

## ASSISTANCE DIRECTORY

For additional information of assistance in the following areas, please contact the indicated office below:

### PROVIDER INQUIRIES

<b>Agent Authorization Form</b>	DHS/MQD/HCMB P.O. Box 700190 Kapolei, HI 96709-0190	692-8099
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<b>Centers for Medicare &amp; Medicaid (CMS)</b>	<a href="http://www.cms.gov/medicaid">www.cms.gov/medicaid</a>
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<b>Clinical Laboratory Improvement Amendments (CLIA) applications, enrollment and certification</b>	Department of Health CLIA Program 2725 Waimano Home Road Pearl City, HI 96782	453-6662
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<b>Claims Correspondence Inquiry Forms</b>	Xerox State Health Care Provider Inquiry Unit 1132 Bishop Street Suite 800 Honolulu, HI 96813	Oahu: 952-5570  Neighbor Islands: 1-800-235-4378
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<b>Claim Forms:</b> (CMS) 1500	Rainbow Printers, Inc. 875 Waimanu St. Room 507 Honolulu, HI 96813	593-9782
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UB-04	Standard Register 737 Bishop Street, Suite 1850 Honolulu, HI 96813	536-9351
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DHS – Department of Human Services  
DE – Eligibility Branch  
FO – Finance Office

HCSB- Health Care Services Branch

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**Claim Forms (Cont):**

ADA 1999 v. 2000	Rainbow Printers, Inc. 875 Waimanu Street Room 507 Honolulu, HI 96813	593-9782
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Pharmacy (Drugs)	Xerox State Healthcare PBMS Rx Attn: Hawaii Medicaid Paper Claims PO Box 967 Henderson, NC 27536-0967	Help Desk: 1-877-439-0803
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Or  
[www.himed-questffs.org](http://www.himed-questffs.org)

**Claims Filing (EMC):**

CMS 1500, UB-04	Xerox State Healthcare Provider Inquiry Unit 1132 Bishop St. Suite 800 Honolulu, HI 96813	Oahu: 952-5570
		Neighbor Islands: 1-800-235-4378

Pharmacy (Drugs)	Xerox State Healthcare PBMS (Rx) Attn: Hawaii Medicaid Paper Claims PO Box 967 Henderson, NC 27536-0967	Help Desk: 1-877-439-0803
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**Claims Filing (Hard Copy):**

CMS 1500. UB-04	Xerox State Healthcare P.O. Box 1220 Honolulu, HI 96807-1220
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**Claim Filing (Hard Copy) (cont.):**

Pharmacy (Drugs)

Xerox State Healthcare PBMS (Rx)  
Attn: Hawaii Medicaid Paper Claims  
PO Box 967  
Henderson, NC 27536-0967

Help Desk:  
1-877-439-0803

**Claims Inquires:**

Medical

Xerox State Healthcare  
Provider Inquiry Unit  
1132 Bishop St.  
Suite 800  
Honolulu, HI 96813

Oahu:  
952-5570

Neighbor Islands:  
1-800-235-4378

Hours of Operation:  
Monday – Friday  
7:30 a.m. – 5:00 p.m.  
Except State Holidays

Dental

Hawaii Dental Services

Oahu: 1-808-529-9345  
Toll Free: 1-855-819-9117

Pharmacy (Drugs)

Xerox State Healthcare PBMS (Rx)  
Attn: Hawaii Medicaid Paper Claims  
PO Box 967  
Henderson, NC 27536-0967

Help Desk:  
1-877-439-0803

Or

[www.himed-questffs.org](http://www.himed-questffs.org)

**Coupon Request**

DHS/MQD/EB/Branch Unit/  
Eligibility Worker

587-3540

**Eligibility Determination  
Information**

DHS/MQD/EB/Branch Unit

587-3540

**DHS Medicaid Online**

<https://hiweb.statemedicaid.us>

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**Eligibility Verification (cont.):**

Enrollment Call Center

DHS/MQD  
P.O. Box 700190  
Kapolei, HI 96709-0190

Oahu:  
524-3370

Neighbor Islands:  
1-800-316-8008

Point of Sale Systems

EMDEON EDI Customer Service  
(Pacific Standard Time: 5:00  
a.m. – 5:00p.m)

Voice:  
1-800-333-0263

Or Email at:  
customer.service@emdeon.com

Fax:  
1-615-843-2539

**State Administrative Hearing**

DHS/Administrative Appeals Office  
P.O. Box 339  
Honolulu, HI 96809-0339

**Fraud or Abuse Reporting**

DHS/FIS/FO  
1001 Kamokila Blvd. Rm. 317  
Kapolei, HI 96707

524-3370

Or

Medicaid Investigation Division  
Dept. of Attorney General  
333 Queen Street  
Honolulu, HI 96813

586-1058

**Hamamatsu PET Center**

The Queen's Medical Center

537-7077  
Fax: 537-7813

**Immunization Recommendations -  
National Immunization Program**

Centers for Disease Control:  
[www.cdc.gov/nip](http://www.cdc.gov/nip)

