



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

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

May 25, 2012

MEMORANDUM

ACS M12-03

TO: All Fee-For-Service (FFS) providers

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

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SUBJECT: QUEST PROGRAM UPDATES

The Department of Human Services (DHS), Med-QUEST Division (MQD) is implementing its new QUEST health plan contracts, effective July 1, 2012. As part of the implementation, MQD is updating providers about the QUEST program. QUEST is a program in DHS for Medicaid beneficiaries who are under the age of 65 years and without a disabling diagnosis.

As of July 1, 2012, the QUEST program will have five participating health plans: AlohaCare, HMSA, Kaiser Foundation Health Plan, 'Ohana Health Plan, and United Healthcare Community Plan. All the health plans will provide services to QUEST members statewide, except for Kaiser Foundation Health Plan, which has chosen to operate only on the islands of Oahu and Maui.

In March 2012, MQD conducted initial enrollment for beneficiaries to choose their health plan. QUEST beneficiaries may change their plan once between July 2 and July 31, 2012. The next open enrollment for QUEST is planned for May 2013.

The health plan identification (ID) cards issued beginning July 1, 2012 will include the Eligibility Renewal Date. This is the date that the QUEST members' Medicaid will expire if their eligibility is not renewed. If you notice that this date is soon approaching, please remind your patient to submit the necessary paperwork in order to maintain eligibility without interruption.

The new QUEST program will have two benefit packages: QUEST Keiki and QUEST Adult. QUEST Keiki is for beneficiaries under the age of twenty-one (21). QUEST beneficiaries twenty-one (21) years or older will receive the QUEST Adult benefit package.

The QUEST Adult benefit package will include all benefits that adults currently receive in QUEST. The DHS had previously proposed reducing or eliminating certain services to balance its budget, but has since determined those changes are no longer fiscally necessary.

There will be no change to coverage for durable medical equipment, medical supplies, prosthetics, orthotics, outpatient rehabilitation (including physical, occupational, and speech therapy), or optometry services. There also will be no limit on inpatient hospital days.

Effective July 1, 2012, adults enrolled in QUEST-ACE or QUEST-Net also will receive the QUEST Adult benefit package, an expansion of the benefits currently offered through these programs. Attached is a summary of benefits covered in the QUEST Adult and QUEST Keiki benefit packages and a copy of the press release announcing the benefits restoration.

If you have any questions, please call Patti Bazin at 692-8083 or e-mail at [pbazin@medicaid.dhs.state.hi.us](mailto:pbazin@medicaid.dhs.state.hi.us).

Attachment