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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
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Clinical Standards Office
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January 23, 2009

MEMORANDUM

ACS M09-04

TO: All Non-Emergency and Emergency Transportation Providers

FROM: Kenneth S. Fink, MD, MGA, MPH
Med-QUEST Division Administrator 

SUBJECT: QUEST EXPANDED ACCESS INFORMATION FOR NON-EMERGENCY
and EMERGENCY TRANSPORTATION PROVIDERS

The QUEST Expanded Access (QExA) program is going live on February 1, 2009. The QExA program will provide, for the first time, a comprehensive continuum of care for more than 39,000 "aged, blind and disabled" (ABD) beneficiaries. These low-income seniors, 65 and older, and people of all ages with disabilities currently receive treatment through a Medicaid Fee-For-Service (FFS) system.

As a Medicaid Non-Emergency Transportation provider, you are essential to the success of QExA as you are under our FFS program. If you have not yet contracted with the new QExA health plans, please contact them at this time to complete an application.

Evercare

Mr. Ray Blanco, 1-866-431-4635 or email: rayb@logisticare.com

'Ohana Health Plan

Mr. Devin Minardi, 1-808-292-0849 or email: devin@tmsmanagementgroup.com

If you have clients who are regularly scheduled for daily, weekly or monthly trips, it is important you consider becoming a QExA health plan provider to continue the possibility of your participation as your client's transportation provider, however you are under no obligation to do so.

Prior Authorized Transportation Approvals

Some of your clients may have approved prior authorizations for travel effective past February 1, 2009. **All approved prior authorized travel requests remain in effect until expiration.** All your prior authorized transportation invoices are to be submitted to the appropriate QExA health plan effective February 1, 2009. The prior authorized transportation approvals will be paid by the QExA health plan, whether or not you are contracted directly with them - until a transfer of care occurs up to 180 days post-QExA implementation of February 1, 2009.

New requests for patient transportation will no longer require a DHS 208 to be submitted to the Med-QUEST Division. Please refer your transportation call to the QExA health plan that your client is in:

Evercare – Logisticare
1-866-475-5746

‘Ohana Health Plan - TMS
1-866-790-8858

For FFS Medicaid transportation policy questions, please contact Lydia Hemmings, Clinical Standards Office Administrator, at (808) 692-8121.