

**INTERNAL
COMMUNICATION FORM**

Suspense

DEPARTMENT OF HUMAN SERVICES

Subject: JUNE 30, 2006 DHS PLAN OF ORGANIZATION

Originator: Keith K. Nagai
586-4869

To: DIVISION ADMINISTRATORS,
STAFF OFFICERS, AND
ATTACHED AGENCY
EXECUTIVE DIRECTORS

From: MSO


Date: 09-19-2006 **Memo No. 1**

The Department of Budget and Finance has acknowledged the June 30, 2006 DHS Plan of Organization as of September 7, 2006. Divisions and Attached Agencies, you will find a compact disc with the aforementioned information along with a hard copy of your Division's or Attached Agency's organization and its accompanying segments.

Director's Office and Staff Offices, you will find a compact disc with the aforementioned information along with a hard copy of the entire June 30, 2006 DHS organization acknowledged by the DB&F as of September 7, 2006.

Divisions, Staff Offices, or Attached Agencies desiring additional hard copies of its own or other DHS entities contained within the June 30, 2006 DHS Plan of Organization shall contact the Management Services Office. Due to space considerations on the shared drive, access to this information shall be available on the DHS Q drive (DHS-Plan of Organization) upon request.

Questions or comments may be directed to Mr. Keith Nagai at 586-4869 or knagai@dhs.hawaii.gov. Thank you for your patience and understanding.


MSO

C: DIR

DEPT OF HUMAN SVCS
MED-QUEST DIV

06 SEP 22 18:11

LINDA LINGLE
GOVERNOR



1450
GEORGINA K. KAWAMURA
DIRECTOR

STANLEY SHIRAKI
DEPUTY DIRECTOR

EMPLOYEES' RETIREMENT SYSTEM
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
OFFICE OF THE PUBLIC DEFENDER
PUBLIC UTILITIES COMMISSION

STATE OF HAWAII
DEPARTMENT OF BUDGET AND FINANCE
P.O. BOX 150
HONOLULU, HAWAII 96810-0150

ADMINISTRATIVE AND RESEARCH OFFICE
BUDGET, PROGRAM PLANNING AND
MANAGEMENT DIVISION
FINANCIAL ADMINISTRATION DIVISION

September 7, 2006

TO: The Honorable Linda Lingle
Governor of Hawaii

FROM: Georgina K. Kawamura *Georgina Kawamura*
Director of Finance

SUBJECT: Acknowledgement of the Department of Human Services Organizational
Charts and Functional Statements

The updated organizational charts and functional statements for the Department of Human Services have been reviewed and acknowledged in accordance with Executive Memorandum No. 06-05, dated August 18, 2006, Annual Review and Update of Departmental Organization and Position Charts and Functional Statements.

One set is enclosed for your information and files.

Enclosures

c: Honorable James R. Aiona
Honorable Marie C. Laderta
✓Honorable Lillian B. Koller (without enclosures)

No. 1 Capitol District Building, 250 S. Hotel Street, Honolulu, Hawaii 96813

LINDA LINGLE
GOVERNOR




LILLIAN B. KOLLER, ESQ.
DIRECTOR
HENRY OLIVA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96809-0339

August 28, 2006

MEMORANDUM

TO: The Honorable Georgina K. Kawamura, Director
Department of Budget and Finance

FROM: Lillian B. Koller, Director 

SUBJECT: Annual Review and Update of Departmental Organization and
Position Organization Charts and Functional Statements

The Department of Human Services (DHS) respectfully submits five (5) copies of its Plan of Organization consisting of organization charts, position organization charts, and functional statements as of June 30, 2006, as annually requested by your Budget, Program Planning and Management Division.

The DHS awaits your department's notification of acknowledgement of this submittal prior to making this information accessible to its organization segments.

If you have any questions or comments relating to the submittal, please contact Mr. Benjamin Y.P. Fong at bfong@dhs.hawaii.gov or 586-4868.

