

Medicaid Nutrition Supports in Hawaii: Community Webinar

June 18, 2026

Hawaii Med-QUEST Division

Agenda

1. Welcome
2. Fundamentals of Hawaii's Medicaid Program
3. Medicaid Nutrition Supports Program Overview
4. Nutrition Supports Provider Preparation
5. Infrastructure Funding and Community Capacity Grants

Grant funding will be available to Nutrition Supports Providers!

6. Community Survey



Webinar Logistics

Meeting Logistics

- ✓ Submit questions in chat
- ✓ These slides will be available after the webinar
- ✓ If time permits, we will invite participants to unmute themselves and ask questions verbally

Providing Feedback

- ✓ Share your feedback via the [Medicaid Nutrition Supports Community Survey](#) by June 25th



Goals for Today's Webinar

Successful implementation of Nutrition Supports programs requires strong collaboration with the community.

Today's webinar will support the following goals:

Share key information on the Medicaid Nutrition Supports Program

Provide an overview of Medicaid and the Nutrition Supports Program, including the services, as well as implementation status, operational models, referral pathways, and opportunities for organizations to participate.

Share infrastructure funding opportunities

Provide information about infrastructure funding and the upcoming Community Capacity Grant opportunity.

Solicit community input

Provide community partners with an opportunity to share their perspectives on program and benefit design.



FUNDAMENTALS OF HAWAII'S MEDICAID PROGRAM

What is Medicaid?

Medicaid is a **public health insurance program** established in 1965 under Title XIX of the Social Security Act.

Medicaid is jointly run and financed by both federal and state governments



Federal Government: Sets minimum requirements for states



Med-QUEST Division

State Government: Establishes their own programs within federal guidelines

Medicaid serves low-income individuals and families, including:

- Children
- Seniors
- Parents/Caretakers
- Pregnant individuals
- People with disabilities
- Other Adults

Medicaid in Hawaii

Hawaii's Medicaid program is administered by the Department of Human Services' **Med-QUEST Division (MQD)**.

- Hawaii's Medicaid program is called Med-QUEST:
 - Quality
 - Universal Access
 - Efficiency
 - Sustainability
 - Transformation
- Med-QUEST covers over **380,000** individuals (nearly one-third of the total state population)

Hawaii received federal approval for its Section 1115 Demonstration on January 8, 2025. This approval gives MQD the authority to cover new Health-Related Social Needs (HRSN) services, including Nutrition Supports services through December 31, 2029.

Hawaii's Managed Care Medicaid Model

Medicaid Managed Care Organizations (MCOs) known as **QUEST Integration (QI) Health Plans** operate the Med-QUEST program.



Med-QUEST Division

- Establish program guidelines and parameters
- Oversee QI Health Plans to ensure compliance with state and federal-level requirements

QI Health Plans

- Administer benefits
- Establish and oversee their provider networks
- Provide direct member navigation supports

Providers

- Deliver services directly to members
- Document services and submit claims to health plans for reimbursement

QI Health Plans:



**Note: 'Ohana Health Plan (Centene) will exit the Hawaii Medicaid market in December 2026.*

OVERVIEW OF MEDICAID NUTRITION SUPPORTS

What are the New Nutrition Supports Benefits?

Nutrition Supports Service	Service Description
<p>New!</p> <p>Nutrition Instruction</p>	<p>Helps members build practical food and nutrition skills through curriculum designed by a Registered Dietician Nutritionist (RDN).</p> <p>Members may receive up to 12 sessions per six-month period of eligibility.</p>
<p>New!</p> <p>Fruit and Vegetable Prescription or Protein Boxes</p>	<p>Supplements members' diets with healthy fruits, vegetables, and proteins.</p> <p>Members may receive supplemental food up to once per week during the six-month period of eligibility.</p>
<p>For a later date – next priority</p> <p>Medically Tailored Meals</p>	<p>Provides prepared meals tailored to members' health condition and nutrition needs, informed by a nutrition plan developed by a nutrition counselor.</p>
<p>For a later date</p> <p>Meals or Pantry Stocking</p>	<p>Members receive food support, such as healthy meals, groceries, supplies to grow fruits and vegetables or pantry staples, to help meet daily nutrition needs.</p>
<p>For a later date</p> <p>Cooking Supplies</p>	<p>Provides members with cooking supplies (e.g., pots and pans, utensils, or a refrigerator) necessary for meal preparation and nutritional welfare.</p>

Who is Eligible to Receive Medicaid Nutrition Supports Services?

