

IMPORTANT!

Be on the lookout for a pink envelope in your mail. This will be mailed to all QUEST members the month before your renewal.



For more information, please scan the QR code.



QUEST Hawai'i

STAY WELL
STAY COVERED



QUEST Hawai'i

— Stay —
WELL
— Stay —
COVERED



Med-QUEST
(Medicaid)

ELIGIBILITY
RENEWAL
PROCESS



Renewals Restarting in 2023

During the COVID-19 Public Health Emergency, Med-QUEST paused all renewals so that all QUEST (Medicaid) members would remain covered.

Starting in April 2023, renewals will resume. All residents who receive healthcare benefits through the Department of Human Services Med-QUEST Division (MQD) will be scheduled for a review of their eligibility.

Current QUEST members will continue to receive benefits until their renewal.



QUEST Hawai'i

STAY WELL STAY COVERED

**As a QUEST member,
here's how you can prepare
for renewal of your benefits:**

1

Be sure Med-QUEST has your current phone number, mailing address, email or other contact information. Call the phone number on the back of your health insurance card to update.

2

Be on the lookout for a pink envelope mailed by Med-QUEST that will contain details about your Medicaid coverage and eligibility. This letter will let you know if Med-QUEST was able to renew your Medicaid eligibility or if additional information is needed.

3

If you no longer need QUEST (Medicaid) coverage, call 1-800-316-8005 (TTY/TDD 711).

Frequently Asked Questions

**What can members expect
when the renewal process
begins?**

The notification process will start in April 2023. Not all members will receive notification at the same time. Member renewals and notifications have been divided evenly across the renewal period.

**Can I continue with the same
health plan when I renew?**

In most cases, yes, unless you have moved, and your current health plan is not available in your new location.

**If a member is no longer
eligible for QUEST (Medicaid),
where can he/she find health
care coverage?**

If you need coverage but no longer qualify for QUEST (Medicaid), please check with your employer to see if you are eligible for health insurance coverage. If you are not eligible for health insurance through your employer, please visit the Health Insurance Marketplace at [HealthCare.gov](https://www.HealthCare.gov) or by calling 1-800-318-2596 to make sure you stay well and stay covered.

