Contents

Change Summary ........................................................................................................... iii

Overview ..................................................................................................................... 12
Browser Requirement ............................................................................................. 12
DHS/MQD Online Overview .................................................................................. 13
Contact Us .............................................................................................................. 14
Security ................................................................................................................... 16
Login ....................................................................................................................... 16
User Agreement ..................................................................................................... 18
Identify a Valid Provider ...................................................................................... 19
Provide Your Information and Account Type ................................................... 21
Account Created .................................................................................................... 26
Authenticate the Master Account ....................................................................... 28
Recover Password ................................................................................................. 29

Master Account Admin Functionality................................................................. 32
User Administration ............................................................................................. 33

Individual Account Functionality ........................................................................... 37

Applications ........................................................................................................... 39
Main Menu ............................................................................................................ 39

Claim Status ........................................................................................................... 41
Recipient Search .................................................................................................. 41
Claim Status Request ........................................................................................... 44
Claim Status Response List ................................................................................ 46
Claim Status Response ......................................................................................... 48
Accounting Details ............................................................................................... 50

Help ......................................................................................................................... 52

Appendix A: Error Messages .................................................................................. 53
Appendix B: Master Account Change Form ......................................................... 62
Appendix C: Glossary .............................................................................................. 64
Appendix D: DMO Exclusions .............................................................................. 68
# Change Summary

<table>
<thead>
<tr>
<th>#</th>
<th>Location</th>
<th>Previously Stated</th>
<th>Revision</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Figures throughout document</td>
<td>&lt;old screen shots&gt;</td>
<td>&lt;updated screen shots&gt;</td>
</tr>
<tr>
<td>2</td>
<td>p.12, Overview section, 1st paragraph</td>
<td>The Department of Human Services’ (DHS) Medicaid Online (DMO) offers providers an alternative method for obtaining prior authorization, recipient and claim data from HPMMIS (Hawaii Pre-Paid Medical Management Information System). Once an account is established and authenticated, you may submit inquiries for any valid recipient in HPMMIS and obtain detailed status and payment information for your claims and view prior authorization cases, events and activities. These options may not be available to all users.</td>
<td>The Department of Human Services’ (DHS) Medicaid Online (DMO) offers providers an alternative method for obtaining claim data from HPMMIS (Hawaii Pre-Paid Medical Management Information System). Once an account is established and authenticated, you may obtain detailed status and payment information for your claims.</td>
</tr>
<tr>
<td>3</td>
<td>p.12, Browser Requirement section, 2nd paragraph, last sentence</td>
<td>Consult your own technical support resources for more information, if necessary; or use the link, pictured below, on the homepage to download and install Microsoft Internet Explorer 6.0.</td>
<td>Consult your own technical support resources for more information, if necessary; or use the link, pictured below, on the homepage to download and install Microsoft Internet Explorer 7.</td>
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<tr>
<td>4</td>
<td>p.30, Password Recovery section, Steps</td>
<td>1 Type your User Name in the USER NAME field. Press &lt;Tab&gt; to move the cursor to the PROVIDER ID field. 2 Type the six-digit MedQUEST Provider ID number in the PROVIDER ID field. Press &lt;Tab&gt; to move the cursor to the TAX ID field. 3 Type the Tax ID number corresponding to the provider ID number in the TAX ID field and press &lt;Enter&gt; or click CONTINUE. You should be viewing the second Recover Password page.</td>
<td>1 Select the type of provider ID number you are submitting for verification from the drop down list. Press &lt;Tab&gt; to move the cursor to the USER NAME field. 2 Type your User Name in the USER NAME field. Press &lt;Tab&gt; to move the cursor to the PROVIDER ID field. 3 Type a Provider ID number (corresponding to the type selected) in the PROVIDER NUMBER field. Press &lt;Tab&gt; to move the cursor to the TAX ID NUMBER field. 4 Type the Tax ID number corresponding to the provider ID number in the TAX ID field and press &lt;Enter&gt; or click CONTINUE. You should be viewing the second Recover Password page.</td>
</tr>
<tr>
<td>5</td>
<td>p.39, Applications section, Main Menu subsection, 1st paragraph</td>
<td>To access the Prior Authorization Inquiry, Eligibility and Enrollment Status or Claims Status system, click on one of the options listed under the Main Menu.</td>
<td>Click on the Claims Status option under the Main Menu heading to access the system.</td>
</tr>
<tr>
<td>6</td>
<td>p.40, Applications section, Main Menu subsection, Step 1</td>
<td>Options for the different applications available are listed under the Main Menu heading on the left side of the screen. Click Claim Status to begin research on an individual claim’s status or payment information. Click Eligibility and Enrollment Status to perform related research on a specific recipient. Click Prior Authorization Inquiry to search and display the status of prior authorization information.</td>
<td>Options for the different applications available are listed under the Main Menu heading on the left side of the screen. Click Claim Status to begin research on an individual claim’s status or payment information.</td>
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<tr>
<td>7</td>
<td>p.40, Applications section, Main Menu subsection, 1st Note following Step 1</td>
<td>These options may not be available to all users. Each provider’s Master Account Holder may restrict any of their Account Holders to using either the Claim Status or Eligibility/Enrollment Status application. If necessary, the Master Account Holder may grant any of their Account Holders to access to both Eligibility/Enrollment &amp; Claim Status. For more information on setting Group Permissions, refer to the Master Account Admin Functionality section beginning on page 21.</td>
<td>Some applications may not be available to all users. Each provider’s Master Account Holder may restrict any of their Account Holders to access one or more applications. For more information on setting Group Permissions, refer to the Master Account Admin Functionality section beginning on page 21.</td>
</tr>
<tr>
<td>8</td>
<td>p.40, Applications section, Main Menu subsection, 2nd Note following Step 1</td>
<td>If you are registered with MedQUEST as a provider classified with Reimbursement Type 06 (H&amp;CBS, Fee For Service, &amp; Managed Care provider) or Reimbursement Type 07 (H&amp;CBS and Managed Care provider), then the Prior Authorization menu option appears as shown below.</td>
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<tr>
<td>9</td>
<td>p.44, Claim Status section, Claim Status Request subsection, 2nd and 3rd paragraphs</td>
<td>The Service Provider ID, Begin Date of Service and End Date of Service fields are required to perform a search. A list of valid provider IDs is available in the Service Provider ID drop down list to limit you to viewing claims under your own provider ID or another provider ID with which you are affiliated. This affiliation must be on record with HCMB Provider Registration. Values not contained in the drop down list cannot be manually overwritten in this field.</td>
<td>The Service Provider ID, Begin Date of Service and End Date of Service fields are required to perform a search. The Service Provider Number defaults to the Provider ID associated with the User Name. The Service Provider ID(s) affiliated with a Group Billing Provider are sorted within the drop-down box. NPIs for the group provider appear at the top of the dropdown field; MQD IDs appear at the bottom of the list. Group Billing Providers are limited to viewing claims under their own provider ID or another provider ID with which they are affiliated. This affiliation must be on record with HCMB Provider Registration. Values not contained in the drop down list cannot be manually overwritten in this field.</td>
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<tr>
<td>10</td>
<td>p.45, Claim Status section, Claim Status Request subsection, Note following Step 1</td>
<td>If a provider ID has been terminated for any reason (and even if a new provider ID was created in place of it), the provider must use a web account belonging to the provider ID and/or NPI submitted on the original claim to view associated data. Group providers may continue to select from their list of associated provider IDs and/or NPIs as usual. If the provider ID has been in a terminated status for one year or more, access to the DHS Medicaid Online system will be discontinued.</td>
<td>If a provider ID has been terminated for any reason (and even if a new provider ID was created in place of it), the provider must use a web account belonging to the provider ID and/or NPI submitted on the original claim to view associated data. Group providers may continue to select from their list of associated provider IDs and/or NPIs as usual. However, if a provider affiliated with the Group Billing Provider is required to have an NPI on file with MedQUEST Provider Registration but does not, then access to the Claim Status application for that provider is removed. If the provider ID has been in a terminated status for one year or more, access to the DHS Medicaid Online system is discontinued.</td>
</tr>
<tr>
<td>11</td>
<td>p.45, Claim Status section, Claim Status Request subsection, Optional Fields, Steps 5, 6 and 8</td>
<td>5 Select a Form Type from those available in the drop down list so that only claims of this type are included in the search results. Press &lt;Tab&gt; to move the cursor to the STATUS field. 6 Select a Status from those available in the drop down list so that only claims of this status are included in the search results. Press &lt;Tab&gt; to move the cursor to the CLAIM NUMBER field. 8 Type the Patient Account Number, if known, in the PATIENT ACCOUNT NUMBER field.</td>
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<tr>
<td>12</td>
<td>p.45, Claim Status section, Claim Status Request subsection, Optional Fields, Step 7</td>
<td>7 Type the Claim Number, if known, in the CLAIM NUMBER field. Press &lt;Tab&gt; to move the cursor to the PATIENT ACCOUNT NUMBER field.</td>
<td>&lt;renumbered&gt;</td>
</tr>
<tr>
<td>13</td>
<td>p.45, Claim Status section, Claim Status Request subsection, Initiate Search, Step 9</td>
<td>9 Press &lt;Enter&gt; or click SUBMIT to proceed to the Claim Status Response screen. Alternatively, click CLEAR to erase all fields on the form and re-enter the data.</td>
<td>&lt;renumbered&gt;</td>
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<tr>
<td>14</td>
<td>pp.46-47, Claim Status section, Claim Status Response List subsection</td>
<td>-</td>
<td>&lt;new subsection inserted&gt;</td>
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<tr>
<td>15</td>
<td>p.51, Claim Status section, Accounting Details subsection, Note following Step 1</td>
<td>-</td>
<td>Line status for a claim with a 'Not Adjudicated' status may change due to re-adjudication.</td>
</tr>
<tr>
<td>16</td>
<td>p.51, Claim Status section, Accounting Details subsection, Step 3, 4th paragraph</td>
<td>To conduct eligibility and enrollment research on a recipient, click Eligibility and Enrollment Status in the upper left corner of the page and refer to the procedures in the Eligibility/Enrollment section beginning on page 40.</td>
<td>&lt;deleted&gt;</td>
</tr>
<tr>
<td>17</td>
<td>p.52, Eligibility/Enrollment Section</td>
<td>&lt;Eligibility/Enrollment section&gt;</td>
<td>&lt;deleted&gt;</td>
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<tr>
<td>18</td>
<td>p.52, Prior Authorization Section</td>
<td>&lt;Prior Authorization section&gt;</td>
<td>&lt;deleted&gt;</td>
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<tr>
<td>19</td>
<td>p.52, Help section, 1st and 3rd bullets following 1st paragraph</td>
<td>• Users with access to the Eligibility and Enrollment Status system can view the Eligibility and Enrollment Help page depicted Figure 28 below. • Users with access to the Prior Authorization Inquiry system can view the Prior Authorization Help page depicted in Figure 30 on page 61.</td>
<td>&lt;deleted&gt;</td>
</tr>
<tr>
<td>20</td>
<td>p.60, Appendix A: Error Messages, 1st row for the Claim Status Request screen</td>
<td>- Claim Status Request Service Provider ID Error NPI not on File n/a Any provider number listed in this error message is one that is affiliated with the Group Billing Provider and is required to have an NPI on file with Med QUEST Provider Registration but does not. Contact Provider Registration at 808-692-8174 to supply the NPI for the identified provider(s).</td>
<td>&lt;deleted&gt;</td>
</tr>
<tr>
<td>21</td>
<td>pp.53-61, Appendix A: Error Messages, rows pertaining to Eligibility/Enrollment and Prior Authorization screens</td>
<td>&lt;Eligibility/Enrollment&gt; &lt;Prior Authorization&gt;</td>
<td>&lt;deleted&gt;</td>
</tr>
<tr>
<td>22</td>
<td>pp.62-63, Appendix B: Master Account Change Form</td>
<td>&lt;old instructions and form&gt;</td>
<td>&lt;revised instructions and form&gt;</td>
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| 23 | p.64, Appendix C: Glossary, Claim Number | A twelve character number used to uniquely identify a claim in the HPMMIS claims processing system. It consists of: 
1) a five character Julian date that is the claim receipt date; 
2) a one character indicator of the medium by which the claim was received; 
3) a one character type indicator for the source of claims received on tape; and 
4) a five character sequence number. | A twelve character number used to uniquely identify a claim in the HPMMIS claims processing system. It consists of: 
1) a five character Julian date that is the claim receipt date; 
2) a two character indicator of the medium by which the claim was received; and 
3) a five character sequence number. |
| 24 | p.64, Appendix C: Glossary, Contract Type, new rows for Type G, H and S | -                                                                                | G CH/DEN/FFS Child Dental Fee For Service 
H ADLT/DEN/FFS Adult Dental Fee For Service 
S ADMN/FFS Fee For Service Administration |
| 25 | p.64, Appendix C: Glossary, CRN | -                                                                                | Claim Reference Number 
See Claim Number. |
<p>| 26 | p.65, Appendix C: Glossary, Eligibility Description, new rows for Type C | -                                                                                | C QUEST ACE ELIG Quest-Adult Coverage Expended eligible for this date range |</p>
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<th>#</th>
<th>Location</th>
<th>Previously Stated</th>
<th>Revision</th>
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<tr>
<td>27</td>
<td>p.65, Appendix C: Glossary, 2nd half of entry for End Date</td>
<td>(Case Information page) The date the recipient's insurance coverage expires for the specified carrier. (Event Information page) The date the recipient's coverage for the Medicare Type expires. (Activity Information page) The date the recipient's insurance coverage expires.</td>
<td>&lt;deleted&gt;</td>
</tr>
<tr>
<td>28</td>
<td>p.67, Appendix C: Glossary, 2nd half of entry for Start Date</td>
<td>(Case Information page) The date the recipient's insurance became effective for the specified carrier. (Event Information page) The date the recipient became eligible for the Medicare Type. (Activity Information page) The date the recipient is eligible for insurance coverage.</td>
<td>&lt;deleted&gt;</td>
</tr>
<tr>
<td>29</td>
<td>p.68, Appendix D: DMO Exclusions, Provider Exclusions</td>
<td>1. Managed Care Only, Reimbursement type = 05</td>
<td>1. Managed Care Only, Reimbursement type = 04</td>
</tr>
<tr>
<td>30</td>
<td>p.68, Appendix D: DMO Exclusions, Provider Exclusions</td>
<td>-</td>
<td>3. Provider is required to use an NPI, but NPI is not on file with Med-QUEST.</td>
</tr>
</tbody>
</table>
Overview
The Department of Human Services’ (DHS) Medicaid Online (DMO) offers providers an alternative method for obtaining claim data from HPMMIS (Hawaii Pre-Paid Medical Management Information System). Once an account is established and authenticated, you may obtain detailed status and payment information for your claims.