Enclosure

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RUSH ✓ CMSO

EXECUTIVE CHAMBERS

HONOLULU

LINDA LINGLE
GOVERNOR

August 18, 2006

EXECUTIVE MEMORANDUM

MEMO NO. 06-05

TO: All Department Heads

SUBJECT: Annual Review and Update of Departmental Organization and Position
Organization Charts and Functional Statements

Your cooperation in the annual review and update of your department's organization in conjunction with Administrative Directive No. 95-06 is requested.

Five copies of all current updated organization and position organization charts and functional statements should be submitted to the Budget, Program Planning and Management Division, Department of Budget and Finance (B&F), no later than August 31, 2006. All delegated and non-delegated organizational changes authorized **as of June 30, 2006**, must be included in the update. Instructions for the updates are similar to those issued in Executive Memorandum No. 98-05 (July 1, 1998).

The update should reflect your **2005 approved annual update as amended by subsequent approved delegated and non-delegated changes as of June 30, 2006**. The update should not include any change that has not been approved or acknowledged, such as: 1) proposed reorganizations that are pending review; or 2) organizational structures which the department may have informally instituted. The annual update shall not be used as a means to validate current or proposed organizational structures which have not been approved.

Questions or requests for copies of specific instructions may be directed to the B&F analyst assigned to your department. B&F should be notified if you are unable to meet the due date.


LINDA LINGLE

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

ORGANIZATION CHARTS
POSITION ORGANIZATION CHARTS
FUNCTIONAL STATEMENTS

AS OF JUNE 30, 2006

PREPARED BY
PROGRAM & MANAGEMENT EVALUATION STAFF
MANAGEMENT SERVICES OFFICE

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Office of the Director DIR

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Housing Community and Development Corporation of Hawaii HCDCH

Office of Youth Services..... OYS

DHS Staff Offices

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Fiscal Management Office..... FMO

Management Services Office..... MSO

Office of Information Technology OIT

Personnel Office PERS

DHS Divisions

Benefit, Employment and Support Services Division BESSD

- Investigations Office
- Employment/Child Care Program Staff
- Financial Assistance Program Staff
- Systems Operations & Requirements Staff
- Food Stamps Program Staff
- Staff Development Staff
- Administrative Management Services Staff
- Neighbor Island Branch
- Oahu Branch

Med-QUEST Division MQD

- Finance Office
- Systems Office
- Training Office
- Policy and Program Development Office
- Eligibility Branch
- Health Coverage Management Branch
- Medical Standards Branch
- Customer Services Branch

Social Services Division SSD

- Support Services Office
- Adult & Community Care Services Branch
- Child Welfare Services Branch

