



QUEST Integration

Decision Booklet 2020

<p>Do you need help in another language? We will get you a free interpreter. Call 1-800-316-8005 to tell us which language you speak. (TTY: 711 or 1-800-603-1201).</p>	<p>English</p>
<p>Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-800-316-8005 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711 wenno 1-800-603-1201).</p>	<p>Ilocano</p>
<p>您需要其它語言嗎? 1-800-316-8005, 我們會提供免費翻譯服務 (TTY: 711 或 1-800-603-1201).</p>	<p>Traditional Chinese</p>
<p>다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-800-316-8005 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711 또는 1-800-603-1201).</p>	<p>Korean</p>
<p>Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-800-316-8005 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711 hoặc 1-800-603-1201).</p>	<p>Vietnamese Việt Nam</p>

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QUEST Integration

The Med-QUEST Division provides health care benefits to Hawai'i residents who are eligible for Medicaid through QUEST Integration.

With QUEST Integration, all eligible members of your family can choose a health plan that fits their health care needs.

When you reach age 65 and transition into Medicare or if you develop a disability, you won't need to change your health plan. You can stay in the same health plan.

All QUEST Integration health plans offer Medicare plans and many provide extra benefits at no cost. You can choose traditional Medicare or a different Medicare Advantage plan. Using the same health plan for Medicare and Medicaid may help you coordinate services, get more benefits, and lower your drug costs. Visit [medicare.gov](https://www.medicare.gov) to learn about your options.

Choose Your QUEST Integration Health Plan

Step 1: Learn About Your Choices

Choosing a health plan is important. You'll get all your health care services from a single health plan. Your health plan can help you find doctors, hospitals and pharmacies.

When choosing a health plan, it's important to see if you can:

- Keep seeing your current doctors.
- Go to the hospital, health care facility, or pharmacy you prefer.

Health Care Provider Network

If there's a specific provider you want to see, call the health plan or visit their website to see if your provider is in their network.

HEALTH PLANS	PHONE/WEBSITE
AlohaCare	1-877-973-0712 alohacare.org
HMSA	1-800-440-0640 hmsa.com/QUEST
Kaiser Permanente	1-800-651-2237 kpquest.org
'Ohana Health Plan	1-888-846-4262 ohanahealthplan.com
UnitedHealthcare Community Plan	1-888-980-8728 uhccommunityplan.com/hi

If your current provider doesn't accept QUEST Integration (Medicaid) health insurance, call your health plan to help you find another doctor or provider.

Step 2: Choose a Health Plan

When you become eligible for Medicaid, Med-QUEST assigns you to a health plan right away. You can stay with the health plan that Med-QUEST assigned to you, or you can choose a different one.

If you stay with your Med-QUEST assigned health plan, you don't have to do anything.

If you choose a different health plan, please tell Med-QUEST Customer Service your health plan choice within 15 days of the date of your enrollment choice notice. The new health plan will start on the first day of the following month. Until then, you'll stay with the health plan you were assigned.

Whether you stay with your assigned health plan or choose a different one, you can change health plans one time within 90 days from the day you were enrolled in QUEST Integration. Once the 90-day period ends, you can only change your health plan during open enrollment from October 1 to 31.

Your five choices for a QUEST Integration health plan are:

- AlohaCare
- HMSA
- Kaiser Permanente (O'ahu and Maui only)
- 'Ohana Health Plan
- UnitedHealthcare Community Plan

Health plan availability depends on enrollment limits. The following pages are summaries of each QUEST Integration health plan.

Choose Care with Aloha, from keiki to kupuna



Free Basic Dental for Adults

Good health starts with healthy teeth, at no cost to you!*



Medical for the Family

AlohaCare offers full medical, prescriptions, and more at no cost to you. Let us worry about your healthcare costs so you can focus on life.



Care Your Way

Online doctor care and 24/7 nurse line for medical advice. AlohaCare also covers visits to urgent care when things get serious.