Browser Requirement
The DMO requires that you use Microsoft Internet Explorer 5.5 or higher to access data through the Internet. This requirement helps ensure our standards for privacy, reliability and flexibility.

If you encounter difficulties when attempting to connect to the web site, be sure that you have met these minimum browser requirements. Consult your own technical support resources for more information, if necessary; or use the link, pictured below, on the homepage to download and install Microsoft Internet Explorer 7.
DHS/MQD Online Overview

To access these services, log onto the DHS Medicaid website at https://hiweb.statemedicaid.us.

Steps

1. Type https://hiweb.statemedicaid.us into the address toolbar and press <Enter>.
Contact Us

This page can be accessed via the Login page prior to logging in or via the Main Menu after logging in. It contains important contact information for provider assistance.

Figure 2: Contact Us (link via Home page)

Figure 3: Contact Us (link via Main Menu page)
Contact Us

The State of Hawaii Automated Voice Response System (AVRS) is available 24 hours/day, 7 days/week by calling 1-866-982-4608.

The following user manuals can be found under the Provider Resources of the Med-QUEST website:
- AVRS Quick Reference sheet
- DHS Medicaid Online User Manual

Eligibility or Enrollment inquiries
Contact:
Med-QUEST Customer Service
P.O. Box 700100
Kapolei, HI 96719
Hours:
8:30 a.m. to 4:30 p.m. M-F, Hawaii Standard Time

Claims inquiries
Contact:
State of Hawaii, Medicaid Fiscal Agent - Affiliated Computer Services (ACS)
Toll free: 1-866-230-4370

Provider inquiries
Contact:
DHS Medicaid Online (DMO) assistance
Cahas: 808-952-5570
Toll free: 1-866-230-4370

Med-QUEST – Provider Registration
Contact:
Med-QUEST Provider Registration
Health Coverage Management Branch
Toll free: 1-866-230-4370

Medicaid Waiver Services – Provider Registration
Contact:
Medicaid Waiver Services Provider Registration
810 Kapiolani Boulevard, Suite 500
Honolulu, HI 96814

State of Hawaii Automated Voice Response System (AVRS) assistance
Contact:
MedMax EDI Client Support
Toll free: 1-800-333-0265
Fax: 1-800-643-2539
Email: customer.service@medmax.com

Pharmacy assistance
Contact:
Pharmacy Benefit Management Services (PBMS)
Affiliated Computer Services (ACS) Rx
Website: www.himediquesths.org

Figure 4: Contact Us
Security

The DMO application has been secured to prevent fraudulent use of DHS/MQD information. Users are required to create an account prior to using the DHS Medicaid Online website. The DHS/MQD grants permissions to the system, and each provider's Master Account Holder manages the Individual Accounts including activities such as account activation, granting security and other administrative functions.

This website does not update a provider's Service, Correspondence or Payment Address. Please submit form DHS1139 to:

HCMB Provider Registration
P. O. Box 700190
Kapolei, HI 96709

Login

In order to access the system, a valid User Name and Password are required. To create a new account, simply click the Create a New Account link.

---

![Figure 5: Login](image-url)
Steps

Login

Providers whose identification number has been in a terminated status for one year or longer are not permitted access to the DHS Medicaid Online system.

1 If you have already established a user account, then proceed to step 2 to login, else skip ahead to step 3 to create a new user account.

2 Type your User Name in the USER NAME field. Press <Tab> to move the cursor to the PASSWORD field. Type your Password and press <Enter> or click LOGIN. You should be viewing the Main Menu page. To learn more about how to proceed, refer to the Main Menu section beginning on page 39.