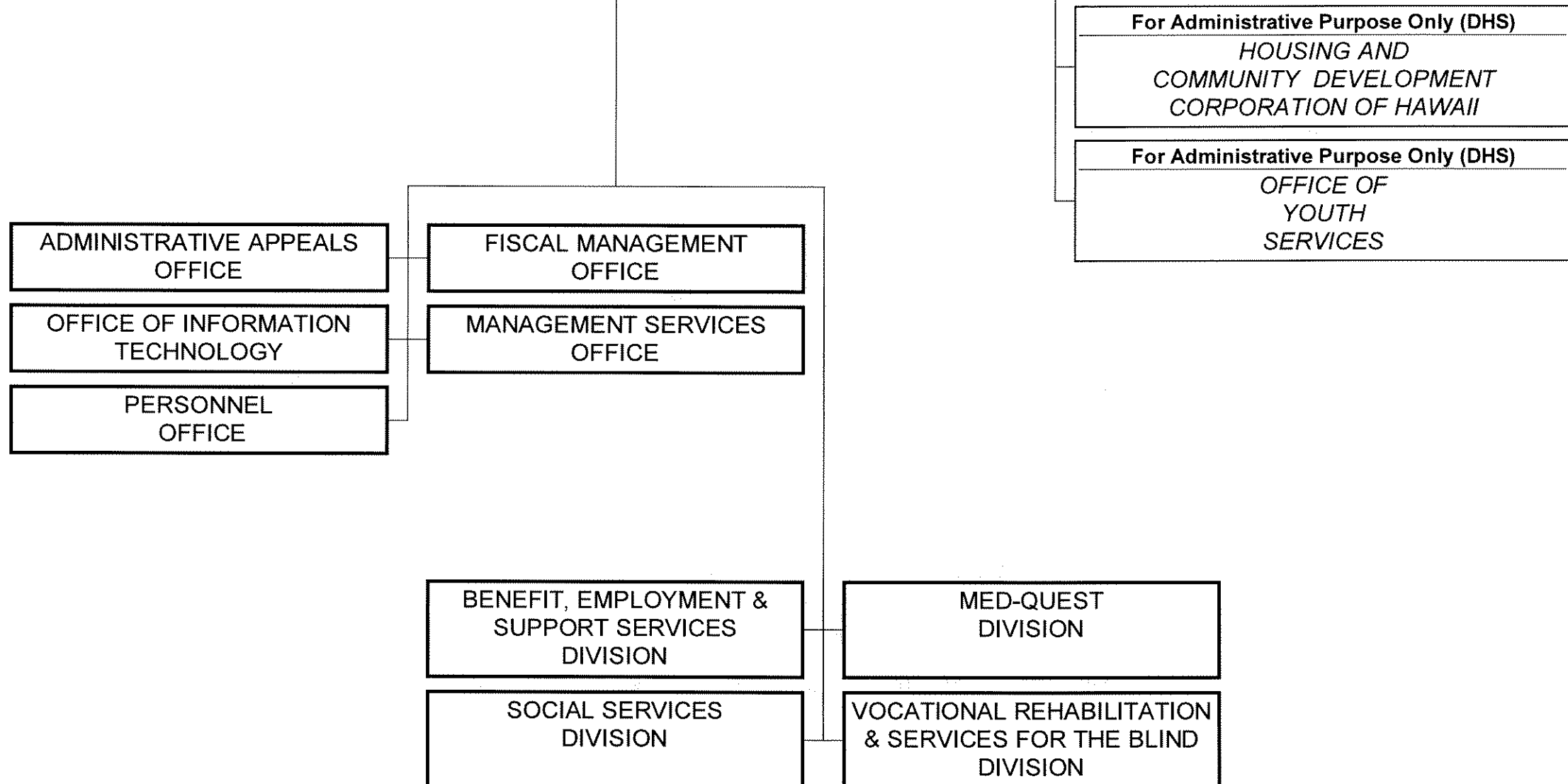
Vocational Rehabilitation & Services for the Blind Division..... VRSBD

- Staff Services Office
- Oahu Branch
- Hawaii, Kauai, and Maui Branches
- Disability Determination Branch
- Services for the Blind Branch

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

ORGANIZATION CHART
JUNE 30, 2006

**DEPARTMENT OF HUMAN
SERVICES**



MED-QUEST DIVISION

Under the direction of the Department Director, the Division Administration provides overall management of the plans, policies, regulations, and procedures of the Department's medical assistance programs. Provides public information, staff/clerical assistance and support services.

Develops and maintains working relationships with health plans, providers, federal and state authorities, community agencies, client advocacy groups and others.

Basic authority for the operations of the Division is vested in the Office of the Administrator, which is responsible for organizing, directing, coordinating, evaluating, and maintaining an organization that will ensure accomplishment of the objectives of the Division. Other precedent authorizations include Title XIX of the Social Security Act, the Children Health Insurance Program (CHIP) authorized by Title XXI of the Social Security Act, and other programs authorized by the state Legislature.

