



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

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

December 31, 2014

MEMORANDUM

MEMO NOS.

FFS M14-16

QI-1432

TO: Acute Care Hospitals  
QUEST Integration (QI) Health Plans

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

SUBJECT: TRANSITION OF CARE – CLARIFICATION ON FINANCIAL  
RESPONSIBILITY ROLES

The Department of Human Services, Med-QUEST Division (MQD) is issuing this memorandum as a replacement to ACS M10-04, ADM-1009, and ADMX-1009. This memorandum provides the following table to clarify financial responsibilities of MQD programs (QUEST Integration health plans, State of Hawaii Organ and Tissue Transplant Program (SHOTT), and Fee-for-Service (FFS) program concerning transition of care relating to hospital, professional, and enabling services.

If you have any question(s), please contact Patti Bazin at 692-8083 or via e-mail at pbazin@medicaid.dhs.state.hi.us.

Attachment

## TRANSITION OF CARE

### PURPOSE:

To clarify financial responsibility roles of QUEST Integration (QI) Health Plans, State of Hawaii Organ and Tissue Transplant (SHOTT) program, and MQD Fee-For-Service (FFS) relating to hospital (H), professional (P), and enabling services (E).

### DEFINITIONS:

**Hospital Services:** Hospital services include medically necessary services for registered bed patients that are generally and customarily provided by licensed acute care general hospitals in the service area and prescribed, directed or authorized by the attending physician or other provider.

**Professional Services:** Professional services include services provided by physicians and any other outpatient hospital services. Examples may include medical supplies, equipment and drugs; diagnostic services; and therapeutic services including chemotherapy and radiation therapy.

**Enabling Services:** Enabling services include transportation (air or ground), lodging, meals, attendant/escort care, and any other services that may be needed.

**Transfer:** A transfer to another facility (whether in state or out of state) is equivalent to a discharge from the original facility.

**Level of Care Change:** The first change in acuity level (from acute to sub-acute, waitlisted sub-acute, SNF, waitlisted SNF, ICF, waitlisted ICF).

The following rules apply in determining which entity (FFS, QUEST Integration health plan, or SHOTT) is responsible:

