



**STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES**

Med-QUEST Division
Health Care Services Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190


June 3, 2011

MEMORANDUM

MEMO NOS.

ACS M11-06
ADM-NM-1103 (Cyrca)
ADM-1106 (QUEST)
ADMX-1106 (QExA)

TO: CYRCA, Fee-For-Service Providers, QUEST and QUEST Expanded Access (QExA) Health Plans

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

SUBJECT: NON-EMERGENCY TRANSPORTATION POLICY REVISIONS

The State of Hawaii continues to face an unprecedented economic situation. In light of the current budget shortfall, the Med-QUEST Division (MQD) is modifying its non-emergency transportation (NET) policy. Effective July 1, 2011, both the QUEST and QExA health plans shall implement the following policy changes related to NET. Further changes to NET are expected but first require approval by the Centers for Medicare & Medicaid Services.

Non-emergency transportation continues to be only for visits to medically necessary covered Medicaid services when no other form of transportation is available. The most cost-effective means of transportation that best meets the individual circumstances of the member should be utilized when medically necessary as indicated by the client's Service Coordinator/Case Manager and/or Primary Care Provider (PCP) in the client's plan of care (POC). The availability of free transportation to include client's vehicle, transportation provided by relatives, friends, volunteer services, and by the facility serving the member should be explored first.

Memo Nos. ACS M11-06, ADM-NM-1103
ADM-1106, ADMX-1106
June 3, 2011
Page 2

The QUEST or QExA health plans shall not pay for transportation to services that are not Medicaid covered services or are not medically necessary to include but not limited to day programs. In addition, certain Medicaid-covered services include transportation as part of the covered benefit to include but not limited to Community Care Foster Family Homes (CCFFH), Adult Residential Care Home (ARCH), Expanded ARCH (E-ARCH), or domiciliary homes. Additional transportation should not be provided to clients residing in these locations.

For any questions, please contact the MQD provider hotline at 808-692-8099.