Individuals must be enrolled in Medicaid (i.e., Medicaid members) and meet the following social risk factor and clinical risk factor eligibility criteria:

1

Social Risk Factor

Members must be experiencing **low or very low food security**, as defined by the United States Department of Agriculture (USDA).

2

Clinical Risk Factor

Members must have at least one **qualifying physical or behavioral health condition (e.g., diabetes)**.

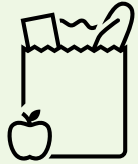


For the initial benefit launch, MQD wants to prioritize the members most likely to clinically benefit from nutrition supports due to their existing conditions. In the survey, we welcome feedback on which physical or behavioral health conditions should be prioritized for the initial benefit launch.



Help Shape MQD's Nutrition Supports Program

Two complementary supports providing access to food and practical nutrition skill-building

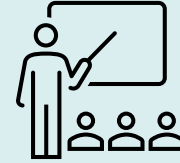


FOOD BENEFIT

Fruit and Vegetable Prescription or Protein Box

Goal: Supplement members' diets with healthy fruits, vegetables, and proteins

- How should MQD approach balancing setting minimum nutrition standards for food boxes or vouchers with allowing flexibility to meet member preferences and operational realities?
- How should MQD balance local food sourcing with year-round access?
- Which "box" formats should be allowed?
 - Examples: Pre-assembled boxes for pickup, pre-assembled boxes for home delivery, vouchers/prepaid cards
- What should this benefit be called?



SKILL BUILDING

Nutrition Instruction

Goal: Help members build practical food and nutrition skills

- What standards support high-quality instruction?
- Which instruction formats should be allowed?
 - Examples: One-on-one instruction, group classes, virtual classes, cooking demonstrations, grocery shopping or meal preparation education
- Should virtual options be available?



Provide your feedback on these questions and more by completing the survey!





Tentative Nutrition Supports Implementation Timeline

KEY MILESTONES BETWEEN NOW AND NUTRITION SUPPORTS GO-LIVE



Key CMS Requirements Impacting Nutrition Supports Program Design

MQD must comply with specific federal requirements from CMS, including:

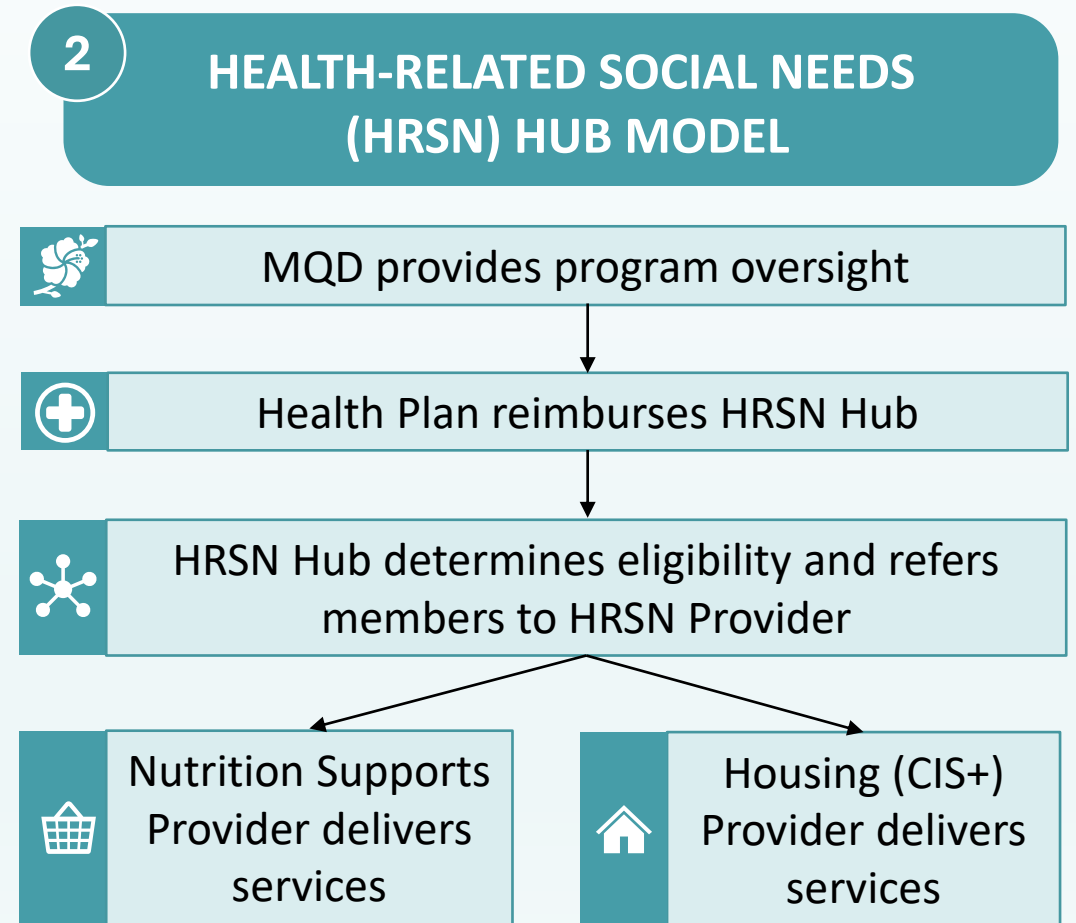
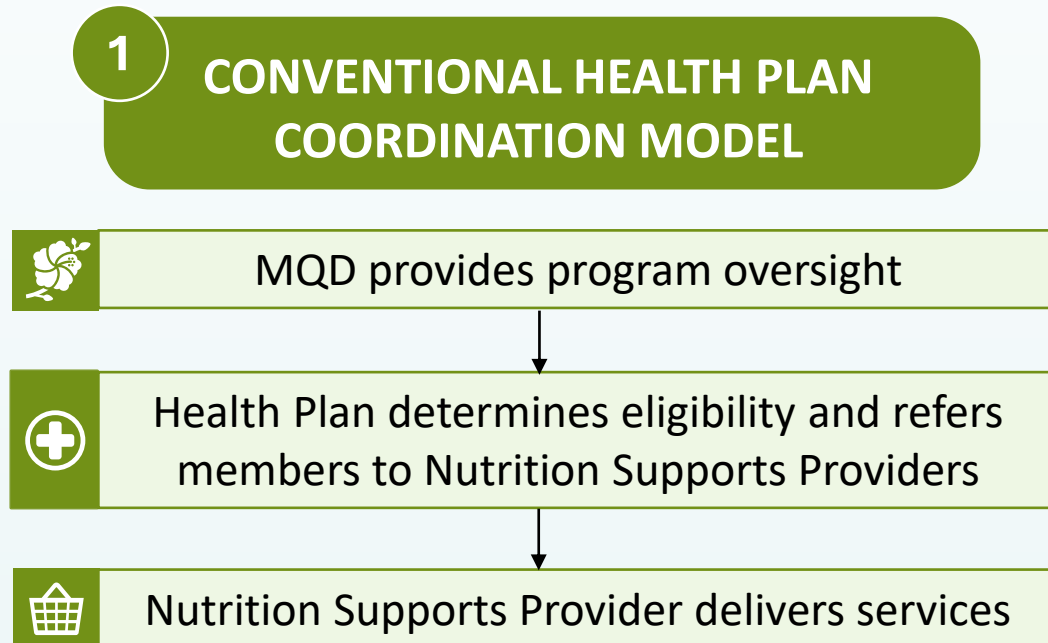
Federal Requirement	Description
 <p>Use of USDA Food Security Screening Tool</p>	<p>To be eligible for Nutrition Supports, CMS requires that members meet the USDA definition of low or very low food security using the USDA Food Security Screening Tool. The USDA Food Security Screening Tool includes a short set of 6 questions about food access over the past 30 days to measure food security.</p>
 <p>Nutrition Supports Providers Must Enroll in Medicaid</p>	<p>All providers delivering Nutrition Supports benefits are federally required to enroll as Medicaid providers in Hawaii's Online Kahu Utility (HOKU), which is Hawaii's Provider Enrollment System.</p>
 <p>Members Must Have Person-Centered Service Plans</p>	<p>Person-centered service planning is a federally required component of the Nutrition Supports program. Each eligible member must have an individualized person-centered service plan (PCSP) that reflects their goals, needs, and preferences, is developed with the member and their support network as appropriate, and is reviewed by the Health Plan at least annually or when needs change. The PCSP informs referrals to Nutrition Supports Providers and guides service delivery.</p>
 <p>Service Planning and Delivery Must Be Conflict-of-Interest Free</p>	<p>CMS requires protections against conflicts of interest (COIs) between Nutrition Supports service planning and benefit delivery. Therefore, person-centered service planning and benefit authorization may not be conducted by providers whose sole role is delivering Nutrition Supports and is not otherwise involved in the member's care. To mitigate potential conflicts-of-interest, Health Plans or their delegates retain final approval of the PCSP and referral to a Nutrition Supports Provider.</p>

