



DEPARTMENT OF HUMAN SERVICES

Information Bulletin

January 23, 2020

Med-QUEST Announces Quest Integration Contract Awards

Honolulu, HI – A request for proposals for QUEST Integration (QI) Managed Care to Cover Medicaid and Other Eligible Individuals was issued in August 2019. The State of Hawai'i, Department of Human Services, Med-QUEST Division is grateful to have received a total of four proposals as noted below:

- AlohaCare
- HMSA
- 'Ohana Health Plan
- UnitedHealthCare Community Plan

On January 22, 2020, Med-QUEST extended awards to each of the plans who submitted a proposal. Hawaii Medical Services Association and UnitedHealthCare were awarded contracts to provide services statewide and 'Ohana Health Plan and AlohaCare were awarded contracts to provide services to the island of O'ahu only. These plans are scheduled to go into effect on July 1, 2020.

We understand that this represents a change in how Med-QUEST has operated in recent years and we do not take it lightly. We have spent the last three years speaking to people on each island, and one thing we heard again and again was that having a lot of health plans was confusing to our beneficiaries and burdensome to doctors and other providers.

We want to make sure that doctors are spending their time with their patients and not tied up in paperwork with health plans. We also want to make sure that health plans have room to grow and be successful, which can be hard in some areas where there are not a lot of people. The best health outcomes happen when providers are given the support they need, and individuals, families and communities are empowered. We don't think having two health plans on the Neighbor Islands cuts down on resources, we think it gives beneficiaries, health care providers, and community organizations more leverage and opportunity to come together and better use the same amount of resources – or bring even more resources to the community.

At this time, there is no need for members to take any action as existing health plan coverage will continue for eligible members. Med-QUEST has created a timeline to accommodate the member transition process. Additionally, every member affected by the change will have an opportunity in the

future to enroll in a participating plan available on their island of residence. Over the coming months, Med-QUEST will communicate to all members confirming when the transition time will begin.

Please be assured that Med-QUEST has prepared for this transition to ensure as timely and seamless process as possible with no gaps in health service to our members.

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About Med-QUEST: The State of Hawai'i Med-QUEST Division (MQD) provides eligible low-income adults and children access to health and medical coverage through managed care plans. The QUEST program is designed to provide **Q**uality care, **U**niversal access, **E**fficient utilization, **S**tabilizing costs, and to **T**ransform the way health care is provided to recipients.

If you have any questions please send an email to dhs@dhs.hawaii.gov