Helping You

We work with you in your neighborhood to connect you to services and help you stay healthy. If you're unable to come to us, we'll come to you!

*Available only to adult members who do not have any other medical or dental insurance.



AlohaCare

For a healthy Hawaii.

AlohaCare.org

Visit us on Oahu, Maui, Kauai, and Hawaii Island

Call: 973-0712

Toll-free: 1-877-973-0712

TTY/TDD: 1-877-447-5990

Follow Us!    @AlohaCareHawaii



Choose HMSA

Wherever you are in life, HMSA QUEST
Integration is here for you.

► **Choice.**

Choose from more than 3,000 doctors, hospitals, urgent care clinics, and other health care providers in Hawaii.

► **Convenience.**

Wherever you are in Hawaii, it's easy to get the care you need. Visit your doctor's office near where you live or work or use HMSA's Online Care®.

► **Extras!**

Discounts through HMSA365 on products and services to improve your health and well-being.

► **Here for you.**

We'll help you find a doctor and answer questions about your health plan 24 hours a day, seven days a week.

- **Call.** 948-6468 or 1 (800) 440-0640 toll-free. TTY users, call 1 (877) 447-5990 toll-free.
- **Visit.** See our locations and hours of operation at hmsa.com/contact.
- **Learn.** Go to hmsa.com/QUEST.



An Independent Licensee of the Blue Cross and Blue Shield Association

American Well® is an independent company providing hosting and software services for HMSA's Online Care platform on behalf of HMSA.



OUR PHYSICIANS WELCOME YOU

At Kaiser Permanente We Make It Easy For You To Stay Well.

GREAT DOCTORS

Choose from a wide network of Kaiser Permanente doctors. Plus, you'll have access to a full range of specialists.

TEAMWORK

Your doctor is supported by a team of nurses, specialists, and clinicians. You get the high-quality care you deserve.

CONVENIENCE

Kaiser Permanente is available on Oahu and Maui. We have 11 locations on Oahu and 5 on Maui. Your doctor's office, lab and X-ray services, and pharmacy are often all under one roof.

KEEPING YOU HEALTHY

We focus on preventive care. Take a free online health assessment and use our convenient tools to live healthy.

For more information, please call
808-432-5330 or **1-800-651-2237** (toll-free)
or **711** (TTY)

kpquest.org

EXTRA BENEFITS *for our members*



BASIC ADULT DENTAL CARE*

- Annual exam plus 1 bitewing and 2 Periapical X-rays
- Cleaning and fluoride treatment every six months
- Either 1 filling or 1 tooth extraction per year



OTC – Get certain over-the-counter items you choose sent to your doorstep.



GED EXAM – The future is yours and we can help members 18 and older take the test on us.



HEALTHY REWARDS – Earn rewards for completing health care activities such as preventive screenings, prenatal and postpartum visits and Well-Child checkups.



COMMUNITY CONNECTIONS HELP LINE – Connect to a wide range of services like job/ education assistance, non-medical transportation, support groups, childcare and more.

**Available only to adult members who do not have any other medical or dental insurance.*

A decade of doing the right thing in Hawaii.

Try it! Call us at:



Toll-Free: 1-877-247-6272 • TTY: 711
Monday-Friday 7:45 a.m. to 4:30 p.m.
www.ohanahealthplan.com

'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc.

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IN HAWAI'I FOR HAWAI'I

United in caring for our community.

We've got your peace of mind covered.

- Large choice of doctors.
- Walk-in customer service in Honolulu, Hilo, and Kahului.
- 24-hour NurseLineSM.
- Hāpai Mālama program.
- Health4MeTM app to find a provider or see your ID card.
- Prescription medication mailed to your home.



It's easy to join

UnitedHealthcare Community Plan.

Choose UnitedHealthcare Community Plan. Even if you have a Medicare plan already, you can choose us to provide your QUEST Integration benefits.