OPERATIONAL MODELS



Operational Models for Nutrition Supports Implementation

MQD discussed the following two federally-compliant operational models for Nutrition Supports with key community partners:



Operational Model Comparison

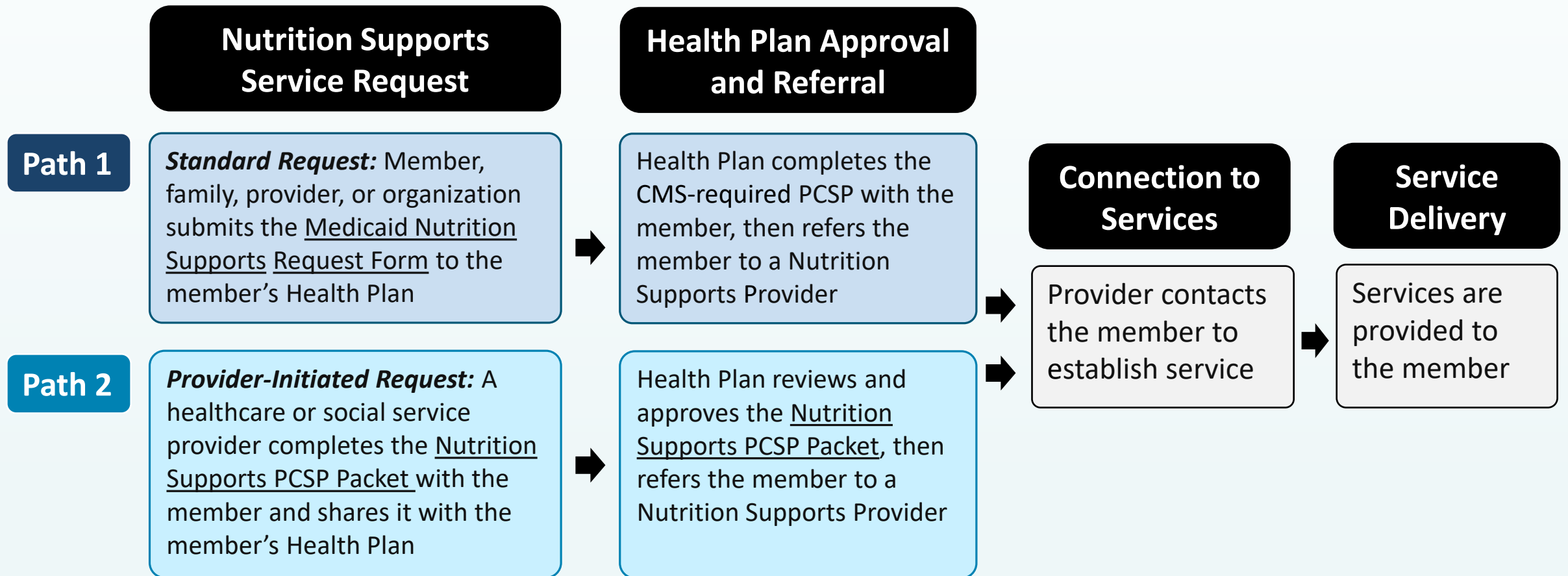
Key Considerations	CONVENTIONAL HEALTH PLAN COORDINATION MODEL	MANDATORY HRSN HUB MODEL
Implementation Timeline	<p>Quickest Early 2027</p>	<p>2+ Year Go-Live Timeline 2028; Requires procuring and establishing a new type of organization</p>
Member Experience	<p>Leverages Existing Relationships Members' existing healthcare or social service providers or Health Plan could be the entry point</p>	<p>Creates New Relationship New HRSN Hub relationship would be the entry point to both nutrition and housing (requires changes to existing CIS+ housing program)</p>
Federal Sustainability	<p>Low Sustainability Risk Model can likely continue if MQD's federal 1115 authority for Nutrition Supports is not renewed</p>	<p>Major Sustainability Risk Model unlikely to continue if MQD's federal 1115 authority is not renewed in 2029</p>