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<b>MQD Provider Hotline</b>	DHS/MQD/Provider Hotline	952-5570 1-800-235-4378
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Hours of Operation:  
Monday – Friday  
7:30 a.m. – 5:00 p.m.  
Except State Holidays

<b>Medicaid Fee (Payment) Schedule</b>	Xerox State Healthcare Provider Inquiry Unit 1132 Bishop St. Suite 800 Honolulu, HI 96813	Oahu: 952-5570  Neighbor Islands: 1-800-235-4378
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**Medical Authorizations (Medical):**

Instructions	Xerox State Healthcare Provider Inquiry Unit 1132 Bishop St. Suite 800 Honolulu, HI 96813	Oahu: 952-5570  Neighbor Islands: 1-800-235-4378
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Urgent or Conditional Authorization Requests	Xerox State Healthcare Provider Inquiry Unit 1132 Bishop St. Suite 800 Honolulu, HI 96813	Fax: 952-5562
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Dental Services	Hawaii Dental Services (HDS) 700 Bishop St. Ste. 750 Honolulu, HI 96813	Oahu: 1-800-529-9345
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1144 – Medical Services (including Organ Transplants)	Xerox State Healthcare P.O. Box 1220 Honolulu, HI 96807-1220	Fax: 952-5562
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**Medical Authorizations (Medical) - Cont.:**

1144 – PET Scans	The Queen’s Medical Center Hamamatsu PET Center	537-7077 Fax: 537-7813
1144b	Xerox State Healthcare PBMS (Rx) Attn: Hawaii EMC Billing PO Box 967 Henderson, NC 27536-0967	Help Desk: 1-877-439-0803
208	Community Caser Mgmt. Corp. (CCMC) P.O. Box 2818 Aiea, HI 96801	792-1051 Fax 792-1098 1-866-486-8031
1018	Xerox State Healthcare P.O. Box 1220 Honolulu, HI 96807-1220	Fax: 952-5562
1135	DHS/FMO/BPS P.O. Box 339 Honolulu, HI 96809-0339	
1147/1147a/1147e	Health Services Advisory Group (HSAG) 1440 Kapiolani Blvd. Ste. 1110 Honolulu, HI 96814-3600	Oahu 808-440-6000 Fax: 440-6009

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**Medical Authorizations (Medical) - Cont.:**

1144 – PET Scans	The Queen’s Medical Center Hamamatsu PET Center	537-7077 Fax: 537-7813
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1150/1150c	DHS/MQD/HCSB P.O. Box 700190 Kapolei, HI 96709-0190	Fax: 692-8131
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**Payment Checks (Lost Checks,  
Expired Checks, Returned  
Checks)**

For Medical Payments	Xerox State Healthcare P.O. Box 1480 Honolulu, HI 96807-1480	Oahu: 952-5570 Neighbor Islands: 1-800-235-1378
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For Drug Payments	Xerox State Healthcare PBMS (Rx) Attn: Hawaii Medicaid Paper Claims- Refunds P.O. Box 967 Henderson, NC 27536-0967	Help Desk: 1-877-439-0803
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**Provider Information Form:**

**Applications, Provider Address Changes, Provider Status Changes, Provider Terminations**      DHS/MQD/HCSB      692-8099  
P.O. Box 700190  
Kapolei, HI 96709-0190

**Provider Release of Information**      DHS/MQD/FO/TPL      692-8074  
P.O. Box 700190  
Kapolei, HI 96709-0190

**State of Hawaii Organ Tissue Transplant (SHOTT) Program:**

Claim Submissions and      Koan Risk Solutions Inc.      469-4500  
Fax: 808-356-1645

Claim Inquiries      SHOTT Program  
1580 Makaloa St. Ste. 550

Case Management and      469-4505  
Issues related specific  
Medical Services

**Timely Filing Waiver Request:**      DHS/MQD/FO- Timely Filing Dept.  
1001 Kamokila Blvd. Rm. 317  
Kapolei, HI 96707

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**Haprcics**

**BENEFICIARY QUESTIONS:**

Benefits and and all other Information:	MQD Customer Services	524-3370 1-800-316-8005
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<b>Health Plans</b>	Aloha Care	1-877-973-0712
	HMSA	1-800-440-0640
	Kaiser Permanente	1-800-651-2237
	Ohana Health Plan	1-888-846-4262
	United Healthcare	1-888-980-8728

Payment Information (Subrogation for accident Related cases)	DHS/MQD/FO P.O Box 700190 Kapolei, HI 96709-0190	692-7979
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Reporting Fraud or Abuse	DHS/MQD/FO/FIS 1001 Kamokila Blvd. Rm.317 Kapolei, HI 96707	524-3370
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**Medical Assistance Applications**

**Unit:**

Oahu	587-3521 Fax: 587-3543
East Hawaii (Hilo)	933-0339 Fax: 933-0344
West Hawaii (Kona)	327-4970 Fax: 327-4975
Maui	243-5780 Fax: 243-5788
Kauai	241-3575 Fax: 241-3583
Molokai	553-1758 Fax: 553-3833
Lanai	565-7102 Fax: 565-6460

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