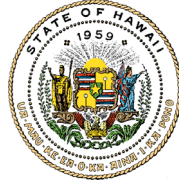


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April 24, 2023

MEMORANDUM

MEMO NO.  
QI-2315  
FFS 23-06

TO: QUEST Integration (QI) Health Plans  
Medicaid Fee-For-Service (FFS) Providers

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

SUBJECT: REQUIREMENT FOR ALL PROVIDERS TO REGISTER WITH HOKU

The purpose of this memorandum is to inform Health Plans of a requirement that all providers who provide services to Hawaii Medicaid members must first register as a Medicaid provider with Hawaii's Online Kahu Utility (HOKU), the web-based provider management system that Med-QUEST Division (MQD) launched in August 2020.

Over the past few years, MQD has taken a progressive approach to registering providers into HOKU, as evidenced by past memos QI-2006B, QI-2121 and QI-2304. This memorandum addresses all remaining providers that now need to register in HOKU, as well as reinforces ongoing policy as it relates to existing and new provider enrollment requirement in HOKU.

MQD published memo QI-2121 which addressed a subset of providers currently appearing in the Provider Master Registry (PMR) with "pending" statuses and steps these providers needed to take to remain Medicaid providers. This memo addresses the remainder of providers who are not registered in HOKU, including those who:

- Are listed on the HOKU Special Feed File and have not completed their HOKU registration
- Wave 2 Providers in the HOKU Special Feed File whose provider status is in “active” or “pending”

The deadline for these providers to register with HOKU is December 31, 2023.

If a provider who is either “active” in, or not listed in, the PMR fails to submit their HOKU application by the deadline, payments for all services rendered after that date shall be suspended by the QI health plan for that provider. Suspended payments shall be withheld from the provider until MQD confirms that HOKU registration is completed.

The December 31, 2023, deadline to register with HOKU does not apply to providers listed in the PMR with a “pending” status. These providers have earlier deadlines as described in memo QI-2304.

#### **Ongoing Provider Enrollment Policy**

Health plans shall ensure existing and new providers for Hawaii Medicaid members are registered with HOKU through the following methods:

#### **Contract Renewals/Recredentialing**

Health plans should ensure that existing providers who renew their contracts to serve Hawaii Medicaid members have registered with HOKU prior to contract renewal. The health plan shall make registration with HOKU a requirement for providers to renew their contracts to serve Medicaid members and shall not renew provider contracts until confirming that provider has registered with HOKU.

MQD will provide Health plans with the HOKU Provider Registration Special Feed described in this memo to verify providers’ HOKU registration status.

#### **Requirement for New Medicaid providers to register with HOKU**

All new Medicaid providers are required to register with HOKU prior to signing contracts with any of the health plans.

Should a provider request to contract with one of the health plans, the health plan will confirm that the provider is registered with HOKU by checking the MQD HOKU Provider Registration Special Feed described in this memo. Once a provider is confirmed to have registered with HOKU, the health plan may move forward with contracting with that provider.

MQD encourages health plans to direct providers to the HOKU registration process by any means necessary, including, but not limited to:

- Adding a link to HOKU to the health plan’s website;
- Including information about HOKU in provider communications; and
- Adding HOKU registration as a requirement to the contracting process

### “New providers” on HOKU Special Feed File

This memo addresses 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.

### 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. The HOKU Special Feed file will list all providers and their registration status if they are at any stage in the registration process. If a provider does not appear on the HOKU Special Feed file, that provider is not known to MQD and will need to complete their registration.

### HOKU Registration Definition

For the purposes of this memo, HOKU Registration is defined as HOKU Status in one of three 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.

### Claim and Encounter Edits

MQD monitors incoming claims and encounters for provider enrollment using the following edit codes:

TYPE	REJECTION CODE
MCO Encounters	Z120: Service Provider ID Missing or Invalid Z121: Header Service Provider ID Missing or Invalid Z165: Service Provider ID Not on File Z175: Service Provider NPI Not on File Z176: Detail Service Provider NPI Not on File Z100: Billing Provider ID Invalid

Starting January 1, 2024, any paid encounter that triggers the above edit codes will be denied in HPMMIS.

**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](https://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](mailto:HCSBInquiries@dhs.hawaii.gov).

Please continue to visit the HOKU webpage for the most recent news and updates: [medquest.hawaii.gov/HOKU](https://medquest.hawaii.gov/HOKU). Health plans can refer interested providers to HOKU through this page using the available HOKU direct link.