MQD currently plans to move forward with the Conventional Health Plan Coordination Model but welcomes any feedback or concerns through the survey.



What Would the Member Journey for Nutrition Supports Look Like?



More information on the Nutrition Supports Request Form and PCSP Referral Packet is shared on the following slides.



Draft Resources: Request and PCSP Forms

MQD welcomes feedback on draft versions of the following forms:

Medicaid Nutrition Supports Request Form

STANDARD REQUEST

PURPOSE Submit a request for Nutrition Supports services to the member's Health Plan

WHO CAN FILL IT OUT Anyone: member, friend/family, provider, or organization

WHAT IT ASKS Member information; Best way for the Health Plan to contact the member; *Optional* food security screening (for quicker Health Plan review)

TIME TO COMPLETE 2 pages / ~10 minutes to complete

Nutrition Supports Person-Centered Service Plan (PCSP)

PROVIDER-INITIATED REQUEST

HEALTH PLAN-INITIATED REQUEST

PURPOSE Confirms all member information necessary for Nutrition Supports benefit approval

WHO CAN FILL IT OUT* Health Plan or healthcare or social service providers (who have completed MQD's short training on completing PCSPs) complete this form with the member

WHAT IT ASKS Information in the **Medicaid Nutrition Supports Request Form**; provider conflict of interest and training attestation; clinical eligibility; consent; member goals; and member preferences for specific Nutrition Supports Providers

TIME TO COMPLETE 5 pages / ~20 minutes to complete

***Note:** The PCSP will vary slightly based on whether the Nutrition Supports Provider or Health Plan is completing the PCSP with the member.



MEDICAID NUTRITION SUPPORTS PROVIDERS



Where Might Your Organization Fit in the Nutrition Supports Program?