Click on Click Here, adjacent to the “Forgot your Password?” link, to be reminded of your password. For more information, refer to the procedures in the Recover Password section beginning on page 29.

Also, be aware that your password expires after 60 days. You will be notified of the need to update your password when necessary.

3 If you have not already created a user account, click Create a New Account to initiate this process. The User Agreement page displays as described on the next page.
User Agreement

The first step in creating an account requires the acceptance of the Department of Human Services, Medicaid Program Online Terms of Use and Conditions. If these terms are not accepted, you will be redirected back to the home page. However, once accepted, the new account creation process may continue.

Steps

User Agreement

1. Read the user agreement. If you accept these terms, click I AGREE to proceed to the next page.

2. Click CANCEL to abandon the user account creation process and return to the home page.
Identify a Valid Provider

The next step requires that a valid Provider ID number (either a 6-digit Med-QUEST Provider ID Number or a 10-digit NPI [National Provider Identifier]) and Tax ID Number combination be verified against the HPMMIS Provider Database. The system matches the Provider ID and Tax ID Number. It is not possible to continue unless an exact match is found.

![Figure 7: Verification](image)

**Enrollment Steps**

1. User Agreement
2. Verification
3. Create Profile
4. Account Created

**Required Information:**

- *Indicates a required field.
- Please select the type of identifier being provided:
  - Med-QUEST Provider ID (6 numeric characters)
  - National Provider ID (10 alphanumeric characters)

Please use only letters or numbers for your provider and tax ID numbers. No spaces or dashes.

- Provider Number
- Tax ID Number

Click **Continue**
Steps

Verification

1 Select the type of provider ID number you are submitting for verification from the drop down list. Press <Tab> to move the cursor to the PROVIDER NUMBER field.

Providers whose identification number has been in a terminated status for one year or longer are not permitted access to the DHS Medicaid Online system.

2 Type a Provider ID number (corresponding to the type selected) in the PROVIDER NUMBER field. Press <Tab> to move the cursor to the TAX ID NUMBER field.

Providers whose current reimbursement type is registered within HPMMIS as Managed Care Only are not permitted to access DMO. Such providers should refer to the contracted health plan for recipient verifications.

3 Type the Tax ID number (that corresponds to the provider ID number) in the TAX ID NUMBER field and press <Enter> or click CONTINUE. You should be viewing the Create Profile page.

The Provider ID number and Tax ID Number are verified by comparing these inputs with registered data on file. Only a valid combination of these two fields permits advancement to the next step in the user account creation process.
Provide Your Information and Account Type

The Create Profile screen displays after entering a valid Provider ID Number and Tax ID Number. This screen prompts you to select a User Name, Password and to provide a Hint Question and Answer to facilitate the recovery of a forgotten password, if necessary, in the future.

If a Master Account does not already exist for a provider, then an option is provided to create one. However, if you are not authorized to create a Master Account, then please do not do so. Although a Master Account can be created, it remains inactive until authenticated. DHS/MQD mails a letter to the address specified by the provider containing the Authentication Code necessary to activate the account.

If you are not authorized to create a Master Account but attempt to create the account, the setup process for your provider will be delayed. No other users will be able to access the system until a Master Account Holder is created who activates the Master Account and subsequent Individual Accounts. Therefore, if you are not authorized to create a Master Account, simply create an Individual Account.
Figure 8: Create Profile
Steps

Enter a User Name and Password

1 Type the desired User Name in USER NAME field. Press <Tab> to move the cursor to the PASSWORD field.

Note: Be aware that both user names and passwords are case-sensitive. We recommend separating multi-word user names with an underscore character. (For example: User_Name)

Also, the user name that you select must be unique to DMO.

2 Type your Password and press <Tab> to move the cursor to the CONFIRM PASSWORD field. Retype your Password and press <Tab> to move the cursor to the HINT QUESTION field.

Note: Be aware that both user names and passwords are case-sensitive.

Also, be sure to select a password that is at least six characters long. You may use any combination of characters except for the following: ~ !

Finally, although passwords expire every 60 days, no restrictions are in place to prevent a password from being recycled. As a reminder, the expiration date of your password displays below your User Name in the upper right hand corner of the Main Menu page after you log in.

Choose a Hint Question and Answer

3 Type a Question in the HINT QUESTION field and press <Tab> to move the cursor to the ANSWER field.

4 Type an Answer in the ANSWER field that answers the question posed in the previous field.

Note: If you attempt to recover a forgotten password in the future, this question will be posed to you. It functions as a security gate. In order to have your password sent to your email address, you must provide the answer exactly as it is entered here.
**Individual or Master Account**

This section appears only if no Master Account has been established for your Provider ID number. Providers are responsible for creating their own master account for their Provider ID number. It is recommended that Group Billing Offices request that an Individual Account be created under each of their servicing provider's Master Account in order to access claim information for each service provider. It is the responsibility of the Master Account Holder to maintain Individual Account access (i.e., to add or remove users, limit access).

When registering, providers are required to enter either a 6-digit Med-QUEST Provider ID Number or a 10-digit NPI (National Provider Identifier) along with their Tax ID number. (This should not be confused with the 8-digit Med-QUEST Provider ID number used by other verification systems such as the AVRS.) The system matches the provider using the Provider ID number and Tax ID number.

Once a Master Account is created for the Provider ID, only individual accounts can be created thereafter. There is a limit of one Master Account per provider. There is no limit to the number of Individual Accounts that can be created for a provider.

In the event that the details of a Master Account must be changed (e.g., to have the Master Account re-activated, deleted or otherwise changed), refer to the Appendix B: Master Account Change Form for the appropriate form and instructions.

5. If this section does not appear, then a Master Account Holder has already been designated for this Provider ID number and the system will only allow an Individual Account to be created. You should proceed to step 7 to enter User Account Information for an Individual Account.

6. Select either the “Individual Account” or “Master Account” button. This selection assigns your User Name with the indicated designation. For details concerning the different accounts, click on Click Here link within this section.
**User Account Information**

7 Type your First Name in FIRST NAME field. Press <Tab> to move the cursor to the LAST NAME field.

Type your Last Name in LAST NAME field. Press <Tab> to move the cursor to the TITLE field.

Type your Title in TITLE field. Press <Tab> to move the cursor to the first TELEPHONE NUMBER field.

The system defaults the CORRESPONDENCE ADDRESS field with the Correspondence Address on file for the Provider ID.

The Authentication Code letter, for newly created Master Accounts, is mailed to this address.

8 Type your Area Code into the first TELEPHONE NUMBER field and press <Tab> to move the cursor to the second TELEPHONE NUMBER field.

Type your Prefix into the second TELEPHONE NUMBER field and press <Tab> to move the cursor to the third TELEPHONE NUMBER field.

Type your Suffix into the third TELEPHONE NUMBER field and press <Tab> to move the cursor to the EMAIL ADDRESS field.

9 Type your Email Address in EMAIL ADDRESS field and press <Tab> to move the cursor to the CONFIRM EMAIL ADDRESS field.

If you are unsure of your email address, please check with your IT Department. The email noted should be the email address seen by external receivers and not what is used internally within your office email system.

Re-type your Email Address in the CONFIRM EMAIL ADDRESS field and press <Enter> or click CONTINUE. You should be viewing the Account Created page.

Before clicking CONTINUE, it is recommended that you print this Create Profile page for your records. Please be sure to store it in a safe place. Otherwise, if you forget both your password and hint question, you may obtain this information from your Master Account Holder.

Messages may appear on certain screens or adjacent to required fields that have no data entered or that have been insufficiently populated.

Refer to the Appendix A: Error Messages for more information as needed.
Account Created

The Account Created page displays account information and confirms that an account has been created. An email is sent to the email address supplied when creating a user profile, to confirm the creation of an account.

If a Master Account has been created, then you must wait until you receive a letter with the Authentication Code before access to the system is granted.

If a Master Account exists and an Individual Account has been created, an email is sent to the Master Account Holder notifying them that the Individual Account is awaiting review and activation. Otherwise, the Individual Account Holder must wait until a Master Account is created and the new Master Account Holder activates the Individual Account.

Figure 9: Account Created
Steps

Account Created

1 Click Login. You should be viewing the Login page. To learn more about how to proceed, refer to the Login section beginning on page 16.

Remember that an Individual Account must be activated by the Master Account Holder prior to use and that a Master Account can only be activated with an Authentication Code that is mailed to the provider’s Correspondence Address.
Authenticate the Master Account

Upon receipt of the Authentication Code letter, the new Master Account Holder can login with the selected User Name and Password, and when prompted to do so, provide the Authentication Code in order to be granted access to the system. The code must be typed in exactly as it appears in the letter.

Please keep in mind that if the Master Account is not activated within 30 days of creation, it is deleted from our system. Once the Master Account has been authenticated, the Authentication Code is no longer needed.

Figure 10: Authenticate Master Account

Steps

Authenticate Master Account

1. If you have received an Authentication Code letter, then type the Authentication Code into the AUTHENTICATION CODE field exactly as it appears in the letter.