E HO'OULU KĀKOU. LET'S GROW TOGETHER.

Toll-free 1-888-980-8728, TTY 711
UHCCommunityPlan.com/HI



Step 3: Submit Your Choice

You have three ways to submit your health plan choice:



Call Med-QUEST Customer Service:
524-3370 O'ahu / 1-800-316-8005
Neighbor Islands.

The Hawai'i Relay Service 711 is available to hearing impaired, deaf, and speech impaired.



Complete the Choice Form and fax it to:
692-7224 O'ahu / 1-800-576-5504
Neighbor Islands



Complete the Choice Form and mail it to:
Med-QUEST Customer Service
P.O. Box 700190
Kapolei, HI 96709-0190

Make sure to submit the Choice Form enclosed in your enrollment packet by the deadline. Your health plan will start the first day of the next month. For example, if you call Med-QUEST to make a change on December 1, 2019, your new health plan will start January 1, 2020.

If you're pregnant and enrolled in a QUEST Integration health plan on the date you deliver your child, your newborn will automatically be enrolled in your health plan for a minimum of 30 days from the date of birth. If you are not enrolled in a QUEST Integration health plan on the date you deliver your child, Med-QUEST will enroll your newborn into the health plan offered by the same insurer as your commercial health plan from date of birth. Med-QUEST will mail an enrollment packet to you. You have the option to change your newborn's health plan after the first 30 days from date of birth.

If your Medicaid eligibility ends for any reason, your QUEST Integration health plan enrollment will also end. You may reapply at any time. If you become eligible within six months from when you last had Medicaid benefits, Med-QUEST will assign you to your former health plan.

Get Started with Your New Plan

After you choose a QUEST Integration health plan, your plan will mail a welcome packet to you that includes:

- ID cards for each family member covered.
- Instructions to choose a primary care provider (PCP).
- A handbook that includes the health plan's responsibilities, services, benefits, and information about:
 - o Language interpretation and translation services.
 - o Prior approval for care and other services.
 - o Services the health plan doesn't cover because of moral or religious reasons.
 - o Grievance and appeal process.

Getting care before you receive your health plan member ID card

You'll get a notice in the mail that tells you about the health plan you're enrolled in. To get medical care before you receive your health plan ID card, take the notice with you to your doctor or other service provider. Once you get your health plan ID card, you can use your card to get services. You'll need your ID cards to get health care services. Make sure you carry your QUEST Integration health plan and Medicaid ID cards in your purse or wallet and take them with you when you need care.

Choose a primary care provider (PCP)

Your health plan will mail a welcome packet to you with forms asking you to choose a PCP. Your PCP will see you for regular checkups or when you're sick. When you need a specialist or other medical services, your PCP will arrange it for you. If you need help finding a PCP or specialist, ask your health plan for help. If you have a Medicare Advantage Plan and already have a PCP, let your health plan know the name of your Medicare PCP.

If you received services before you got the Med-QUEST enrollment notification, tell your PCP or other

service provider. Your health plan may cover some of these services.

You'll have 15 days from the enrollment start date to choose your PCP. If you don't let your health plan know your choice within that time, they'll assign a PCP to you. You can change your PCP at any time.

Your QUEST Integration Benefits

Primary & Acute Care Services

The following are covered benefits under your QUEST Integration health plan.

- Inpatient hospital medical and surgical services.
- Inpatient hospital maternity and newborn care services.
- Outpatient hospital services.
- Emergency and post stabilization services.
- Radiology, laboratory, and other diagnostic services.
- Hospice services.
- Urgent care services.
- Physician services.
- Pregnancy-related services.
- Family planning services.
- Preventive services.
- Prescription drugs.
- Rehabilitation services.
- Durable medical equipment and medical supplies with prosthetics and orthotics.
- Medical services related to dental needs.
- Fluoride varnish for children.
- Smoking cessation services.
- Medical transportation services.
- Vision and hearing services.
- Dialysis.
- Home health services.