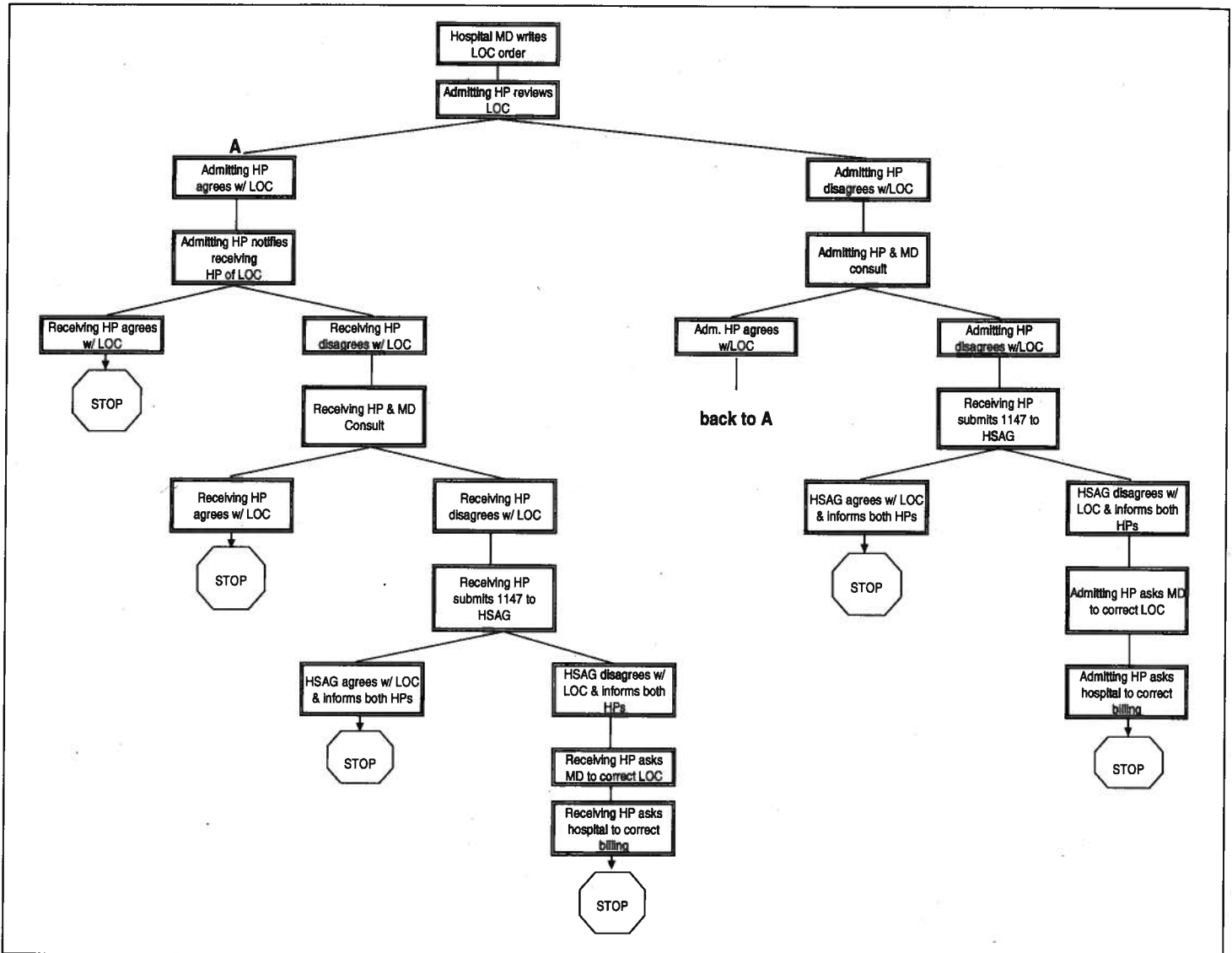
- **Benefits provided under QUEST Integration** include acute care hospitalization, acute waitlist, skilled nursing, intermediate care, and home and community based services. Health plans do not change in QUEST Integration due to change in benefits.
- **Eligibility for long-term care services and enrollment into managed care health plans** can be retroactively applied a maximum of 3 months from the date of application.
- **For acute inpatient hospitalizations**, the admitting health plan is responsible for hospital services from admission to discharge or to change in level of care, whichever comes first.
- **Retroactive eligibility**, the MQD will retroactively enroll a member into their former health plan when there is a break in coverage of up to 180-days.
- **For professional services**, the health plan into which a member is enrolled on the date(s) the service was rendered is responsible, even if the member is in an acute inpatient hospital and enrollment is retroactively applied.
- **For enabling services**, the health plan into which a member is enrolled on the date(s) the service was rendered is responsible, including transportation, meals, lodging, and attendant care.
- **For members sent out-of-state/inter-island by the original health plan**, the original health plan is responsible for hospitalization from admission to change in level of care. The original health plan is also responsible for the transportation to get the member and attendant, if applicable, to the out-of-state/off-island services. If round trip tickets were purchased, the original health plan may bill the new responsible party for the return trip of the member and the member's attendant, if applicable. Otherwise, the health plan into which the member is enrolled becomes responsible

for enabling services, including transportation, meals, and lodging. As round trip air fare is less costly than one-way fare, the health plans involved may share the cost of a round trip fare, rather than purchase one-way fares.

- **State of Hawaii Organ and Tissue Transplant (SHOTT) Program** covers members approved as candidates by MQD for solid organ or stem cell/bone marrow transplant. The member will be disenrolled from QUEST Integration on the date of MQD approval and covered under the SHOTT program until at least one year post transplant. FYI. At this time, all kidney transplants for individuals with Medicaid secondary will remain in their QUEST Integration health plan and not be admitted into the SHOTT program.

