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February 9, 2024

MEMORANDUM

MEMO NO.

QI-2405

FFS 24-03

CCS-2404

TO: QUEST Integration (QI) Health Plans
Community Care Services (CCS)
Fee-For-Service (FFS) Providers

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

SUBJECT: SFTP URL CHANGE

This memo is to inform our provider community that Med-QUEST has scheduled an update to the Uniform Resource Locator (URL) of our Secured File Transfer Protocol (SFTP) effective May 13, 2024 as part of the Medicaid Enterprise Systems (MES) Modernization initiative. This will affect all SFTP users. Your username will remain the same; however, you will need to create a new password. Also, for health plans and clearinghouses using a script to transfer files to our SFTP, your script will need to be updated with the new password and new URL. More information on changing your password as well as the start of our testing phase will be sent out as we approach the scheduled date.

Key Messages related to SFTP process	
Username	No Changes – Your Username remains the same.
Password	You will be required to create a new password at a later date. Detailed step-by-step instructions will be provided.
Current folder structure and naming conventions	No Changes – Your existing folder structures and file naming conventions will remain the same
URL	Old SFTP URL = sftp.statemedicaid.us New SFTP URL = kui.medquest.hawaii.gov

For questions relating to this memorandum, please contact the following:

QI and CCS Health Plans, please contact Med-QUEST Help Desk at

mqdhelpdesk@dhs.hawaii.gov.

FFS Providers, please contact Conduent at hi.ecstest@conduent.com.