



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

November 29, 2021

MEMORANDUM

MEMO NO.
QI-2128

TO: QUEST Integration (QI) Health Plans, Case Management Agencies

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

SUBJECT: UPDATED GUIDELINES FOR HEALTH COORDINATION ASSESSMENTS AND HEALTH ACTION PLANS FOR MEMBERS LIVING IN A COMMUNITY CARE FOSTER FAMILY HOMES (CCFFH), EXPANDED ADULT RESIDENTIAL CARE HOMES (EARCH) AND ASSISTED LIVING FACILITIES (ALF)

The Department of Human Services, Med-QUEST Division (MQD) is issuing this memo to provide additional timeframe guidance for Long Term Services and Supports (LTSS) Health and Functional Assessments (HFA) and Health Action Plans (HAP) conducted by Case Management Agencies (CMA) serving Community Care Foster Homes (CCFFH), Expanded Adult Residential Care Homes (EARCH) and Assisted Living Facilities (ALF) in the QUEST Integration (QI) program. This timeframe guidance is in alignment with the HAR 11-800 and will be included in the January 1, 2022 Health Plan Manual update. This memo is effective July 1, 2021.

1. Health and Functional Assessments (HFA):
The initial HFA is conducted prior to admission to the home for members living in a residential setting such as a CCFFH, EARCH or ALF.
2. HFA Reassessments:
At a minimum, a reassessment will be conducted every six months for members living in a residential setting such as a CCFFH, EARCH or ALF.

3. Monitoring Visits:

A face-to-face monitoring visit will be conducted at least once a month for members living in a residential setting such as a CCFFH, EARCH or ALF, with more frequent contacts as necessary depending on the member's condition and the amount of support or training the caregiver requires to meet the growing needs of the member.

4. Health Action Plans (HAP):

A HAP will be developed prior to admission to the home for each member receiving health coordination living in a residential setting such as a CCFFH, EARCH or ALF.

5. Health Action Plan Updates:

At a minimum, the HAP shall be reviewed and updated every six months for members living in a residential setting such as a CCFFH, EARCH or ALF. The HAP shall also be updated as needed based on information gathered during the monthly monitoring visits.

If you have any question(s) regarding this memorandum, please contact Jon Fujii via e-mail at jfujii@dhs.hawaii.gov.