



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
Med-QUEST Division  
Health Coverage Management Branch  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

June 26, 2007

MEMORANDUM

ACS M07-10

TO: Dental Providers and Federally Qualified Health Centers (FQHC)

FROM: Lois Lee, Acting Med-QUEST Division Administrator *ll*

SUBJECT: POSTPONEMENT OF THE TRANSITION OF PROCESSING AND PAYMENT OF DENTAL SERVICES

The Department of Human Services (DHS) has temporarily postponed the implementation of the new Third Party Administrator (TPA) contract for Hawaii Medicaid's dental program, as described in Memo ACS M07-08 dated May 23, 2007. Plans are continuing for the transition from ACS to Cyrca, which will be the new dental claims management company. In the meantime, and until further notice, please continue to submit all dental prior authorization (PA) requests and claims to ACS, as you have in the past.

- Mail Prior Authorization Requests to: ACS  
P.O. Box 2561  
Honolulu, HI 96804-2561
- Mail Claims to: ACS  
P.O. Box 1220  
Honolulu, HI 96807-1220
- Fax Urgent PA Requests to: 808-952-5562
- Call the Provider Inquiry Unit at: 952-5570 (Oahu)  
808-235-4378 (Neighbor Island)
- Fax Provider Inquiry Unit: 952-5595

More information will be shared with you as transition and implementation planning continues.

Thank you for your patience in this matter.