a link to the revised DHS 1139 and the Memo QI-2006B.

Please feel free to email KelliAnn Komatsu at [kkomatsu@dhs.hawaii.gov](mailto:kkomatsu@dhs.hawaii.gov) with questions.