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KA MOKU'ĀINA O HAWAI'I  
**DEPARTMENT OF HUMAN SERVICES**  
KA 'OIHANA MĀLAMA LAWELAWĒ KANAKA  
Med-QUEST Division  
Health Care Services Branch  
Contract Monitoring and Compliance Section  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

December 11, 2024

MEMORANDUM

MEMO NO.  
QI-2425  
FFS 24-08

TO: QUEST Integration Health Plans

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

SUBJECT: PAYMENT SUSPENSION TO PROVIDER – HALE MAKUA - KAHULUI

This memo is to inform Health Plans that Hale Makua - Kahului did not meet the requirements for nursing homes participating in Medicare and Medicaid programs per CMS Notice dated November 20, 2024. On October 18, 2024, the Hawaii Department of Health, Office of Health Care Assurance completed a Health Recertification Survey at Hale Makua - Kahului to determine if the facility was in compliance with the Federal requirements for nursing homes participating in Medicare and Medicaid programs.

As a result of the survey findings, the Hawaii Department of Health, Office of Health Care Assurance found that Hale Makua - Kahului was not in substantial compliance.

Therefore, per 42 C.F.R. 488 Subpart F, and in accordance with the remedy imposed by CMS, the remedy of mandatory denial of payment for new Medicaid admissions is effective from December 5, 2024. For any new admissions from December 5, 2024, Hale Makua - Kahului is ineligible for Medicaid payment. Hale Makua - Kahului shall not seek payment from Medicaid beneficiaries for their covered services during the ineligible period. This remedy remains in effect until substantial compliance is achieved with all cited deficiencies in the enforcement cycle. The QI Health Plans will be notified if the payment suspension is lifted.

Should you have any questions, please contact Megan Hironaka at [mhironaka@dhs.hawaii.gov](mailto:mhironaka@dhs.hawaii.gov)

Attachment(s)

CMS Notice, CMS Certification Number (CCN): 125007, dated November 20, 2024