My organization is interested in...	Likely role	What this means for you:
<p>MEMBER-FACING</p> <p>Receiving referrals and delivering the benefit(s) to members</p>	<p>Nutrition Supports Provider</p>	<p>You will contract with Health Plans(s), receive referrals, coordinate with and deliver services to members, and bill Health Plans(s)</p> <p>✓ Medicaid registration required</p>
<p>SUPPORTING MEMBER-FACING</p> <p>Helping a Medicaid-registered Nutrition Supports Provider deliver the benefit(s)</p>	<p>Subcontractor</p>	<p>You may partner with a Medicaid-registered Nutrition Supports Provider and support service delivery under their oversight. Your role could be member-facing depending on the arrangement.</p> <p>No Medicaid registration needed</p>
<p>SUPPORTING</p> <p>Supplying food to fill Food Boxes</p>	<p>Food Supplier</p>	<p>You may sell food to a Medicaid-enrolled Nutrition Supports Provider</p> <p>No Medicaid registration needed</p>
<p>SUPPORTING</p> <p>Providing technology, logistics, claims, delivery, or other support to Nutrition Supports Providers</p>	<p>Support Vendor</p>	<p>You may provide billing, claims, or other administrative support to Nutrition Supports Providers</p> <p>No Medicaid registration needed</p>

\$

Medicaid-registered Nutrition Supports Providers and organizations planning to register as providers are eligible to apply for Community Capacity Grants.

While not directly eligible for Community Capacity Grants, subcontractors, farmers, and others may benefit indirectly from the funding through contractual arrangements or partnerships with Medicaid-registered providers.



What Does Nutrition Support Medicaid Registration Involve?

While Medicaid “HOKU” registration will be new to many Nutrition Supports Providers, MQD is designing a straightforward registration process and training to reduce the administrative burden of Medicaid registration.

Medicaid Registration Process Steps:

Process takes ~ 2 weeks

- *Step 1: Review [HOKU webpage](#) for requirements*
- *Step 2: Collect required documents/ID numbers*
- *Step 3: Complete online application for the new Nutrition Supports Provider type**
- *Step 4: Sign Provider Agreement*
- *Step 5: MQD verification of address through a site visit*
- ★ *Medicaid registration complete! MQD usually takes ~10 business days to review applications.*
- *Step 6: Contract with QI Health Plans*

Documents/ID Numbers

- National Provider Identifier (NPI): *Getting an NPI is a free ~10-minute online application*
- Hawaii General Excise Tax License/Business Registration
- W9
- Federal Employer Identification Number (EIN)
- Certificate of Liability Insurance

**Some current Medicaid providers, e.g., Federally Qualified Health Centers, will be able to provide Nutrition Supports and do not need to re-register*

OVERVIEW OF HRSN INFRASTRUCTURE FUNDING



Overview of HRSN Infrastructure Funding

MQD received authority from the Centers for Medicare & Medicaid Services (CMS) to spend a limited amount of Medicaid dollars on HRSN infrastructure investments. These funds are intended to increase the success of HRSN program implementation, since these are new benefits to the Medicaid program.

MQD Goals for Infrastructure Investment:

- ✓ Leverage and **grow community resources**
- ✓ **Fund tools and resources** necessary for program operations
- ✓ Increase understanding of and capacity to deliver HRSN through **education and convenings**
- ✓ Invest in **repeatable processes** and **sustainable infrastructure** that will last



Disclaimer: Funding is *not* unlimited and will be shared across all HRSN programs. CMS and MQD have outlined limitations on allowable funding usage (see following slides).

What Will HRSN Infrastructure Funding Be Used For?

Funding is organized into three buckets that support **provider readiness**, **shared community capacity**, and **core HRSN program infrastructure**.

Community Capacity Grants

PURPOSE

Organization-specific funding to build provider readiness and meet the needs of current and future HRSN providers.

EXAMPLES INCLUDE

- Technology systems, software, and services
- Workforce recruitment, training, and certification
- Business/operational practices
- Local education and outreach

Shared Community Resources

PURPOSE

Funding for supports that build shared capacity across the community.

EXAMPLES INCLUDE

- Statewide trainings
- Provider enrollment support
- Technical support / help desk
- Convenings and learning collaboratives
- Closed-loop referral system

Operational Infrastructure

PURPOSE

Funding for activities and entities that support core program operations and implementation of HRSN service delivery.

EXAMPLES INCLUDE

- Fiscal Intermediary for CIS+ Housing Expense Support benefit payments
- Implementation support partners



MQD expects that up to \$40M may be disbursed through Community Capacity Grants across all HRSN providers.