Behavioral Health Services

- Acute inpatient hospital for behavioral health services.
- Substance abuse treatment programs.
- Ambulatory mental health services.
- Psychiatric or psychological evaluation.
- Methadone treatment services, which include the provision of methadone or a suitable alternative such as LAAM.
- Services from qualified professionals like psychiatrists, psychologists, counselors, social workers, registered nurses, and others.
- Prescribed drugs including medication management and patient counseling.

Long Term Services & Support

Services must be applied for and are available based on physician's evaluation of required level of care.

- Home and community-based services, including:
 - o Adult day care.
 - o Adult day health.
 - o Personal care.
 - o Chores.
 - o Personal emergency response system.
 - o Skilled nursing.
 - o Residential care like Community Care Foster Family Home or Expanded Adult Residential Care Home.
- Nursing facility.

Need help?

Contact your QUEST Integration health plan if you need help choosing a PCP or understanding your benefits.

HEALTH PLANS	PHONE/WEBSITE
AlohaCare	1-877-973-0712 alohacare.org
HMSA	1-800-440-0640 hmsa.com/QUEST
Kaiser Permanente	1-800-651-2237 kpquest.org
‘Ohana Health Plan	1-888-846-4262 ohanahealthplan.com
UnitedHealthcare Community Plan	1-888-980-8728 uhccommunityplan.com/hi

Disease Management Programs

If you have or are at risk for certain chronic health conditions, ask your health plan about its disease management programs. These programs can help you:

- Learn about the condition.
- Get regular checkups with your PCP and specialists.
- Make healthy lifestyle changes.
- Follow your treatment plan.

All health plans provide disease management for asthma, heart disease, and diabetes. Some health plans offer other programs for certain medical conditions.

If you’re eligible to participate in any of these disease management programs:

- Your PCP will give you a referral.
- Your health plan will contact you.
- You can refer yourself to these programs.

Contact your health plan or call your health plan’s nurse line to learn more about its disease management program offerings.

Are you under 21 years of age?
Get free physical exams!

The Early Periodic Screening, Diagnosis, and Treatment (EPSDT) program offers these free services to children and young adults under 21:

- Complete medical, mental and behavioral health, and dental care.
- Developmental, autism, and lead screening.
- Intensive behavioral therapies such as applied behavioral analysis (ABA) services for members with autism spectrum disorder (ASD) diagnosis.
- Hearing, vision, and laboratory tests.
- Immunizations and tuberculosis skin tests.

You'll get help setting up appointments. Call your health plan for more information.

After-Hours Care Nurse Line

If you have questions about a medical condition or if you're not sure if you should visit an emergency room, call your health plan's after-hours care nurse line for medical advice and guidance. Call 24 hours a day, seven days a week

HEALTH PLANS	NURSE ADVICE LINE
AlohaCare	1-877-225-8839
HMSA	1-800-440-0640
Kaiser Permanente	432-7700 O'ahu 1-800-467-3011 Neighbor Island
'Ohana Health Plan	1-800-919-8807
UnitedHealthcare Community Plan	1-888-980-8728

Urgent Care Centers

If you can't get an appointment with your PCP, you can go to an urgent care center. Urgent care centers can treat you for an illness or injury that requires immediate care, but isn't serious enough to visit an emergency room. You don't need an appointment. For a list of urgent care centers, call your health plan or visit its website.

Traveling Off Island or Out of State

If you're visiting a Neighbor Island or the Mainland and need emergency care, your health plan will cover medically necessary and follow-up care. For non-emergency care on a Neighbor Island or the Mainland, you'll need to get approval first from your health plan. QUEST Integration doesn't pay for health care services in foreign countries.

Other Health Insurance

If you have additional health insurance, please let Med-QUEST know.