2. Press <Enter> or click AUTHENTICATE to continue. You should be viewing the Main Menu page. To learn more about how to proceed, refer to the Main Menu section beginning on page 39.
Recover Password

To be reminded of a forgotten password, simply click the “Forgot your Password?” link on the Login page. The Recover Password page is displayed prompting entry of a valid USER NAME, (six-digit Med-QUEST) PROVIDER ID and TAX ID.

![Recover Password](image)

**Figure 11: Recover Password**
Steps

1. Select the type of provider ID number you are submitting for verification from the drop down list. **Press <Tab>** to move the cursor to the USER NAME field.

2. Type your **User Name** in the USER NAME field. **Press <Tab>** to move the cursor to the PROVIDER ID field.

3. Type a **Provider ID** number (corresponding to the type selected) in the PROVIDER NUMBER field. **Press <Tab>** to move the cursor to the TAX ID NUMBER field.

4. Type the **Tax ID** number corresponding to the provider ID number in the TAX ID field and **press <Enter>** or click **CONTINUE**. You should be viewing the second Recover Password page.

**NOTE**

Be sure to type the Tax ID number exactly as you entered it when establishing your user account. Although the use of a dash is not necessary for the Tax ID number when setting up your account, it must be repeated here if it was used initially when creating your account.
Recover Password

Upon entry of a valid User Name, Med-QUEST Provider ID and Tax ID, you are prompted to answer the Hint Question supplied when your user profile was created. The question must be answered exactly as it was typed when the account was created. Once the correct answer is provided, an email is sent to the address provided at setup that contains account information including the forgotten password.

Note that the Master Account Holder has access to Individual Account information, including passwords, for all Individual accounts created for the Provider ID.

Steps

1. The Hint Question associated with your User Name appears above an open ANSWER field. **Type the Answer** to your Hint Question in the ANSWER field and press <Enter> or click CONTINUE.

   In order to have your password sent to your email address, the answer must be typed exactly as it was entered when your account was created.

2. Click CANCEL to return to the Login screen.
Master Account Admin Functionality

Logging in with a Master Account permits the Master Account Holder to administer all other accounts defined for that provider.

From the Main Menu page, click the Admin link, at the top right corner of the page, to gain access to the User Administration page.

- Must be initially authenticated with a one-time code mailed to the Master Account Holder’s address.
- Activates Individual Accounts before they can be used.
- Can never be downgraded to an Individual Account.
User Administration

To make changes to an Individual Account, select the user whose data is to be updated from the User Name drop down list on the left side of the page. Update any necessary details from the list of available fields on the right side of the page and click the Accept Changes button at the bottom of the page.

To delete an Individual Account, select the user to be deleted from the User Name drop down list on the left side of the page. Then click the Remove This User button, at the bottom of the page. It is the responsibility of the Master Account Holder to maintain user accounts for employees who are no longer employed by their company.

To change a Master Account Holder, please follow the instructions detailed in the Appendix B: Master Account Change Form. Although current users (Individual Account Holders) are not affected when a Master Account Holder’s record is closed, new users cannot have their accounts activated until a new Master Account Holder’s record is authenticated.

A confirmation message appears following any action taken on this page to acknowledge that the action has been successfully completed.

![User Administration](image)

**Figure 13: User Administration**

<table>
<thead>
<tr>
<th>User Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>TestName</td>
<td>Date: 11/16/2007 3:45:21 PM</td>
</tr>
<tr>
<td></td>
<td>Password: **********</td>
</tr>
<tr>
<td></td>
<td>Confirm Password:</td>
</tr>
<tr>
<td></td>
<td>First Name: Test</td>
</tr>
<tr>
<td></td>
<td>Last Name: Name</td>
</tr>
<tr>
<td></td>
<td>Title: Senior</td>
</tr>
<tr>
<td></td>
<td>Address: MQD-CSB P.O. BOX 700190 KAPOLEI, HI 96709</td>
</tr>
<tr>
<td></td>
<td>Telephone: 808-555-1212</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:name@website.com">name@website.com</a></td>
</tr>
<tr>
<td></td>
<td>Hint Question: What's it easy as?</td>
</tr>
<tr>
<td></td>
<td>Answer: abc123</td>
</tr>
<tr>
<td></td>
<td>Group Permission: Eligible/Enrollment/Claim Status</td>
</tr>
<tr>
<td></td>
<td>Last Mod User: Tester, Name</td>
</tr>
<tr>
<td></td>
<td>Last Mod Date: 11/17/2007 8:26:04 AM</td>
</tr>
</tbody>
</table>

Version: 3.0
Last Updated: 11.8.2007
Steps

Manage an Account

1. The User Name drop down list on the left side of the User Administration screen lists all the account holders defined for your Provider ID. To select a particular account, click the User Name within the drop down list.

   A check box labeled “Active” appears for all accounts classified as Individual Accounts. This box can be set as Active, when checked, or Inactive, when blank, to manage the status of Individual Accounts.
   
   A Master Account is always considered Active once the Authentication Code has been entered. Therefore, this check box does not display when a Master Account Holder has been selected.

2. The fields beneath the Details section on the right side of the User Administration screen may be altered as needed in order to manage the details of a particular account.

   Master Account Holders may toggle the status of an account; provide updates to a user’s PASSWORD, FIRST NAME, LAST NAME, TITLE, TELEPHONE, EMAIL, HINT QUESTION or (HINT QUESTION) ANSWER; and set the GROUP PERMISSIONS so that the selected user’s access is restricted to Eligibility/Enrollment Status, Claim Status or both Eligibility/Enrollment & Claim Status.

3. Once the necessary changes have been made, click ACCEPT CHANGES.

   A dialog box appears with the following message: Press ‘OK’ if you would like to save your changes. Press <Enter> or click OK to accept the changes. Alternatively, click CANCEL to return to abandon any changes thus far.

   To confirm that the update was applied successfully to a record, the following message appears at the top of the User Administration screen: Your account has been updated.

   Changes made to any user account are effective immediately.

   In order to more easily monitor updates to user accounts, a change made to any account records the name, date and time of the user initiating the change. This data displays in the bottom two fields of the User Administration screen. These fields are populated systematically and can not be edited manually.
**Remove an Individual Account**

1. The User Name drop down list on the left side of the User Administration screen lists all the account holders defined for your Provider ID. To select a particular account, click the User Name within the drop down list.

2. Once you have selected the Individual Account to be removed, click REMOVE THIS USER.
   A dialog box appears with the following message: Press ‘OK’ if you would like to remove this user. Press <Enter> or click OK to accept the changes.
   To confirm that the Individual Account was removed, the following message appears above the Details section on the right side of the User Administration screen: 1 record was Deleted.

   Click CANCEL to return to the User Administration screen.

**Remove a Master Account**

1. To change a Master Account Holder, please follow the instructions detailed in the Appendix B: Master Account Change Form.

**NOTE**

When a Master Account user is deleted, the current users (Individual Account Holders) are not affected. However, if a new user is added, their account cannot be activated until the new Master Account Holder’s record is authenticated.
**Change Password**

1. **Type** a new **Password** in the PASSWORD field. **Press <Tab>** to move the cursor to the CONFIRM PASSWORD field. **Retype** the **Password**.

   Be sure to select a password that is at least six characters long. You may use any combination of characters except for the following: "~

2. **Click ACCEPT CHANGES**.

   A dialog box appears with the following message: **Press ‘OK’ if you would like to save your changes.** **Press <Enter> or click OK** to accept the password change.

   To confirm that the update was applied successfully to your record, the following message appears above the Details section on the right side of the **User Administration** screen: **The record has been updated.**

   **NOTE**

   Your Password Expiration date displays in the upper right hand corner of the web page adjacent to other detailed user information.

   Finally, although passwords expire every 60 days, no restrictions are in place to prevent a password from being recycled.
Individual Account Functionality

Individual Account Holders have the option to change their account details including their password at anytime. Click the User Account link, at the top right corner of the page, to gain access to the User Account page.

![User Account Image]

**Figure 14: User Account**

What is a long palindrome?

*racecar*
Steps

**Change Password**

1. **Type** your new **Password** in the NEW PASSWORD field. **Press <Tab>** to move the cursor to the CONFIRM NEW PASSWORD field. **Retype** your **Password**.

Be sure to select a password that is at least six characters long. You may use any combination of characters except for the following: ‘`~’

2. **Press <Enter>** or **click ACCEPT CHANGES**.
   A subsequent screen appears with the following message: *Press ‘OK’ to save your changes. Press <Enter> or click OK to accept the changes.*
   To confirm that the update was applied successfully to a record, the following message appears at the top of the **User Account** screen: *Your account has been updated.*

3. **Click Main Menu** to return to the DMO Main Menu.

**NOTE**

Your Password Expiration date displays in the upper right hand corner of the web page adjacent to other detailed user information.

Finally, although passwords expire every 60 days, no restrictions are in place to prevent a password from being recycled.

**Manage Account Details**

1. **Press <Tab>** to move the cursor to any field that requires an update such as **FIRST NAME**, **LAST NAME**, **TITLE**, **TELEPHONE**, **EMAIL**, **HINT QUESTION** or (HINT QUESTION) **ANSWER**. **Type** the new data into the appropriate field(s).