**LEVEL OF CARE RULES:**

A level of care change is defined for the purposes of this memo as **the first change in acuity level of care** (acute to sub-acute, waitlisted sub-acute, SNF, waitlisted SNF, ICF, waitlisted ICF). See attached flow chart for details.



H=hospital, P=professional services, E=enabling services, LOC=level of care, OOS=out of state

Insurance Coverage Scenario	QUEST Integration (QI) Responsibility	FFS Responsibility	Comments
<b>Transition from QUEST/QUEST Expanded Access (QExA) to QUEST Integration (Acute Inpatient)</b>			
1) QUEST health plan at admission and same health plan as QUEST Integration health plan after 1/1/15	QI health plan covers H, P, and E from admission to discharge.		
2) QUEST Expanded Access (QExA) health plan at admission and same health plan as QUEST Integration health plan after 1/1/15	QI health plan covers H, P, and E from admission to discharge.		
3) QUEST health plan at admission and new QUEST Integration health plan after 1/1/15	Admitting QUEST health plan covers H until LOC change and covers P and E once enrolled in the receiving QUEST Integration health plan. Receiving QUEST Integration health plan picks up H after LOC change and covers P and E once enrolled into the receiving QI health plan.		
4) QExA health plan at admission and new QUEST Integration health plan after 1/1/15	Admitting QExA health plan covers H until LOC change and covers P and E until enrolled in the receiving QUEST Integration health plan. Receiving QUEST Integration health plan picks up H after LOC change and covers P and E once enrolled into the receiving QI health plan.		
<b>Acute Inpatient</b>			
5) QUEST Integration health plan from admission to discharge	Covers H, P, and E from admission to discharge.		
6) FFS admission to discharge		Covers H, P, and E from admission to discharge.	
7) One QI health plan on admission switches to another QI health plan after admission	Admitting QI health plan covers H until LOC change and covers P and E once enrolled in the receiving QI health plan. Receiving QI health plan picks up H after LOC change and		If the LOC remains acute for the entire hospitalization, the admitting QI health plan is responsible for H from admission to discharge.

<b>Insurance Coverage Scenario</b>	<b>QUEST Integration (QI) Responsibility</b>	<b>FFS Responsibility</b>	<b>Comments</b>
	covers P and E once enrolled into the receiving health plan.		
<b>8) QI health plan on admission. Break in coverage. Member reenrolled in QI health plan when regains eligibility.</b>	Covers H, P, and E until eligibility ends. Restarts H, P, and E with new eligibility segment.		If there is a break in QI health plan coverage and the member becomes eligible again, the member will be reenrolled in their QI health plan (as long as the break in coverage is less than 180 days).
<b>9) FFS on admission. Change to QI health plan during admission.</b>	Covers P and E once enrolled in the QI health plan. Covers H after LOC change.	Covers H until LOC change. Covers P and E until enrolled in a QI health plan.	If the LOC remains acute for the entire hospitalization, FFS is responsible for H from admission to discharge.
<b>Newborns</b>			
<b>10) Mom has QUEST Integration health plan as primary insurance.</b>	QUEST Integration health plan covers both maternity and newborn.		Newborn is enrolled in mom's QUEST Integration health plan for at least first 30-days following the birth.
<b>11) Mom has QUEST Integration health plan as secondary insurance and enrolls newborn in commercial plan within 30 days.</b>	QUEST Integration health plan covers secondary after primary insurance covers both maternity and newborn.		Newborn is enrolled in mom's QUEST Integration health plan for at least first 30-days following the birth.
<b>12) Mom has QUEST Integration health plan as secondary insurance and does not add newborn to primary insurance policy.</b>	QUEST Integration health plan covers secondary after primary insurance covers maternity. QUEST Integration health plan covers newborn primary.		Newborn is enrolled in mom's QUEST Integration health plan for at least first 30-days following the birth.
<b>13) Mom has commercial only and does not add newborn to commercial plan within 30 days.</b>	QUEST Integration health plan does not cover maternity. QUEST Integration health plan covers newborn primary.		Newborn is auto-assigned into QUEST Integration health plan.
<b>14) Mom has commercial only and adds newborn to commercial plan within 30 days. Mom also enrolls newborn in QUEST Integration.</b>	QUEST Integration health plan does not cover maternity. QUEST Integration health plan covers secondary after primary insurance covers newborn.		Newborn is auto-assigned into QUEST Integration health plan.
<b>Transfer from acute to acute hospital in state</b>			
<b>15) QUEST Integration health plan on admission to both first and second facility.</b>	Covers H, P, and E from admission to discharge at both facilities.		Transfer = discharge
<b>16) QUEST Integration health</b>	First QI health plan covers H		Transfer = discharge

