

REQUEST FOR INFORMATION

DEPARTMENT OF HUMAN SERVICES MED-QUEST DIVISION

No. RFI-MQD-2026-004

NON-TRADITIONAL MEDICAID PROVIDERS THIRD-PARTY ADMINISTRATOR

The State of Hawai'i, through its Medicaid agency, the Department of Human Services (DHS), Med-QUEST Division (MQD), is issuing this Request for Information (RFI) to seek information and comments to consider future options for a Third-Party Administrator for Non-Traditional Medicaid Providers. The information received through this RFI will assist DHS in determining whether to issue a Request for Proposal (RFP).

The DHS may engage in informal discussions, but neither the purchasing agency nor interested parties responding have any obligation under the RFI. Please note that participation is optional, and it is not required to respond to any subsequent DHS procurement.

Responses to this RFI are due by 2:00 pm Hawaii Standard Time (HST) on Monday, January 26, 2026. Please indicate "Non-Traditional Medicaid Providers Third-Party Administrator/RFI-MQD-2026-004" on the cover of the document and mail to the following address or email an electronic copy to QUEST_Integration@dhs.hawaii.gov include subject line: "Non-Traditional Medicaid Provider TPA RFI Response."

Email responses are strongly encouraged, but responses may also be mailed to:

Mr. Jon Fujii
c/o: Eric Nouchi
Med-Quest Division Health Care Services Branch
601 Kamokila Blvd., Room 506A
Kapolei, HI 96707

The DHS reserves the right to incorporate or not incorporate any suggestions in the solicitation, if issued for a contract, any recommendations presented in responses to this RFI, and development of an RFP.

Ryan I. Yamane, Director
Department of Human Services

**Non-Traditional Medicaid
Providers: Third-Party
Administrator**

**Request For Information
No. RFI-MQD-2026-004**

**Department of Human Services
Med-QUEST Division
December 19, 2025**

REASON FOR THE RFI

The State of Hawai'i, through its Medicaid agency, the Department of Human Services (DHS), Med-QUEST Division (MQD), is issuing this Request for Information (RFI) to seek information and comments to better understand options for third-party entities that can provide practice management and administrative support to non-traditional providers who have not historically documented and billed Medicaid for services. These providers may be engaged in housing- and nutrition-related services, pre-release services under the Reentry Program, and other social or community-based services that support Medicaid members' health and well-being.

MQD is exploring whether and how a third-party administrator (TPA) or similar entity (e.g., community care hub, network administrator, or other vendor model) could play two primary roles to support non-traditional providers including:

- Capacity building supports to ensure their success as Medicaid providers (e.g., training and education, help desks); and
- Core practice management services such as provider enrollment, credentialing and contracting, claims submissions and adjudication, and patient health data systems.

Specifically, the purpose of this RFI is to gather information about:

- The types of services and operating models that exist in the market today;
- How other states and payers have structured TPA-like arrangements for non-traditional Medicaid providers; and
- Perspectives on how similar models and supports could be leveraged in Hawai'i.

MQD welcomes responses from a variety of stakeholders within Hawai'i and nationally, including, but not limited to:

- TPAs, community care hubs, and other organizations with experience or perspectives in providing practice management support for non-traditional Medicaid providers;
- Health plans and other payers delivering services alongside non-traditional Medicaid providers;
- Community-based organizations (CBOs) and other social service providers;
- Providers of Medicaid services employed or contracted through other State agencies (e.g., carceral settings); and
- Other stakeholders with relevant experience or perspectives.

The information received through this RFI will be used to assist MQD's planning and decision-making regarding potential future procurements or partnerships. Information submitted in response to this RFI will not be used in the evaluation of any proposals submitted in response to a subsequent RFP, if issued.

BACKGROUND

MQD is the Division within DHS that administers the Medicaid program in Hawai'i.

Medicaid is a joint federal and state program that provides medical assistance benefits to qualified uninsured and underinsured Hawai'i residents. MQD provides most of its healthcare services through a managed care delivery system, primarily through the QUEST Integration (QI) Medicaid managed care program. QI serves approximately 390,000 Medicaid beneficiaries, including adults, children, pregnant people, parents and caretakers, and individuals who are aged, blind, and/or disabled.

On January 8, 2025, the Centers for Medicare & Medicaid Services (CMS) approved a five-year extension of Hawai'i's Section 1115 Demonstration, "Hawai'i QUEST Integration."¹ This extension allows MQD to launch new initiatives under its QI program, including nutrition, housing, reentry, and expanded non-medical transportation services. These initiatives may have non-traditional providers deliver or support the delivery of new services to Medicaid beneficiaries. Not all of these initiatives have yet launched and MQD is preparing to ensure operational readiness across providers.

Non-traditional providers who will support implementation of the new initiatives under Hawai'i's Section 1115 Demonstration may include CBOs, providers and medical staff employed with state agencies (e.g., providers working with carceral or education agencies), and other social service providers. Because these programs often rely on grants, philanthropy, or state-only funding, many of these providers have not historically billed Medicaid and may lack the infrastructure to support ongoing practice management activities. To ensure successful implementation of the new initiatives under the QI program and build the capacity of non-traditional providers to participate in Medicaid, Hawai'i seeks to build the infrastructure necessary for non-traditional providers to register with and bill Medicaid. Examples of non-traditional providers may include:

- CBOs that offer housing, nutrition, or reentry-related services;
- Peer support agencies;
- Community health workers; and
- Providers employed or contracted through other State agencies (e.g., carceral settings), among others.