2. Once the necessary changes have been made, **click ACCEPT CHANGES**.
   A dialog box appears with the following message: *Press ‘OK’ to save your changes. Press <Enter> or click OK to accept the changes.*
   To confirm that the update was applied successfully to a record, the following message appears at the top of the **User Account** screen: *Your account has been updated.*
   Changes made to an individual account are effective immediately.

   **Click CANCEL** to return to abandon any changes thus far.

3. **Click Main Menu** to return to the DMO Main Menu.
Applications

After logging into the system with an established Master or Individual Account, the Main Menu page displays. Navigation to different applications within the system starts here.

Main Menu

Click on the Claims Status option under the Main Menu heading to access the system.

To access the Contact Us page, click on the Contact Us link in the top right corner.

Fig 15: Main Menu

For security purposes, your session will be logged out after 15 minutes of inactivity.
Steps

1. Options for the different applications available are listed under the Main Menu heading on the left side of the screen.

   **Click Claim Status** to begin research on an individual claim’s status or payment information.

Some applications may not be available to all users.

Each provider’s Master Account Holder may restrict any of their Account Holders to access one or more applications.

For more information on setting Group Permissions, refer to the Master Account Admin Functionality section beginning on page 32.
Claim Status

Select the Claim Status option to open the *Recipient Search* page.

**Recipient Search**

This page allows a search for a specific individual to be conducted prior to viewing their claim status and payment information. The SEARCH BY field defines the required and optional data elements necessary to initiate a recipient search. You may search by HAWI ID, SSN or a combination of Name, Date of Birth and Gender.

If no records are found matching the criteria entered, then a message displays notifying you of the results. Also, if multiple records are found, a message displays informing you that more than one record was found and advising you to change the search criteria.

Once a valid recipient is found, the *Claim Status Request* page displays.
**Steps**

1. Determine which method to use when performing a recipient search. This depends on the variety and reliability of the information at your disposal. 

   **Select** a set of search criteria by choosing one option from the Search By drop down list. To search by HAWI ID, proceed to Step 2. To search by Social Security Number, proceed to Step 3. To search by the recipient’s Name, Date of Birth and Gender, proceed to Step 4.

Tip

Click CLEAR to erase all data entered in the search fields.

**Search by HAWI ID**

2. **Type** a valid HAWI ID into the HAWI ID field and press <Enter> or click SUBMIT.

**Search by SSN**

3. **Type** a valid Social Security Number into the SSN field and press <Enter> or click SUBMIT.

A successful recipient search conducted with an SSN, returns basic recipient information about the recipient including their HAWI ID, Name, DOB and Gender, in addition to the SSN.

Searches conducted by HAWI ID or by Recipient Name, DOB & Gender do not include the SSN label or data in the corresponding response.
**Search by Recipient Name, DOB & Gender**

4. Type the recipient’s **Last Name** in LAST NAME field. **Press <Tab>** to move the cursor to the **FIRST NAME** field.

Type the recipient’s **First Name** in FIRST NAME field. **Press <Tab>** to move the cursor to the **MIDDLE INITIAL** field.

Type the recipient’s **Middle Initial**, if known, in MIDDLE INITIAL field. **Press <Tab>** to move the cursor to the **DATE OF BIRTH** field. Note that data entry in this field is optional.

Type the recipient’s **Date of Birth** in DATE OF BIRTH field. **Press <Tab>** to move the cursor to the **GENDER** drop down list.

Select the recipient’s **Gender** in GENDER field’s drop down list and click **SUBMIT**. (The use of this field is required for Claim Status searches.)

---

**NOTE**

When opting to enter dates in the MMDDYY format, be aware that the application presumes that years ending 00 through 29 are preceded by the century 20; and that years ending 30 through 99 are preceded by the century 19.

This is of particular importance when entering dates of birth.

You must type the full date of birth for any recipient born on or before 1929. For example, typing 102429 would be interpreted as 10-24-2029.

To be sure that you are always providing the most accurate information for the application to process, it is recommended that you adopt the habit of entering all dates in the MMDDCCYY format.
Claim Status Request

Basic recipient information displays as a header on the Claim Status Request page including the HAWI ID, Name, DOB and Gender.

The Service Provider ID, Begin Date of Service and End Date of Service fields are required to perform a search. The Service Provider Number defaults to the Provider ID associated with the User Name.

The Service Provider ID(s) affiliated with a Group Billing Provider are sorted within the drop-down box. NPIs for the group provider appear at the top of the dropdown field; MQD IDs appear at the bottom of the list. Group Billing Providers are limited to viewing claims under their own provider ID or another provider ID with which they are affiliated. This affiliation must be on record with HCMB Provider Registration. Values not contained in the drop-down list cannot be manually overwritten in this field.

If we do not list other providers in the drop-down list that you may be affiliated with, please contact HCMB Provider Registration by calling (808) 692-8174.

If you are a NPI provider who wishes to view claims under your old Med-QUEST provider ID number, you must (create and) use an account under that provider number.

Once a search request has been submitted, the Claim Status Response page displays.
State of Hawaii
DEPARTMENT OF HUMAN SERVICES, MEDICAID ONLINE

Steps

**Required Fields**

1. For most providers, the Provider ID number is already displayed in the SERVICE PROVIDER ID drop down list.
   Group Billing Providers should select the Service Provider ID from those available in the drop down list. (Note that the Service Provider ID displays in the HPMMIS Provider ID format even if a corresponding NPI exists.)
   Press <Tab> to move the cursor to the BEGIN DATE OF SERVICE field.

   If a provider ID has been terminated for any reason (and even if a new provider ID was created in place of it), the provider must use a web account belonging to the provider ID and/or NPI submitted on the original claim to view associated data.
   Group providers may continue to select from their list of associated provider IDs and/or NPIs as usual. However, if a provider affiliated with the Group Billing Provider is required to have an NPI on file with Med-QUEST Provider Registration but does not, then access to the Claim Status application for that provider is removed.
   If the provider ID has been in a terminated status for one year or more, access to the DHS Medicaid Online system is discontinued.

2. Type the Date of Service begin date in the BEGIN DATE OF SERVICE field. Note that the date must be equal to or less than today's date.
   Press <Tab> to move the cursor to the END DATE OF SERVICE field.

3. Type the ending Date of Service in the END DATE OF SERVICE field. Note that this date must be equal to or greater than the beginning DOS and must be equal to or less than today's date.

4. If you do not wish to place further constraints on the selection criteria, skip to step 9 to initiate the search.
   Press <Tab> to move the cursor to the FORM TYPE field.

**Optional Field**

5. Type the Claim Number, if known, in the CLAIM NUMBER field.
   Press <Tab> to move the cursor to the PATIENT ACCOUNT NUMBER field.

**Initiate Search**

6. Press <Enter> or click SUBMIT to proceed to the Claim Status Response List screen.
   Alternatively, click CLEAR to erase all fields on the form and re-enter the data.
Claim Status Response List

The Claim Status Response List page displays any claims that match the search criteria. Click on an individual CRN (Claim Reference Number) to view details of that claim.

The Help page may be accessed to provide a description for the data presented on each page.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Recipient</th>
<th>Claim Status Response List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider ID: 0123456789</td>
<td>Service Provider Name: PROVIDER NAME, L.L.C</td>
<td></td>
</tr>
<tr>
<td>MAWC ID: 0123456789</td>
<td>DOB: 07/07/1937</td>
<td></td>
</tr>
<tr>
<td>Name: DUCK, DAFFY</td>
<td>Gender: M</td>
<td></td>
</tr>
<tr>
<td>ERN</td>
<td>Service Begin</td>
<td>Service End</td>
</tr>
<tr>
<td>070203040506</td>
<td>1/19/2007</td>
<td>1/19/2007</td>
</tr>
<tr>
<td>070403040506</td>
<td>2/19/2007</td>
<td>2/19/2007</td>
</tr>
</tbody>
</table>

Figure 18: Claim Status Response List
Steps

1. Claims (Claim Reference Numbers) that match your selection criteria display in the Claim Status Response List in the lower portion of the page.

2. Click on the CRN of a claim to view the header record and detail lines on the Claim Status Response page.

If no CRNs match your selection criteria, click Claim Search in the upper right corner of the page to return to the Claim Status Request page and modify your selection criteria. For more information, refer to the procedures in the Claim Status Request section beginning on page 44.

Alternatively, click Recipient Search in the upper right corner of the page to return to the Recipient Search page and initiate your selection criteria from the beginning. For more information, refer to the procedures in the Recipient Search section beginning on page 41.
Claim Status Response

The Claim Status Response page displays the results of a search request including a summary of the header record and detail lines within the selected claim. Scroll buttons in the bottom right corner of the page may be used to view other claims that match your selected search criteria, if applicable.

To view detailed payment information for a claim line, either click on the Accounting Details link on the page and scroll through the list of detail lines within the selected claim, or click directly on one of the line numbers shown within the Price Accounting Summary section of the selected claim.

Navigation to the Recipient Search page, Claim Search page or Help page is also available by clicking the corresponding link in the upper right hand corner of the page.

The Help page may be accessed to provide a description for the data presented on each page.

Figure 19: Claim Status Response

Disclaimer:
The line status of a claim in a Not Adjudicated or Pended status may change due to re-adjudication.
Steps

1. The number of records that match your selection criteria displays in the lower right corner of the page. The first record (if at least one record matches your selection criteria) always displays first.

