



**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 NO.  
FFS M14-17

**TO:** Pharmacies

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

**SUBJECT:** QUEST INTEGRATION IMPLEMENTATION

The Department of Human Services, Med-QUEST Division (MQD) is implementing its QUEST Integration program on January 1, 2015. The five health plans in the QUEST Integration program are:

- AlohaCare (ALOHAC and XALOHA)
- Hawaii Medicaid Service Association (HMSAAA and XHMSAA)
- Kaiser Permanente (KAISER and XKAISR)
- 'Ohana Health Plan (OHANAA and XOHANA)
- UnitedHealthcare Community Plan (UNITED and XUNITD)

See below for helpful tips for implementation of the QUEST Integration program:

- Verify eligibility and enrollment for Medicaid beneficiaries in the DHS Medicaid On-Line (DMO). The information available January 1, 2015 will be correct.
- Please call the health plan's pharmacy benefit manager (PBM) for confirmation of health plan enrollment.
- MQD mailed a confirmation notice to all Medicaid beneficiaries in December confirming their new health plan effective January 1, 2015.
  - Beneficiaries who changed their health plan will receive a notice that names their new health plan.
  - Beneficiaries who did not change their health plan will receive a confirmation notice that states they will continue with their current health plan.

A reminder about emergency processing of eligibility:

- New applicants can receive emergency processing if medically necessary. If determined eligible, they may be provided a letter from the eligibility branch identifying them as a new Medicaid enrollee. This letter is confirmation of coverage before the information is available through the DMO.
- We greatly appreciate pharmacies working with our beneficiaries by dispensing urgent medications and submitting claim once health plan information is available.
- If necessary, you can call the MQD Customer Service Branch at 1-800-316-8005 to verify eligibility.

Please contact the MQD via e-mail at [quest\\_integration@medicaid.dhs.state.hi.us](mailto:quest_integration@medicaid.dhs.state.hi.us) or call us at 808-692-8099 should you have any questions.

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