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MEMORANDUM

MEMO NO.
QI-2534
CCS-2511
FFS-25-15

TO: QUEST Integration (QI) Health Plan (HP), Community Care Services (CCS), and Medicaid Fee-For-Service (FFS) Providers

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

SUBJECT: RESPONSIBILITIES WHEN MEDICAID MEMBERS ARE TEMPORARILY OUTSIDE THE STATE OR THE SERVICE AREA

This memo provides clarification and guidance on the scope of the QI, CCS and FFS programs' responsibilities where Hawai'i Medicaid members are traveling on their own volition domestically, outside the state or network service area.

Per 42 CFR 435.403, the State of Hawai'i continues to provide Medicaid coverage for residents who are temporarily absent from the State. Members who are absent temporarily for extended periods of time (for example, members attending school on the U.S. continent) remain entitled to Hawai'i Medicaid coverage if they attest to an intent to return to Hawai'i. There is no time limit on temporary absence.

The following services are covered when Hawai'i Medicaid members are traveling on their own volition domestically but outside of the HP, CCS and FFS network service area:

1. Emergency and post-stabilization services including both inpatient and outpatient as defined by 42 CFR 438.114; including dental, pharmacy, and transportation services when adjunct to emergency and post-stabilization services.

2. Transportation for a member who is required to travel back to the state or network service area to receive medically necessary services after discharge from a facility adjunct to emergency or post-stabilization services. This coverage includes one medically necessary attendant accompanying the member to the service area.
3. At the discretion of the QI, CCS and FFS programs, non-emergency and routine services may be provided outside their service areas on a case-by-case basis, subject to the prior authorization process.

To optimize medical care, HP shall educate their members on how to receive covered care while they are outside the HP, CCS and FFS network service area. HP may encourage members who are absent temporarily for extended periods of time to take one of the following actions:

1. If the member is in Hawai‘i, but located on an island that is outside their QI HP’s service area, the Hawai‘i Medicaid member may be encouraged, but not required, to request a QI HP change. (This situation is not applicable to the CCS or FFS program, as the service area for both is statewide.)
2. If the member is located domestically, outside the state or service area, the member may be encouraged, but not required, to apply for Medicaid in the state where the member is located to receive the full spectrum of Medicaid benefits and to cancel Hawai‘i Medicaid eligibility.

Where the content of this memo conflicts with language contained within the QI HP or CCS contract, the language within this memo shall prevail.

Questions or concerns may be directed to hcsbinquiries@dhs.hawaii.gov.