Be aware that if the claim is in a Not Adjudicated status, then no data appears in the Price Accounting Summary section. However, it is possible that the line status for a claim may change due to re-adjudication.

2. Determine whether you need to view other claim records, if present, that match your selection criteria or whether you require more detailed information about the current record.

To view other claim records that match the selection criteria proceed to step 3. To view more detailed information about the current record, skip ahead to step 4.

If zero records match your selection criteria, click Claim Search in the upper right corner of the page to return to the Claim Status Request page and modify your selection criteria. For more information, refer to the procedures in the Claim Status Request section beginning on page 44.

Alternatively, click Recipient Search in the upper right corner of the page to return to the Recipient Search page and initiate your selection criteria from the beginning. For more information, refer to the procedures in the Recipient Search section beginning on page 41.

3. Scroll through the records that match your selection criteria to locate your target record. Use the appropriate scroll buttons in the bottom right corner of the page.

Click ▶ to view the next record.
Click ▼ to view the last record.
Click ◀ to view the previous record.
Click ◆ to view the first record.

4. Once a target record has been identified, you may view more detailed payment information in one of two ways.

Click Accounting Details in the upper left corner of the page to view the first line of detail on the selected claim’s Accounting Details page and scroll through subsequent lines as needed.

Alternatively, click a specific line number within the Price Accounting Summary section to view the corresponding line’s detail on the Accounting Details page.
Accounting Details

The Accounting Details page displays a scrollable list of detail lines, if applicable, within the selected claim, that provide details of the payment amount such as the Sequence Number, Payment Status, Payment Date and (Payment) Type.

Navigation to the Recipient Search page, Claim Search page or Help page is also available by clicking the corresponding link in the upper right hand corner of the page.

The Help page may be accessed to provide a description for the data presented on each page.

Figure 20: Accounting Details
**Steps**

1. The number of detailed accounting lines (records) within the selected claim displays in the lower right corner of the page. The first detailed accounting line (record) displays by default unless a specific line number within the Price Accounting Summary section of the Claim Status Response page was deliberately selected.

   Line status for a claim with a 'Not Adjudicated' status may change due to re-adjudication.

2. Scroll through the detailed accounting lines (records) to view the accounting details. Use the appropriate scroll buttons in the bottom right corner of the page.

   - Click [Next] to view the next record.
   - Click [End] to view the last record.
   - Click [Previous] to view the previous record.
   - Click [First] to view the first record.

**Next Step**

3. To view other claim records that match the selection criteria, click **Claim Status** in the upper left corner of the page and refer to the procedures in the Claim Status Response section beginning on page 46.

   To change the selection criteria but continue research on the same recipient, click **Claim Search** in the upper right corner of the page and refer to the procedures in the Claim Status Request section beginning on page 44.

   To continue claims research on a different recipient, click **Recipient Search** in the upper right corner of the page and refer to the procedures in the Recipient Search section beginning on page 41.

   To return to the DMO Main Menu, click **Main Menu** in the upper right corner of the page. Details on how to proceed begin on page 39.

   For questions regarding a claim, please contact the Med-QUEST Fiscal Agent, ACS, for assistance. Please refer to the Main Menu for a list of contact numbers.
Help

The Help page offers descriptions for the data presented on each page. Scroll down the page or use the hyperlinks available under the Contents heading to link to a relevant section.

- Users with access to the Claim Status system can view the Claim Status Help page depicted in Figure 21 below.

Figure 21: Claim Status Help
Appendix A: Error Messages

The DMO uses error messages to provide feedback. They may appear either in pop-up message boxes or as onscreen text.

Message boxes that appear in pop-up windows offer edit messages that catch most error conditions – editing items such as date format. These are used to prevent syntactical errors from being submitted to the database.

Error messages displayed in blue text on the web page itself are the result of requests that cannot be processed. These messages occur when data fails to pass one (or more) of the edits used to screen information submitted to the database.

If any error condition should pass through, then the transaction sent to HPMMIS for processing may encounter one of the error messages noted below.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Field</th>
<th>Error Message</th>
<th>HIPAA Error #</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;any&gt;</td>
<td>-</td>
<td>Unable to Respond at Current Time</td>
<td>42</td>
<td>Connection problem Be sure that you are using Microsoft Internet Explorer 5.5 or higher to access data through the Internet. Consult your own technical support resources for more information to be certain that no internal issues are affecting your ability to connect to DMO.</td>
</tr>
<tr>
<td>Login</td>
<td>-</td>
<td>The page cannot be displayed.</td>
<td>n/a</td>
<td>Be sure that you are using Microsoft Internet Explorer 5.5 or higher to access data through the Internet. Consult your own technical support resources for more information to be certain that no internal issues are affecting your ability to connect to DMO.</td>
</tr>
<tr>
<td>Login</td>
<td>User Name</td>
<td>User name entered is less than six characters.</td>
<td>n/a</td>
<td>Select a user name that is at least six characters long.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error #</td>
<td>Remedy</td>
</tr>
<tr>
<td>---------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Login</td>
<td>User Name</td>
<td>Unsuccessful authentication. (The user name or password entered is incorrect.)</td>
<td>n/a</td>
<td>Check your login information and try again. Note that user names are case-sensitive.</td>
</tr>
<tr>
<td>Login</td>
<td>Password</td>
<td>Password entered is less than six characters.</td>
<td>n/a</td>
<td>Select a password that is at least six characters long.</td>
</tr>
<tr>
<td>Login</td>
<td>Password</td>
<td>Unsuccessful authentication. (The user name or password entered is incorrect.)</td>
<td>n/a</td>
<td>Check your login information and try again. Note that passwords are case-sensitive. If needed, click on the “Forgot your Password?” link to be reminded of your password.</td>
</tr>
<tr>
<td>Login</td>
<td>-</td>
<td>The account has been removed from the system.</td>
<td>n/a</td>
<td>In order to use the system you need to create a new account. This may have occurred due to inactivity or by a Master Account Holder removing the account manually.</td>
</tr>
<tr>
<td>Login</td>
<td>-</td>
<td>NPI not on file. Contact Provider Registration.</td>
<td>n/a</td>
<td>Contact Provider Registration to supply the NPI for your account if you are a provider that is required to use an NPI.</td>
</tr>
<tr>
<td>Login</td>
<td>-</td>
<td>Authorization/Access Restriction</td>
<td>41</td>
<td>Providers who are in a term status for more than a year are not permitted access to DMO.</td>
</tr>
<tr>
<td>Valid Provider</td>
<td>Provider Number</td>
<td>Invalid/Missing Provider Identification</td>
<td>43</td>
<td>This is a required field. Check your records and try again. Only a valid combination of this field and the Tax ID Number, as recorded in the HPMMIS database, may be entered.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error #</td>
<td>Remedy</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------</td>
<td>----------------------------------------</td>
<td>---------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Valid Provider</td>
<td>Provider Number</td>
<td>Authorization/Access Restriction</td>
<td>41</td>
<td>Managed Care Only providers are not permitted access to DMO. The provider should contact the contracted health plan for recipient verifications.</td>
</tr>
<tr>
<td>Valid Provider</td>
<td>Tax ID Number</td>
<td>Invalid/Missing Provider Identification</td>
<td>43</td>
<td>This is a required field. Check your records and try again. Only a valid combination of this field and the HPMMIS Provider Number, as recorded in the HPMMIS database, may be entered.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>User Name</td>
<td>User Name already exists.</td>
<td>n/a</td>
<td>This user name has already been registered. Modify your desired user name or try a different user name.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>User Name</td>
<td>Must be at least 6 characters with no leading or trailing blank spaces</td>
<td>n/a</td>
<td>This is a required field. Select a user name that is at least six characters long.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Password</td>
<td>Password entered is less than six characters.</td>
<td>n/a</td>
<td>This is a required field. Select a password that is at least six characters long.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Confirm Password</td>
<td>Password entered is less than six characters or does not match the password entered in the preceding field.</td>
<td>n/a</td>
<td>This is a required field. Be sure that this password matches the password entered in the preceding field.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Hint Question</td>
<td>No question is entered.</td>
<td>n/a</td>
<td>This is a required field. Type a question that can be used as a verification method for retrieving a forgotten password.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error #</td>
<td>Remedy</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------</td>
<td>---------------------------------------------------</td>
<td>---------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Answer</td>
<td>No answer is entered.</td>
<td>n/a</td>
<td>This is a required field. Type an answer to the question in the preceding field that can be used as a verification method for retrieving a forgotten password.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>First Name</td>
<td>No first name is entered.</td>
<td>n/a</td>
<td>This is a required field. Type the first name of the user.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Last Name</td>
<td>No last name is entered.</td>
<td>n/a</td>
<td>This is a required field. Type the last name of the user.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Title</td>
<td>No job title is entered.</td>
<td>n/a</td>
<td>This is a required field. Type the job title of the user.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Telephone Number</td>
<td>No telephone number is entered.</td>
<td>n/a</td>
<td>This is a required field. Type the area code and telephone number of the user.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Email Address</td>
<td>No email address is entered.</td>
<td>n/a</td>
<td>This is a required field. Type the email address of the user.</td>
</tr>
<tr>
<td>Create Profile</td>
<td>Confirm Email Address</td>
<td>No email address is entered or it does not match the email address entered in the preceding field.</td>
<td>n/a</td>
<td>This is a required field. Be sure that this email address matches the email address entered in the preceding field.</td>
</tr>
<tr>
<td>Recover Password</td>
<td>User Name</td>
<td>User name entered is less than six characters or does not match recorded data.</td>
<td>n/a</td>
<td>This is a required field. Only a valid combination of the user name with the six-digit Med-QUEST Provider Number and Tax ID Number, as recorded in the HPMMIS database, may be entered. Check your records and try again or contact your designated administrator.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error #</td>
<td>Remedy</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Recover Password</td>
<td>Provider ID</td>
<td>The provider information you entered is incorrect or does not match recorded data.</td>
<td>n/a</td>
<td>This is a required field. Only a valid combination of the user name with the six-digit MedQUEST Provider Number and Tax ID Number, as recorded in the HPMMIS database, may be entered. Check your records and try again or contact your designated administrator.</td>
</tr>
<tr>
<td>Recover Password</td>
<td>Tax ID</td>
<td>The provider information you entered is incorrect or does not match recorded data.</td>
<td>n/a</td>
<td>This is a required field. Only a valid combination of the user name with the six-digit MedQUEST Provider ID Number and Tax ID Number, as recorded in the HPMMIS database, may be entered. Check your records and try again or contact your designated administrator. Be sure to type the Tax ID number exactly as you entered it when establishing your user account.</td>
</tr>
<tr>
<td>Recover Password</td>
<td>&lt;User defined password recovery question.&gt;</td>
<td>The provider information you entered is incorrect or does not match recorded data.</td>
<td>n/a</td>
<td>This is a required field. The question must be answered exactly as it was typed when the account was created. Note that the Master Account Holder has access to Individual Account information including passwords.</td>
</tr>
<tr>
<td>Recipient Search (By HAWI ID)</td>
<td>HAWI ID</td>
<td>Invalid/Missing Patient ID</td>
<td>64</td>
<td>This is a required field. Be sure that the (10 digit) HAWI ID entered is valid.</td>
</tr>
</tbody>
</table>