<b>Insurance Coverage Scenario</b>	<b>QUEST Integration (QI) Responsibility</b>	<b>FFS Responsibility</b>	<b>Comments</b>
<i>plan on admission to first facility. Change to another QI health plan before transfer/discharge to the second facility.</i>	during first hospitalization until transfer. Covers P and E until change to second QI health plan.  Second QI health plan covers P and E at first hospitalization. Second QI health plan covers H, P, and E at second hospital		
<b>Out of state (OOS) services</b>			
<b>17) QUEST Integration health plan authorizes OOS hospital services.</b>	Covers H, P, and E from admission to discharge at both Hawaii and OOS facilities.		
<b>18) QUEST Integration health plan on admission to first facility. Change to another QI health plan before transfer/discharge to the OOS facility.</b>	First QI health plan covers H during first hospitalization until transfer. Covers P and E until change to second QI health plan.  Second QI health plan covers P and E at first hospitalization. Second QI health plan covers H, P, and E at second hospital		Second QI health plan covers costs for transfer to OOS facility.
<b>19) QUEST Integration health plan on admission to first facility. Change to another QI health plan after transfer/discharge to the OOS facility.</b>	First QI health plan covers H, P, and E during first hospitalization. Covers H until decrease in level of care at OOS facility.  Second QI health plan covers P and E at OOS facility until change in level of care. At change in level of care, second QI health plan covers H.		If the first QUEST Integration health plan has round trip ticket(s), they may bill the second QUEST Integration health plan for the return ticket(s).
<b>Outpatient hospital, rehab and other services in state</b>			
<b>21) First QUEST Integration health plan authorizes outpatient services. Second QUEST Integration health plan at the time of services</b>	Second QUEST Integration health plan honors first QUEST Integration health plan's authorization for forty-five days or until PCP see members. Covers H, P, and E once enrolled in the second QI health plan.		
<b>22) Dental Services authorized by HDS. Member</b>	Covers H and P for hospital and anesthesia.	Covers H and P for hospital and	Dental services covered by Hawaii Dental Services

<b>Insurance Coverage Scenario</b>	<b>QUEST Integration (QI) Responsibility</b>	<b>FFS Responsibility</b>	<b>Comments</b>
<i>QUEST Integration health plan or FFS at the time of the service.</i>		anesthesia.	(HDS). Anesthesiologist and hospital covered by the health plan at the time of procedure. Enabling services covered by HDS.
<b>SHOTT</b>			
<b>23) QUEST Integration health plan or FFS on admission SHOTT before discharge and transplant.</b>	Covers H, P and E until enrolled into SHOTT	Covers H, P and E until enrolled into SHOTT.	SHOTT covers H, P, E once enrolled into the SHOTT program.
<b>24) SHOTT on admission. Member's SHOTT eligibility terminates during admission and enrolled in QUEST Integration health plan or FFS</b>	Covers P and E once enrolled in the QUEST Integration health plan. Picks up H after LOC change.	Covers P and E once enrolled in FFS. Picks up H after LOC change.	SHOTT covers H from admission to LOC change.  Member is disenrolled from SHOTT and enrolled into QUEST Integration health plan or FFS on the 1 <sup>st</sup> of the following month.
<b>25) Dental services provided to SHOTT eligible members</b>		SHOTT covers H, P, and E.	SHOTT covers anesthesiologist and hospital services associated with dental services.