Contacting Your Health Plan

Call your health plan if you have:

- Problems with a doctor or other provider.
- Problems accessing health care services.
- A disagreement about your health plan.
- To file a grievance or appeal.

Member Complaints and Grievances

Your health plan has a member grievance and appeal process to help address any problems. If you're concerned about your medical care or services, contact your health plan at the numbers on the back of your health plan ID card.

If you're unable to work things out with your health plan, contact the State-Designated Medicaid Ombudsman:

Call:

- O'ahu: 791-3467

- Hawai'i: 333-3053
- Kaua'i: 240-0485
- Moloka'i: 660-0063
- Maui and Lāna'i: 270-1536

Email: Advocate@hilopaa.org

Online: hilopaa.org. Click Medicaid. Complete and submit the form.

Send a text message to 465-5444.

Partners in Health Care

Additional partners provide services such as those listed in the table below.

SERVICE	WHO PROVIDES IT?
School health	Department of Education
ZERO TO THREE program	Department of Health
Behavioral health services for some adults with serious mental illness or serious and persistent mental illness	Department of Health Adult Mental Health Division or Med-QUEST Community Care Services
Behavioral health services for children under age 21 with serious emotional disturbances	Department of Health Child Adolescent Mental Health Division
Services for developmental or intellectual disabilities	Department of Health Developmental Disabilities Division

To learn more about these services call Med-QUEST Customer Service at 524-3370 O'ahu

/ 1-800-316-8005 Neighbor Islands. The Hawai'i Relay Service 711 is available to hearing impaired, deaf, and speech impaired.

Dental services and benefits

The Medicaid fee-for-service program provides dental services from dentists who see Medicaid patients.

Call Community Case Management Corp (CCMC) to find a dentist who accepts Medicaid:

- O'ahu: 792-1070
- Neighbor Islands: 1-888-792-1070 toll-free

If you're under age 21, you get:

- Diagnostic and preventive services once every six months.
- Non-emergency care that includes:
 - o Endodontic therapy
 - o Oral surgery
 - o Periodontic therapy
 - o Prosthodontic services
 - o Restorations

If you're age 21 or older, you get emergency services that include:

- o Eliminating dental infection and pain.
- o Treating acute injuries to teeth and supporting structures.

Present your Medicaid identification card to the dentist.

Important Contact Information

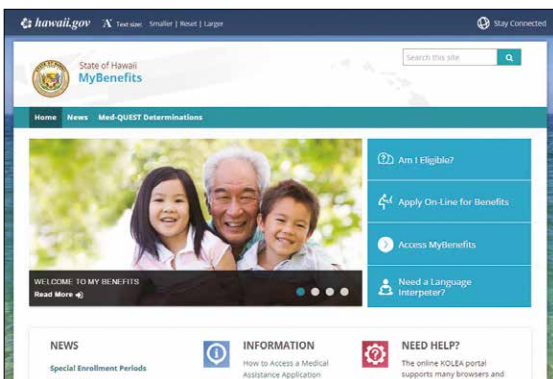
Call Med-QUEST Customer Service at 524-3370 O'ahu / 1-800-316-8005 Neighbor Islands. The Hawai'i Relay Service 711 is available to hearing impaired, deaf, and speech impaired.

For questions about QUEST Integration benefits and services contact your health plan directly.

HEALTH PLANS	PHONE/WEBSITE
AlohaCare	1-877-973-0712 alohacare.org
HMSA	1-800-440-0640 hmsa.com/QUEST
Kaiser Permanente	1-800-651-2237 kpquest.org
'Ohana Health Plan	1-888-846-4262 ohanahealthplan.com
UnitedHealthcare Community Plan	1-888-980-8728 uhccommunityplan.com/hi

Report Changes to Med-QUEST

3 ways to report a change of circumstance to your household and check the status of your case



1. Kauhale On-Line Eligibility Assistance (KOLEA) Portal

It's a convenient and easy way to manage your account, any day at any time.