Version: 3.0
Last Updated: 11.8.2007
<table>
<thead>
<tr>
<th>Screen</th>
<th>Field</th>
<th>Error Message</th>
<th>HIPAA Error #</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipient Search (By HAWI ID)</td>
<td>HAWI ID</td>
<td>The HAWI ID entered is a secondary HAWI ID. Use correct HAWI ID.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the (10 digit) HAWI ID entered is valid. User entered secondary ID</td>
</tr>
<tr>
<td>Recipient Search (By HAWI ID)</td>
<td>HAWI ID</td>
<td>The HAWI ID has multiple linked secondary IDs. Please call the MQD customer service at 808-524-3370/1-800-316-8005.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the (10 digit) HAWI ID entered is valid. Multiple secondary IDs exist.</td>
</tr>
<tr>
<td>Recipient Search (By HAWI ID)</td>
<td>HAWI ID</td>
<td>Please enter a 10 character HAWI ID beginning with a zero.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the (10 digit) HAWI ID entered is valid and begins with zero.</td>
</tr>
<tr>
<td>Recipient Search (By SSN)</td>
<td>-</td>
<td>Duplicate Subscriber / Insured ID Number</td>
<td>76</td>
<td>Multiple recipients found when searching by SSN. Resubmit recipient search using HAWI ID, if possible.</td>
</tr>
<tr>
<td>Recipient Search (By SSN)</td>
<td>SSN</td>
<td>Required Application Data Missing</td>
<td>15</td>
<td>This is a required field. Be sure that the (9 digit) SSN entered is valid.</td>
</tr>
<tr>
<td>Recipient Search (By SSN)</td>
<td>SSN</td>
<td>More than one recipient found using the SSN</td>
<td>n/a</td>
<td>Multiple recipients found when searching by SSN, Name or HAWI ID</td>
</tr>
<tr>
<td>Recipient Search (By SSN)</td>
<td>SSN</td>
<td>Patient Not Found. Please correct and resubmit.</td>
<td>67</td>
<td>Be sure that the SSN entered is valid. Resubmit recipient search using HAWI ID, if possible.</td>
</tr>
<tr>
<td>Recipient Search (By SSN)</td>
<td>SSN</td>
<td>Invalid/Missing Subscriber/Insured ID</td>
<td>72</td>
<td>SSN value &lt; 9 characters</td>
</tr>
<tr>
<td>Recipient Search (By SSN)</td>
<td>SSN</td>
<td>Subscriber Not Found</td>
<td>n/a</td>
<td>No primary record found for this SSN. Be sure that the SSN entered is valid. Resubmit recipient search using HAWI ID, if possible.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error #</td>
<td>Remedy</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------</td>
<td>----------------------------------------------</td>
<td>---------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>-</td>
<td>Duplicate Subscriber / Insured ID Number</td>
<td>76</td>
<td>Multiple recipients found when searching by Name. Resubmit recipient search using HAWI ID, if possible.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>-</td>
<td>Please verify name on valid ID or call MedQUEST Customer Service.</td>
<td>n/a</td>
<td>No primary record found for this name. Be sure that the name, DOB and gender are correct. Resubmit recipient search using HAWI ID, if possible.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>-</td>
<td>Subscriber Not Found</td>
<td>n/a</td>
<td>No primary record found for this name. Be sure that the name, DOB and gender are correct. Resubmit recipient search using HAWI ID, if possible.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>Last Name</td>
<td>Invalid/Missing Patient Name</td>
<td>65</td>
<td>This is a required field. Be sure that the Last Name entered is valid.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>First Name</td>
<td>Invalid/Missing Patient Name</td>
<td>65</td>
<td>This is a required field. Be sure that the First Name entered is valid.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>Date of Birth</td>
<td>Invalid/Missing Date-of-Birth</td>
<td>58</td>
<td>This is a required field. Be sure that the Date of Birth entered is valid and in the MMDDCCYY format. The Date of Birth should not be greater than the system date.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>Date of Birth</td>
<td>Dates of Service precedes Date of Birth.</td>
<td>n/a</td>
<td>Be sure that the date entered is valid, is in the MMDDCCYY format, and is not greater than the system date.</td>
</tr>
<tr>
<td>Recipient Search (By Name)</td>
<td>Gender</td>
<td>Invalid/Missing Patient Gender Code</td>
<td>66</td>
<td>This is a required field. Be sure that the Gender field is entered and valid.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error</td>
<td>Remedy</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------------</td>
<td>--------------------------------------</td>
<td>-------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Claim Status Request</td>
<td>Service Provider ID</td>
<td>Error NPI not on File</td>
<td>n/a</td>
<td>Any provider number listed in this error message is one that is affiliated with the Group Billing Provider and is required to have an NPI on file with Med-QUEST Provider Registration but does not. Contact Provider Registration at 808-692-8174 to supply the NPI for the identified provider(s).</td>
</tr>
<tr>
<td>Claim Status Request</td>
<td>Begin Date of Service</td>
<td>Please enter Begin Date of Service.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the Begin Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date.</td>
</tr>
<tr>
<td>Claim Status Request</td>
<td>Begin Date of Service</td>
<td>Invalid date entered for Begin Date of Service.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the Begin Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date.</td>
</tr>
<tr>
<td>Claim Status Request</td>
<td>Begin Date of Service</td>
<td>You cannot enter a future date for the Begin Date of Service. Please enter a new date.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the Begin Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date.</td>
</tr>
<tr>
<td>Screen</td>
<td>Field</td>
<td>Error Message</td>
<td>HIPAA Error #</td>
<td>Remedy</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>---------------------------------------------------------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Claim Status Request</strong></td>
<td>End Date of Service</td>
<td>Please enter End Date of Service.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the End Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date or prior to the Begin Date of Service.</td>
</tr>
<tr>
<td><strong>Claim Status Request</strong></td>
<td>End Date of Service</td>
<td>Invalid date entered for End Date of Service field.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the End Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date or prior to the Begin Date of Service.</td>
</tr>
<tr>
<td><strong>Claim Status Request</strong></td>
<td>End Date of Service</td>
<td>You cannot enter a future date for the End Date of Service. Please enter a new date.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the End Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date or prior to the Begin Date of Service.</td>
</tr>
<tr>
<td><strong>Claim Status Request</strong></td>
<td>End Date of Service</td>
<td>The End Date of Service cannot be prior to the Begin Date of Service.</td>
<td>n/a</td>
<td>This is a required field. Be sure that the End Date of Service entered is valid, is in one of the two accepted formats (MMDDYY or MMDDCCYY) and is not greater than the system date or prior to the Begin Date of Service.</td>
</tr>
</tbody>
</table>
Appendix B: Master Account Change Form

STATE OF HAWAII/DHS/MQD
DHS MEDICAID ONLINE
WEB ACCOUNT STATUS CHANGE FORM INSTRUCTIONS

Complete this form to request to have a Master Account or Individual Account activated or deleted on the DHS Medicaid Online web verification system.

