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STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELawe KANAKA
Med-QUEST Division
Health Care Services Branch
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Kapolei, Hawaii 96709-0190

TRISTA SPEER
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

February 6, 2026

MEMORANDUM

MEMO NO.
QI-2602

TO: QUEST Integration (QI) Health Plans

FROM: Meredith Nichols *MS*
Acting Med-QUEST Division Administrator

SUBJECT: EXCEPTION TO HRS CHAPTER 388 – SELF DIRECT PROVIDER

In the past, the Department of Labor and Industrial Relations (DLIR) approved exceptions to Chapter 388, HRS, allowing Self-Directed service providers to be paid once per calendar month and within 15 days after the end of each pay period.

This memo notifies QI Health Plans that Med-QUEST received DLIR approval to continue exceptions to the standard semi-monthly payday and the 15 days after the pay period ends requirement for the Self-Directed Personal Assistance Services program.

Approved Exceptions Summary:

- July 21, 2025 – December 31, 2025:
Both exceptions apply. Health Plans may continue paying Self-Directed providers once per month and within 15 days after the pay period ends.
- January 1, 2026 – July 20, 2027:
Only the 15 days after the pay period ends exception applies. The semi-monthly payday exception is no longer needed because providers will be paid twice per month.

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For the 15 days after the pay period ends exception, any terminated service provider must be paid no later than the next working day after the termination period. All current and future service providers must be informed of this pay exception.

For questions relating to this memorandum or additional assistance, please contact the Med-QUEST EVV Mailbox at EVV-MQD@dhs.hawaii.gov

Attachment

JOSH GREEN, M.D.
GOVERNOR

SYLVIA LUKE
LIEUTENANT GOVERNOR



JADE T. BUTAY
DIRECTOR

WILLIAM G. KUNSTMAN
DEPUTY DIRECTOR

STATE OF HAWAII
KA MOKU'ĀINA O HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
KA 'OIHANA PONO LIMAHANA
830 PUNCHBOWL STREET, ROOM 321
HONOLULU, HAWAII 96813
www.labor.hawaii.gov

November 21, 2025

TO: Ryan Yamane, Director
Department of Human Services

FROM: Jade T. Butay, Director 
Department of Labor and Industrial Relations

SUBJECT: Exception to Chapter 388, Hawaii Revised Statutes (HRS)

In response to your October 8, 2025 memorandum, your request for continuation of an exception from the semimonthly payday requirement of Chapter 388, HRS, Payment of Wages and Other Compensation Law, on behalf of recipients of the Self-Direction program and the In-Home Child Day Care program, is hereby granted.

As provided in Section 12-21-3, Hawaii Administrative Rules (HAR), recipients in these programs may pay their respective service providers once per calendar month on a regularly established schedule. All current and future service providers shall be informed of this pay exception.

We also find sufficient reasons as required by Section 388-2(c)(2), HRS, to grant an exception, on behalf of the recipients in the Self-Direction program, to pay their respective service providers within fifteen (15) days after the end of each pay period. All terminated service providers shall be paid no later than the next working day after termination. All current and future service providers shall be informed of this pay exception.

The semimonthly payday exception on behalf of recipients of the In-Home Child Day Care program and the exception to Section 388-2(c)(2), HRS, for the Self-Direction program, is granted effective July 21, 2025 and will expire on July 20, 2027.

The semimonthly payday exception on behalf of recipients of the Self-Direction program is granted effective July 21, 2025 and will expire on December 31, 2025.

A request for renewal of the exception shall be filed with the director at least 30 days prior to the expiration of the exception then in force.