With KOLEA, you can

- Update your household status
- Submit documents.
- Receive paperless correspondence
- Verify your health plan information.

To begin, visit **MyBenefits.Hawaii.gov** and select **Access MyBenefits**

- **Already Have An Account**

You applied for Medicaid by creating an online account

o Select *Sign In* and enter the *Username* and *Password*.

- **Create a New Account**

You applied for Medicaid with a paper application, using HealthCare.gov, or someone helped you complete a Medicaid application, follow these 3 simple steps to create an online account.

1. Select **Create a New Account** and enter information.
2. **Confirm your identity and select a security image.** If the system is unable to confirm your identity, you will receive instructions to call and speak with an agent.
3. Select **Link Account** and **enter the Medicaid case number.** Case number will generally appear at the upper right corner of any notice you receive from the Med-QUEST Division.

Enroll in Paperless Preference to learn quickly about your eligibility for Medicaid.

Call Med-QUEST Customer Service If you need additional help setting up your account.

Remember to keep your Username, Password, and Security Questions in a safe place.

If you forget your Username, click on **“Forgot My Username”**.

If you forget your password, click on the link **“Forgot Your Password”**.

Changes to Report

Report any change of circumstance to us within 10 days. If you don't report changes, it may affect your health plan eligibility. Use KOLEA to quickly update your information, logon and select ***Change of Circumstance***.

Changes to report include:

- Absent parent
- Authorized representative
- Birth
- Citizenship
- Contact information
- Death
- Deductions
- Dependents
- Disability
- Ending Benefits
- Entering a hospital or public institution
- Expenses
- Family member
- Getting or changing a job
- Health insurance coverage
- Incarceration
- Income
- Injuries from accidents
- Living arrangement
- Mailing or residential address
- Marriage or divorce
- Move out of Hawai'i
- Name change
- New long-term care facility (new or charging)
- Pregnancy
- Resource and assets
- Receipt of social security number

2. **Call Med-QUEST Customer Service** at 524-3370 O'ahu / 1-800-316-8005 Neighbor Islands. The Hawai'i Relay Service 711 is available to hearing impaired, deaf, and speech impaired.
3. **Visit the Med-QUEST Eligibility office** nearest you.

Oahu - Dillingham
801 Dillingham Boulevard, 3rd floor
Honolulu, HI 96817

Oahu – Kapolei
601 Kamokila Boulevard, Suite 415
Kapolei, HI 96707

East Hawaii
1404 Kilauea Avenue
Hilo, HI 96720

West Hawaii
75-5591 Palani Road, Suite 3004
Kailua-Kona, HI 96740

Maui
210 Imi Kala Street, Suite 101
Wailuku, HI 96793

Kauai
4473 Pahee Street
Lihue, HI 96766

Molokai
65 Makaena Place, Suite 110
Kaunakakai, HI 96748

Lanai
730 Lanai Avenue
Lanai City, HI 96763

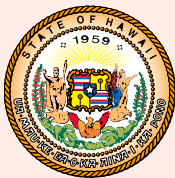


If you applied for Medicaid, but are not eligible, you may be eligible for coverage through the Federal Health Insurance Marketplace, [HealthCare.gov](https://www.healthcare.gov).

3 Ways to Enroll

1. Apply Online at [HealthCare.gov](https://www.healthcare.gov)
2. Apply over the phone by calling:
1-800-318-2596
For TTY, call 1-855-889-4325
3. In-Person: Meet with a Kōkua to complete your application

For information on how to meet with a Kōkua, call:
524-3370 O'ahu
1-800-316-8005 Neighbor Islands
The Hawai'i Relay Service 711 available to hearing impaired, deaf, and speech impaired.



