

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



CATHY BETTS
DIRECTOR
KA LUNA HO'OKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE


STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Med-QUEST Division
Health Care Services Branch
Data Analysis and Provider Network Section
P. O. Box 700190
Kapolei, Hawaii 96709-0190

February 2, 2023

MEMORANDUM

MEMO NO.
QI-2304

TO: QUEST Integration Health Plans

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

SUBJECT: REQUIREMENT FOR QI-2121 PROVIDERS WITH EXTENSIONS TO REGISTER BY EXTENDED DEADLINE

The purpose of this memorandum is to inform the health plans of the requirement that all providers who received an extension under memo QI-2121 must register with Hawaii's Online Kahu Utility (HOKU) by their extended deadlines.

Background information

In August 2021, the Med-QUEST Division (MQD) published memo QI-2121 which outlined the requirement that all providers who provide services to Hawaii Medicaid members to register with HOKU. Memo QI-2121 identified a subset of providers whose applications were "pending" or "in process" at that time. These providers were grouped into four tiers and assigned deadlines to register, ranging from December 31, 2021, to September 30, 2022. If a provider assigned to one of the four tiers failed to register by their established deadline, health plans were instructed to suspend all claims payments for those providers were held until HOKU application submission.

Health plans were given the opportunity to request a one-time, one year extension for providers in the four tiers if that provider was deemed vital to Medicaid operations and not able to submit an application by the established deadline.

With the extended deadlines fast approaching, MQD is releasing guidance to our health plans on the requirement that the providers with extensions need to register by the below updated deadlines.

Tier	Original Extended Deadline	New Extended Deadline	Denying claims for DOS starting
1	12/31/22	3/31/23	4/1/23
2	3/31/23	3/31/23	4/1/23
3	6/30/23	9/30/23	10/1/23
4	9/30/23	9/30/23	10/1/23

If a provider fails to submit their HOKU application by their new extended deadline, payments for all services rendered after that date will be suspended for that provider.

Suspended payments shall be withheld from the provider until MQD confirms that HOKU registration is completed.

“New providers” on HOKU Special Feed File

This memo does not address new providers who were added to the HOKU Special Feed file due to not having an active MQD Provider ID at the time of contracting or contract renewal. MQD will issue a separate memo addressing the timeframe for these providers to submit their HOKU applications.

HOKU Special Feed File

MQD will continue to share the HOKU Special Feed file with health plans as an ongoing report. This report allows health plans to actively monitor updated information on which providers have completed their HOKU applications and target their outreach efforts toward providers who have not registered.

HOKU Registration Definition

For the purposes of this memo, HOKU Registration is defined as HOKU Status in one of two statuses:

- “In Review”: this HOKU status denotes the provider has submitted a registration to MQD for review
- “Approved”: this HOKU status denotes the provider has submitted a registration to MQD which was reviewed and approved

- “In Review Ever”: this is a field in the HOKU Special Feed file that identifies if a provider has ever submitted their application for MQD. If a provider’s “In Review Ever” is “Y”, that provider is considered registered for the purposes of this memo.

HOKU Registration Resources & Training

HOKU training opportunities are available on-line through instructional slides and videos. A list of all HOKU opportunities can be found on the HOKU webpage under the ‘Training’ tab: medquest.hawaii.gov/HOKU.

Should a provider require additional assistance with their HOKU application they may contact the HOKU Provider Hotline Monday through Friday during standard business hours, 7:45am-4:30pm HST at (808) 692-8099 or (833)909-3630 for neighbor islands and via email HCSBInquiries@dhs.hawaii.gov.

Please continue to visit the HOKU webpage for the most recent news and updates: medquest.hawaii.gov/HOKU. Here the health plan shall find a direct link to the HOKU on-line system.