In the survey, we want your feedback on what shared community resources would be most helpful

COMMUNITY CAPACITY GRANTS



Who is Eligible to Receive Community Capacity Grants?

Community Capacity Grants are intended for **current and future HRSN providers**, including:

1. **HRSN providers enrolled in Hawaii's Online Kahu Utility (HOKU) system** as an eligible HRSN provider type, as described in relevant guidance
2. **Community organizations that intend to enroll in the HOKU system** as one of the eligible provider types and are currently delivering similar or related services outside of Medicaid*



MQD recognizes the incredible work many community partners contribute to the broader HRSN ecosystem; however, **organizations that do not have a direct role in Medicaid service provision are not eligible for Community Capacity Grant funding.**

Other organizations may still benefit from Community Capacity Grant funding through allowable arrangements with eligible applicants.

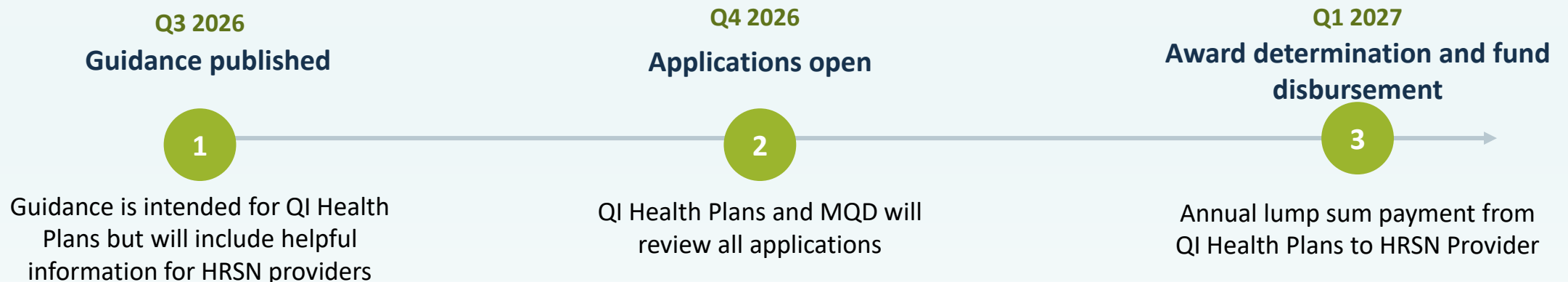
***Note:** Organizations who are not yet enrolled in the HOKU system may apply for multi-year funding covering the full scope of allowable uses but can only access limited funding for specific pre-enrollment activities until they enroll in the HOKU system. Once enrolled, they will be able to access all awarded funds.

When Will Funding be Available?

- MQD and QI Health Plans will establish a **minimum of two funding cycles**, each with defined windows for application submission, application reviews, and award determinations.
- During each funding cycle, applicants will be able to request and be awarded funding to address multi-year needs up through the end of the demonstration, paid out through annual lump sum payments.
- Applications for the first funding cycle are expected to open in **late 2026** and payments are expected to start in **early 2027**.

MQD expects that up to **\$40M** may be disbursed through Community Capacity Grants across all HRSN providers.

Funding Timeline at a Glance (Funding Cycle #1)



QUESTIONS?



Complete the Nutrition Supports Community Survey

MQD released a survey to gather community input on several questions discussed today:



We want to hear your feedback



Takes ~20 minutes to complete



Complete by June 25



To access the survey, click [here](#)

Share Your Input on the Draft Materials

MQD invites your input on the draft materials. Please review and share your feedback in the survey.

Medicaid Nutrition Supports Request Form
(Appendix A)

This Medicaid Nutrition Supports Request Form may be completed by anyone, including the member, a member advocate, provider, or other referral source. Please complete this form to the best of your ability; not every question needs to be answered.