NOTICE OF PRIVACY PRACTICES

Effective: 08/01/2016

THIS NOTICE DESCRIBES HOW MEDICAL AND OTHER PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY

THIS NOTICE IS AVAILABLE IN BIGGER PRINT UPON REQUEST

The Department of Human Services (DHS), Med-QUEST Division (MQD) is committed to protecting your confidential information relating to your participation in the DHS medical assistance programs. We refer to this information as “Protected Health Information” (PHI) and “Personal Identifiable Information” (PII), which includes Social Security numbers, income information, and medical information such as a disease or prescribed medication. We are required by law to maintain the privacy of your confidential information, provide this notice to you, obey the terms of (PHI) in this notice, and also notify you if there is a breach of your confidential information. We reserve the right to change the terms of this notice and make the new notice apply to all of your confidential health information that we maintain. If there are changes to the way we access, use or disclose your PHI, we will mail a new notice to you within sixty (60) days of the changes.

If you have questions or would like to report a problem with how we access, use or disclose your PHI, please contact the DHS HIPAA Compliance Manager by phone at (808) 692-8071 or by writing to the address listed at the bottom of this notice.

YOUR RIGHTS TO PRIVACY

We will not share your PHI without your permission except as described in this notice or required by law. We will not sell your PHI, use or disclose your information for marketing, or use your information for fund raising.

We have procedures and forms to help you access and protect your health information. You can get the forms from any MQD office or on the MQD website at www.med-quest.us. Click the “FORMS” link at the bottom of the left hand column.

You have the right to, at any time to:

- Get a paper copy of this notice. We included a copy of this notice on the Medicaid application and with your Medicaid ID card. You can also see a copy of this notice on our www.med-quest.us website.
- Use [Form 1123](#) to give MQD permission to disclose your health information to another person. MQD must have your permission to use or disclose psychotherapy notes and for all other uses and disclosures not described in this Notice. If you tell MQD to share your health information, you can change your mind at any time if you tell us in writing.
- Use form [DHS 8028](#) to limit MQD use and/or disclosure of your medical information for treatment, payment, or our operations, or to people who are involved in your health care. MQD does not have to agree to your request and may say “no” if it would affect your care unless you limit disclosure of your information for purposes of payment or health care operations and we are not required by another law to disclose that information.
- Use form [DHS 1123](#) to ask MQD to contact you in a different way, such as by email or fax, at a different mailing address or phone number.
- Look at or get a copy of your health and claims records and other health information. You may be charged a processing and postage fee for this request.
- Use form [DHS 8024](#) to change or add information to your health and claims records. However, MQD will not change the original records. If MQD says “no” to your request, you will be told why in writing.
- Use form [DHS 8027](#) to find out how many times MQD disclosed your health information in the last six years, who it was shared with, and why. This will not include disclosures for purposes of treatment, payment, health

care operations, made to you or with your permission, and certain other disclosures such as to law enforcement, correctional facilities, and other national security and intelligence purposes.

- Use form DHS 1121 to choose a person to act as your authorized representative to help you exercise your rights and make choices about your health information, includes helping you with applying for medical assistance.
- Receive notice from MQD if your unsecured confidential information was accessed, used, or disclosed in a manner not permitted by law and violates your right to privacy or security of that information.
- Cancel any authorization by telling us in writing, that you want to cancel an authorization to disclose your confidential information to a third party.

OUR USES and DISCLOSURES of PROTECTED HEALTH INFORMATION

We may access, use and or share your health information for the reasons listed below only if the disclosure is directly related to how we run the Medicaid program.

- Treatment - to approve or deny your medical treatment. For example, our staff may review the treatment plan from your health care provider to see if the treatment is appropriate.
- Payment - to determine your eligibility for Medicaid coverage or to pay your health plan or health care provider. For example, we may share your health information with federal or state agencies to determine if you are eligible for the Medicaid program, or to your health plan so we can make payment to the health plan.
- Health Care Operations - to run our programs and contact you when necessary. For example, we contract with consultants who review the records of hospitals to determine if they are providing good quality of care.
- Informational Purposes - to give you helpful information about health plan choices, program benefit updates, free medical exams, and consumer protection issues.

