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October 4, 2024

MEMORANDUM

MEMO NO.

QI-2421

CCS-2407

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

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

SUBJECT: MANAGED FILE TRANSFER (MFT) 12 CHARACTER MINIMUM PASSWORD
EFFECTIVE JANUARY 1, 2025

This memo is to inform our provider community that the Med-QUEST Division (MQD) has scheduled an update to the MFT password criteria. This will affect all MFT users. Your username will remain the same; however, you will need to create a new password.

The password criteria for the MFT will be standardized starting January 1, 2025. The link to reset password is: <https://kui.medquest.hawaii.gov/>

Please take a moment to ensure your password meets the following requirements.

- Minimum of 12 characters
- At least one upper case letter
- At least one lower case letter
- At least one number

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- At least one special character - all special characters are allowed
- Service Account Users: Passwords will need to be changed every 180 days
- Regular Users: Passwords will need to be changed every 90 days

For QI and CCS Health Plans, please contact MQD Help Desk at mqdhelpdesk@dhs.hawaii.gov for any questions or concerns. Please make sure to include in your request, “Need assistance with my MFT password” and your Username.

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