
August 21, 2024

Mr. Jon Fujii
Department of Human Services/Med-QUEST Division
1001 Kamokila Blvd., Suite 317
Kapolei, Hawaii 96707

Re: SHOTT RFI Response/RFI-MQD-2025-002

Dear Mr. Fujii,

 has carefully reviewed the Request for Information (RFI-MQD-2025-002) and is pleased to offer the following insights and recommendations to assist in the development of the forthcoming Request for Proposal (RFP). We ask that you keep certain information, contained within boxes, confidential; reasoning is numbered and categorized at the bottom of this document, with each number at the end of a confidential section (1-3) corresponding to a certain reason.

- 1) What recommendations can you make to the DHS about how best to administer SHOTT healthcare services to our eligible Medicaid beneficiaries? Are there any special considerations that should be taken into account for improving SHOTT and included in this RFP?

The SHOTT program serves a vulnerable segment of the Hawaii Medicaid population. Partnering with a Hawaii-based organization that has deep community ties and comprehensive knowledge of local Medicaid rules and processes is crucial for ensuring optimal patient outcomes.

The SHOTT program does important work for its members. The DHS and the SHOTT administrator should continue to focus on the well-being of its patients, with an emphasis on communication and collaboration with their patients, team members, and transplant facilities.

- 2) What qualifications should the State require the SHOTT contractor to have in order

to provide quality healthcare services for the SHOTT Program?

It is important for the administrator to have a proven case management program that helps guide patients through the transplant process.

The case management program should be led by a highly experienced team with a proven track record in guiding patients through the transplant process.

Based on the complexity of care SHOTT beneficiaries require and the standard of care and compliance required in the current healthcare environment, the chosen organization should have credentials that prove the organization's strength and ability to provide high-quality care.

- 3) What recommendations do you have regarding appropriate staffing in the program, needed infrastructure, or organization?

While prior experience in transplant processes is valuable, the team should primarily consist of professionals with proven experience in healthcare management, particularly within Medicaid programs, and the ability to adapt to and work within the established systems and processes of the SHOTT program. It is essential that the contractor has a strong track record of delivering healthcare services to Hawaii's Medicaid population and maintains a physical presence in the state to facilitate face-to-face contact between patients and case managers.

The negotiation of fair rates with transplant facilities will be managed through an organizational process, ensuring consistency and adherence to established guidelines.

This approach ensures that rates are negotiated efficiently and equitably and that the Med-QUEST Division (MQD) receives the necessary support in reviewing and authorizing procedures.

The organization will ensure that its staff is equipped to handle the complex requirements of the SHOTT program, including developing and maintaining relationships with both MQD and transplant facilities, as is paramount to the program's success.

Prompt service and an ability to navigate the intricacies of Hawaii Medicaid's Fee for Service (FFS) payment methodologies will lead to a more effective program overall.

4) Are there appropriate strategies that should be included to ensure the most efficient and appropriate use of resources?

The SHOTT program administrator must demonstrate exemplary stewardship of Hawaii's Medicaid resources, with a commitment to ongoing collaboration and transparent communication with MQD to optimize program outcomes.

5) Based on your organization's experience of Medicaid, please provide the DHS with any suggestions or recommendations that may assist in developing a realistic and reasonable RFP.

NONE

6) Are there new ideas or technologies that could improve services to SHOTT beneficiaries and if so, how would it be utilized?

NONE

We appreciate the opportunity to provide the Department of Human Services, Med-QUEST Division with our input and look forward to the issuance of the Request for Proposal.

If there are any questions, please feel free to contact me.

Sincerely,