DISCLOSURES NOT REQUIRING YOUR PERMISSION

We can disclose your health information as follows **only** if the disclosure is directly related to how we run the Medicaid program, a court orders us to disclose the information, or other laws require us to disclose the information.

- To other government agencies and/or organizations for you to receive benefits, services or disaster relief.
- To public health agencies for disease control and prevention, problems with medical products or medications, and victims of abuse, neglect or domestic violence.
- To government agencies responsible for oversight of the health care system, including the Medicaid program, the U.S. Department of Health and Human Services, and the Office of Civil Rights.
- In the course of court and administrative proceedings, provided certain protective procedures are followed.
- To law enforcement officials for certain law enforcement purposes such as identifying or locating an individual, a missing person, or a victim of a crime.
- To coroners, medical examiners, and funeral directors who need the information to carry out their duties.
- To organ donation and disease registries for purposes of facilitating organ and tissue donation and transplantation.
- For research purposes under certain limited situations.
- To prevent or lessen a serious threat to the health and safety of a person or the public.
- For national security, intelligence and/or protective services for the President. We may also disclose health information to appropriate military authorities if you are or have been a member of the U.S. armed forces.
- To correctional facility or law enforcement officials to maintain the health, safety and security of the corrections system.
- To other government programs that serve the same or similar populations as Hawaii Medicaid, to help coordinate services and improve program management.
- As necessary to comply with laws relating to workers' compensation programs that provide benefits for work-related injuries or illness without regard to fault. If you feel

that your privacy rights have been violated, you can file a written complaint with::

DHS HIPAA Compliance Manager
P.O. Box 700190
Kapolei, HI 96709-0190

OR

Office of Civil Rights
90 7th Street, Suite 4-100
San Francisco, CA 94103

We will not retaliate against you for filing a complaint

NOTICE SECTION 1557 AFFORDABLE CARE ACT (ACA)

The Department of Human Services (DHS) complies with applicable federal and state* civil rights laws and does not discriminate, exclude people or treat people differently because of::

- Race
- Color
- National Origin
- Age
- Disability
- Sex/gender (expression or identity)

*Additional protected groups are covered under Hawaii Revised Statutes.

DHS provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information on other formats (large print, audio, accessible electronic)

The department also provides free language services to people whose primary language is not English, such as

- Qualified interpreters
- Information written in other languages

If you need these services, contact DHS/Med-Quest Division, Customer Service at:

524-3370 O'ahu / 1-800-316-8005 Neighbor Islands

The Hawai'i Relay Service 711 is available to hearing impaired, deaf, and speech impaired.

If you believe that DHS has discriminated in any way on the basis of race, color, national origin, age, disability or sex/gender (expression or identify) or any protected group covered by Hawaii Revised Statutes, currently or will be added later, may file a discrimination complaint at:

State of Hawaii, Department of Human Services
Personnel Office, Civil Rights Compliance Officer
P.O. Box 339
Honolulu, Hawaii 96809-0339

Phone: (808) 586-4955 or 711 for relay services
Email: DHSCivilRightsBox@dhs.hawaii.gov

You may file a discrimination complaint in person, mail, fax, or email. Discrimination Complaint and Consent/Release forms are available at humanservices.hawaii.gov in the Civil Rights Corner, under Forms.

You may also file a discrimination complaint with the U. S. Department of Health and Human Services (USHHS), Office for Civil Rights, electronically through the Office of Civil Rights Portal, available at ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail or phone at:

U. S. Department of Health and Human Services Office
for Civil Rights (OCR)
200 Independence Avenue, SW, Room 509F, HHH Building
Washington, DC 20201

Phone: 1-800-368-1019,
TDD: 800-537-7697

USHHS Discrimination Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

NOTES:

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The New QUEST: More Choices For Your Healthcare