PART 1: REFERRAL SOURCE

1. Who is completing this request form?
 Self Family/Friend Medical Provider Social Service Provider
 Hospital Correctional Facility Other: _____

2. Referrer Name: _____ 3. Referring Organization (if applicable): _____

4. Referral Date: _____ 5. Contact Phone Number: _____

6. Contact Fax Number: _____ 7. Contact Email Address: _____

PART 2: SERVICES NEEDED

8. Which Nutrition Supports service(s) are needed? (Subject to member consent, eligibility, and Health Plan approval for up to six months of benefits)
 [Placeholder name: Fruit and Vegetable Prescription or Protein Box]
 Nutrition Instruction

9. Is the member homeless or at-risk of homelessness and interested in receiving support to access housing?
 Yes No

PART 3: MEMBER INFORMATION

10. Member First Name: _____ 11. Member Last Name: _____ 12. Member Middle Initial: _____

13. Date of Birth: _____/_____/_____ 14. Medicaid ID #: _____

15. Community Care Services (CCS)?
 Yes No 16. Health Plan:
 AlohaCare HMSA Kaiser United

17. Address: _____ 18. City, State, Zip Code: _____

19. Mailing Address (if different from above): _____ 20. City, State, Zip Code: _____

21. The member's Health Plan may reach out to discuss this request; how should the Health Plan contact the member?
 Phone (please list your phone number): _____
 Text message (if different from above, please list phone number): _____
 Email: _____
 Other: _____

Nutrition Supports Person-Centered Service Plan
(Appendix B)

Important: This Nutrition Supports Person-Centered Service Plan (PCSP) may only be completed by a member's healthcare or social service provider who has completed MQD's Nutrition Supports PCSP Training. This PCSP must be completed with the member and the member's chosen support network.

PART 1: HEALTHCARE OR SOCIAL SERVICE PROVIDER INFORMATION

1. Referring Provider Name: _____ 2. Referring Organization (if applicable): _____

3. Referral Date: _____ 4. Contact Phone Number: _____

5. Contact Fax Number: _____ 6. Contact Email Address: _____

Provider Training Confirmation
 I confirm that I am a healthcare or social service provider and that I completed MQD's Nutrition Supports PCSP training before completing this form.
 Yes
 No — Stop. Do not complete this form.

Provider Attestation
 As a provider completing this form with the member, I attest that I:
 Provide non-nutrition Medicaid services to the member (e.g., primary care, OS+ services) and
 Am not engaged with the member solely to facilitate access to Nutrition Supports benefits.

Provider Signature: _____ Date: _____

Provider's Relationship to the Member: _____

PART 2: SERVICES NEEDED

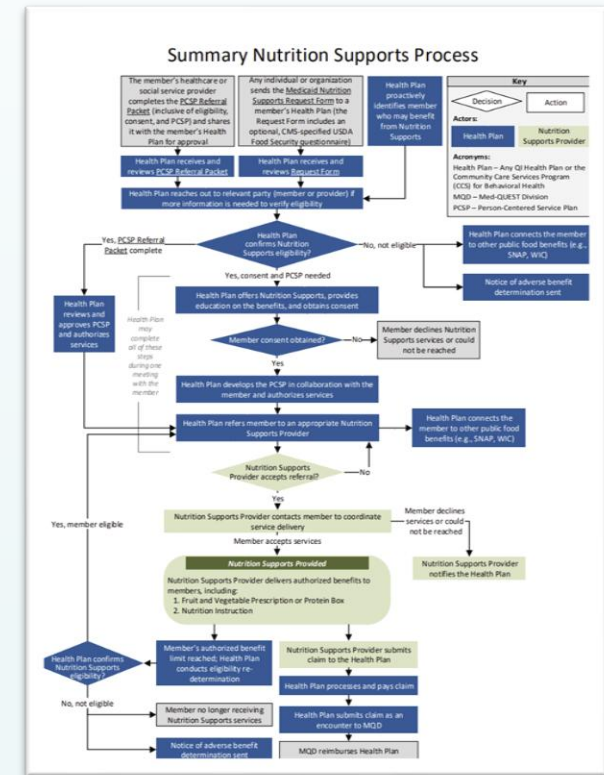
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MAHALO!