MQD is aware that other states have implemented or are exploring TPA or intermediary models to support non-traditional providers with practice management activities including successfully billing Medicaid, which allows these providers to focus on their expertise in delivering services for Medicaid members. [For example, Washington State contracted with a single TPA](#) that serves as a claims clearinghouse to assist carceral facilities that provide reentry services with administrative activities such as billing and submitting claims as well as technical assistance.

RFI RESPONSE

The following questions are intended to solicit information from organizations that provide TPA-like services, have experience deploying such models in other states, or have insights into the needs and preferences of non-traditional Medicaid providers. Respondents do not need to answer every question. MQD encourages respondents to

¹ [Hawaii QUEST Integration Section 1115\(a\) Demonstration](#). Medicaid.gov. June 25, 2025.

answer the questions most relevant to their experience, expertise, or perspective. MQD will review and consider partial responses.

1. From your perspective, what gaps or unmet needs do non-traditional providers most commonly face when participating in Medicaid programs? What types of non-financial supports do you believe would be most valuable for a TPA or similar entity to provide to non-traditional providers (e.g., administrative support, training or technical assistance, other capacity building)?
2. What types of TPA or intermediary entities in the market currently support non-traditional Medicaid providers with practice management activities? What services do these entities generally provide?
3. What types of technology tools or platforms may be useful to support non-traditional providers with practice management activities like billing and claims submissions, patient data and documentation, data sharing for care plans, and other data integration needs?
4. What types of claims and reporting capabilities may be helpful for non-traditional providers as they interact with MQD and health plans on program management and oversight?
5. What funding or payment model for TPA-like services may be most effective in supporting program sustainability and affordability? For example, payment mechanisms may include per-claim fees, per member per month (PMPM) flat fees, tiered pricing, and other structures.
6. What other state Medicaid programs or other governmental payer programs have established TPA supports or similar arrangements for non-traditional providers? Are there specific models or approaches that could be particularly relevant for Hawai'i given its geography, network of existing CBOs , and its set of five QI Medicaid health plans? Please describe:
 - a. Key features of the model (e.g., single or multiple TPA entities, scope of services, governance, relationship to state, plans, and providers);
 - b. Provider types that the program supports (e.g., carceral, housing, nutrition, etc.) and how the program may have been tailored to meet the specific needs of these provider types;
 - c. How the model is funded;
 - d. How TPA services are paid;
 - e. Implementation approach; and
 - f. Lessons learned, successes, challenges, and any known outcomes.
7. Please share any additional ideas, innovations, or recommendations that could support non-traditional providers to successfully participate in and receive reimbursement for Medicaid services. Successful participation includes provider registration and credentialing, establishing efficient billing and reimbursement practices, compliant delivery of Medicaid services, and compliance with all

required data reporting and program monitoring activities.

RESPONSE SUBMISSION

RFI response submission must include name, organization (if applicable), and contact information of person/organization submitting the response.

Responses to this RFI are due by 2:00 pm Hawai'i Standard Time (HST) on Monday, January 26, 2026. Please indicate "Non-Traditional Medicaid Providers Third-Party Administrator/RFI-MQD-2026-004 " on the cover of the document and mail to the following address or email an electronic copy to QUEST_Integration@dhs.hawaii.gov include subject line: "Non-Traditional Medicaid Provider TPA RFI Response".

Mr. Jon Fujii
c/o Eric Nouchi
Med-Quest Division Health Care Services Branch
601 Kamokila Blvd., Room 506A
Kapolei, HI 96707

CONFIDENTIAL INFORMATION

If respondents believe that portions of their RFI response should remain confidential, respondents shall clearly identify that portion of their response they wish to maintain as confidential and include a statement detailing the reasons that the information should not be disclosed. (Blanket labeling of the entire document as "proprietary" or "confidential" will result in none of the document being considered proprietary or confidential.)

The detailed reasons shall include the specific harm or perceived prejudice that may arise. The DHS Director, the Med-QUEST Administrator, and the Health Care Services Branch Administrator shall determine whether the identified information should remain confidential. A prior notice shall be provided to the respondent if it is determined that any information which was requested to be confidential becomes part of public distribution/information; the respondent requesting confidentiality can choose whether or not to withdraw their submission.

COST OF RESPONSE

DHS will not reimburse any respondent for the cost of preparing and submitting a response to this RFI.

USE OF INFORMATION

The Department reserves the right to incorporate in a solicitation, if issued, for

such a contract, any recommendations presented in responses to this RFI. Please note that participation in this RFI process is optional and is not required in order to respond to any subsequent procurement by the Department. Neither the Department nor the responding party has any obligation under this RFI.

If there are any questions or clarifications to this RFI, please contact Mr. Jon Fujii at QUEST_Integration@dhs.hawaii.gov