Please fax this form to: ACS State Healthcare
Attention: DHS Medicaid Online Admin
Fax: (808) 952-5595

Section 1 – Provider Information

Section 2 – Action requested
  ➢ Select “Activate” for an account that has been placed in a “Deleted” status due to inactivity.
  ➢ Select “Delete” for an account that is invalid or will no longer be used.
  ➢ Select the type of web account needing the change in status
  ➢ Supply the account holder’s name
  ➢ Supply the web account’s User name used for login

Section 3 – Requestor Information
  ➢ Select the Requestor’s role
  ➢ Supply the Requestor’s name
  ➢ Supply the Requestor’s contact information
  ➢ Signature of Requestor

Section 4 – Provider Acknowledgment
  ➢ Signature of Provider

Fax the form to the above fax number. You will receive an email confirmation upon the completion of the request within 7 business days.
## STATE OF HAWAII/DHS/MQD
### DHS MEDICAID ONLINE
#### WEB ACCOUNT STATUS CHANGE FORM

Complete this form to request to have a Master Account or Individual Account activated or deleted on the DHS Medicaid Online web verification system.

*Please fax this form to:* ACS State Healthcare
  Attention: DHS Medicaid Online Admin
  Fax: (808) 952-5595

### 1. PROVIDER INFORMATION

<table>
<thead>
<tr>
<th>Provider ID or NPI:</th>
<th>Provider Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 2. ACTION TO BE TAKEN

- **Select one:** [ ] Activate  [ ] Delete
- **Web Account type:** [ ] Individual Account  [ ] Master Account

<table>
<thead>
<tr>
<th>Account Holder Name:</th>
<th>User Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3. REQUESTOR INFORMATION

<table>
<thead>
<tr>
<th>Requestor: [ ] Current Master Account Holder  [ ] New Master Account Holder  [ ] Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requestor’s Name:</td>
</tr>
<tr>
<td>Requestor’s User Name:</td>
</tr>
<tr>
<td>Requestor’s Email:</td>
</tr>
<tr>
<td>Requestor’s Phone:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requestor’s Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

### 4. PROVIDER ACKNOWLEDGEMENT

<table>
<thead>
<tr>
<th>Provider’s Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

---

**For Office Use only:**

Date Received: __________ Date Completed: _________ Completed by: ____________

DHS 8013 (Rev. 09/07)
Appendix C: Glossary

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>The date the recipient is eligible for insurance coverage.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrier Name</td>
<td>The name of the recipient's third party liability insurance carrier.</td>
</tr>
<tr>
<td>Claim Number</td>
<td>A twelve character number used to uniquely identify a claim in the HPMMIS claims processing system. It consists of: (1) a five character Julian date that is the claim receipt date; (2) a two character indicator of the medium by which the claim was received; and (3) a five character sequence number.</td>
</tr>
<tr>
<td>Contract Type</td>
<td>The type of contract or service the Health Plan is covering. Codes include:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>ACU/CAP</td>
<td>Medical - Capitated</td>
</tr>
<tr>
<td>D</td>
<td>ACU/DEN</td>
<td>Dental - Capitated</td>
</tr>
<tr>
<td>E</td>
<td>ACU/FFS</td>
<td>Fee For Service - Full Services</td>
</tr>
<tr>
<td>F</td>
<td>ACU/FFS/EMO</td>
<td>Fee For Service - Emergency Svcs Only</td>
</tr>
<tr>
<td>G</td>
<td>CH/DEN/FFS</td>
<td>Child Dental Fee For Service</td>
</tr>
<tr>
<td>H</td>
<td>ADLT/DEN/FFS</td>
<td>Adult Dental Fee For Service</td>
</tr>
<tr>
<td>K</td>
<td>MHS/CAP/ACU</td>
<td>Behavioral Health Services - Capitated</td>
</tr>
<tr>
<td>P</td>
<td>ALL/CAP/PAR</td>
<td>Partially Capitated</td>
</tr>
<tr>
<td>R</td>
<td>QN/FFS</td>
<td>Fee For Service - Quest Net Adults</td>
</tr>
<tr>
<td>S</td>
<td>ADMN/FFS</td>
<td>Fee For Service Administration</td>
</tr>
<tr>
<td>T</td>
<td>PSD OYS/FFS</td>
<td>Fee For Service - PSD &amp; OYS</td>
</tr>
<tr>
<td>U</td>
<td>UNDOC/FFS/EM</td>
<td>Undocumented Ineligible Aliens</td>
</tr>
<tr>
<td>6</td>
<td>MED PRIS/FFS</td>
<td>Medicaid Prisoner</td>
</tr>
<tr>
<td>8</td>
<td>NON/PAY</td>
<td>No Payment Permitted</td>
</tr>
<tr>
<td>CRN</td>
<td>Claim Reference Number</td>
<td></td>
</tr>
<tr>
<td>See Claim Number</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Version: 3.0
Last Updated: 11.8.2007
<table>
<thead>
<tr>
<th>Eligibility Description</th>
<th>A brief description of the recipient’s eligibility type.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Code</strong></td>
<td><strong>Short Description</strong></td>
</tr>
<tr>
<td>A</td>
<td>QUEST ELIG</td>
</tr>
<tr>
<td>B</td>
<td>QUEST NET ELIG</td>
</tr>
<tr>
<td>C</td>
<td>QUEST ACE ELIG</td>
</tr>
<tr>
<td>E</td>
<td>EMERG ONLY</td>
</tr>
<tr>
<td>F</td>
<td>FFS ELIG</td>
</tr>
<tr>
<td>I</td>
<td>INPATIENT ELG</td>
</tr>
<tr>
<td>L</td>
<td>LTC ELIG</td>
</tr>
<tr>
<td>N</td>
<td>NOT ELIG</td>
</tr>
<tr>
<td>Q</td>
<td>NONPAY</td>
</tr>
</tbody>
</table>

**End Date**

*(Eligibility/Enrollment page)*
The date the recipient's insurance coverage expires.

*(Medicare page)*
The date the recipient's coverage for the Medicare Type expires.

*(Third Party Liability page)*
The date the recipient's insurance coverage expires for the specified carrier.

**Health Plan**
The name of the recipient's Health Plan.

**Last Mod Date**
The date and time that a record was last changed.

**Last Mod User**
The name of the user who made the last change to a record.

**Lock-In Provider**
The name of the recipient's lock-in provider. Up to three providers can appear.

**Medicare Type**
The type of Medicare plan for which the recipient is eligible.

**NH (Nursing Home) Provider**
The name of the recipient's nursing care provider, if applicable.
| **Penalized NH (Nursing Home) Indicator** | An indicator which usually identifies cases in which the client sold assets to qualify for Medicaid. In these cases, nursing home benefits are not paid, but all other benefits should be paid.  
\[ Y \] Nursing home should be paid.  
\[ N \] Nursing home should not be paid, however, all other benefits should be paid. |
| **Period End** | The date on which the recipient's coverage under the specified Health Plan expired. |
| **Period Start** | The effective start date of the recipient's coverage under the specified Health Plan. |
| **Policy Number** | The number assigned by the carrier to uniquely identify a recipient's insurance plan. |
| **Provider ID** | 6-digit provider ID = Med-QUEST provider ID root number without location code.  
8-digit provider ID = 6-digit Med-QUEST provider ID + 2-digit location code (default is “01”). |
<p>| <strong>QMB Dual Eligibility</strong> | A QMB (Qualified Medicare Beneficiary) indicator identifying individuals who are entitled to Medicare in addition to being eligible for some category of Medicaid benefits. |
| <strong>QMB Dual Eligibility Begin/End Date</strong> | The period of time Medicare overlaps with Medicaid. The system will pass the earliest intersecting QMB (Qualified Medicare Beneficiary) dual begin date based on the Begin Date of Service used for the inquiry. |
| <strong>Rate Code/Description</strong> | The capitation payment method at the time the payment was made. |
| <strong>Share of Cost Amount</strong> | The amount the recipient must pay before Medicaid begins covering charges and it applies to Long Term Care (LTC) recipients. Up to three cost share amounts can appear. Each cost share amount is followed by the cost share begin and end date. |
| <strong>Share of Cost Begin Date</strong> | The beginning date of the recipient's cost share period for the corresponding cost share amount, in mm/dd/yyyy format. |</p>
<table>
<thead>
<tr>
<th>Share of Cost End Date</th>
<th>The ending date of the recipient’s cost share period for the corresponding cost share amount, in mm/dd/yyyy format.</th>
</tr>
</thead>
</table>
| Start Date             | *(Medicare page)*  
|                        | The date the recipient became eligible for the Medicare Type.  
|                        | *(Third Party Liability page)*  
|                        | The date the recipient’s insurance became effective for the specified carrier. |
Appendix D: DMO Exclusions

Recipient type exclusions:
Access to data for the following recipient population types is restricted when using the Eligibility and Enrollment system.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>HAWI ID</th>
<th>Eligibility and Enrollment</th>
<th>Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Public Safety (PSD)</td>
<td>0P*</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Office of Youth Services (OYS)</td>
<td>0J*</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Demonstration to Maintain Independence and Employment (DMIE)</td>
<td>0D*</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Provider exclusions:
Access to the DHS Medicaid Online (DMO) application is restricted for providers that fit any of the following criteria.

1. Managed Care Only, Reimbursement type = 04
2. Term status > 1 year
3. Provider is required to use an NPI, but NPI is not on file with Med-QUEST.