FINANCE OFFICE

Under the direction of the Division Administrator, the Finance Office coordinates, manages and administers the Division's fiscal, procurement, Third Party Liability, and budget activities for all medical assistance programs.

Serves as the Division's principal staff resource on fiscal activities. Serves as the Division's representative, liaison, and coordinator in fiscal matters. Develops, implements and maintains standard accounting procedures in accordance with State and federal accounting policies and procedures.

Provides clerical support services.

Contracts and Procurement Staff

Serves as the Division's principal staff resource, representative and liaison on procurement and contract development. Advises and provides technical assistance to Division personnel on procurement issues. Develops and maintains all procurement policies for the division in accordance with State, Federal and departmental policies.

Financial Risk and Reimbursement Staff

Establishes the criteria and procedures to be used to evaluate the financial viability of plans submitting bids, and participates in the evaluation process. Defines information submittal requirements, and monitors the on-going financial performance of participating plans.

Coordinates with the Policy and Program Development Office in planning, developing and implementing internal and external cost containment measures. Coordinates with fiscal agent and Systems Office staff to ensure reimbursement policy is implemented consistent with the State Plan and Hawaii Administrative Rules. Coordinates with other Division branches and offices to meet federal and state requirements.

Fiscal Staff

Serves as the Division's principal staff resource, representative, liaison, and coordinator on fiscal activities. Develops, implements and maintains standard accounting procedures in accordance with State and federal accounting policies and procedures.

Third Party Liability Staff

Develops and maintains Third Party Liability (TPL) policies and guidelines, and coordinates TPL activities for the medical assistance programs.

Third Party Liability Staff (Cont'd)

Conducts fraud or abuse activities investigation related to TPL benefits.

Develops and maintains guidelines for the Property Lien Program and coordinates with the Attorney General's Office in the collection process.

Reviews medical expenditures paid to providers for medical services rendered to DHS recipients and determines if expenditures are related to TPLs. Cooperates and works with the Department of the Attorney General and contractors as appropriate, to recover monies paid by the Department.

POLICY AND PROGRAM DEVELOPMENT OFFICE

Under the direction of the Division Administrator, the Policy and Program Development Office is responsible for providing staff support and assistance to the Division in the establishment and maintenance of policies related to the medical assistance programs including preparing state plan amendments, administrative rule changes and policy directives. Coordinates the monitoring of federal and state law and rule changes related to medical assistance programs and health plans. Develops and implements new medical assistance programs.

Clerical Support

Under the direction of the office administrator, the Clerical Support provides clerical support services.

Coverage Policy Staff

Under the direction of the office administrator, the Coverage Policy Staff administers to policies related to scope and content of coverage provided by the medical assistance programs in accordance with Federal and State statutes and regulations. Provides technical assistance in preparing legislative testimony; responds to inquiries from various sources; and participates in presentations related to its functional mission.

Coordinates the development and maintenance of Division forms; maintains the Medicaid State Plan; and coordinates the promulgation of new administrative rules and amendments.

Eligibility Policy Staff

Under the general direction of the office administrator, the Eligibility Policy Staff administers to policies related to eligibility requirements for benefits provided by the medical assistance programs in accordance with Federal and State statutes and regulations. Provides technical assistance in preparing legislative testimony; responds to inquiries from various sources; and participates in presentations related to its functional mission.

SYSTEMS OFFICE

Under the direction of the Division Administrator, the Systems Office manages coordinates and administers the Division's information systems activities related to the medical assistance program.

Provides clerical support services.

Operations Staff

Under the direction of the office administrator, the Operations Staff manages the local and wide area networks, communications equipment, hardware, and software used in the Division; coordinates computer operations; monitors production schedules; and serves as the Division's information systems help desk. Assists on technical issues related to data transmission.

Requirements and Monitoring Staff (1 and 2)

Under the direction of the office administrator, the Requirements and Monitoring Staff (1 and 2) serves as Division's principal staff resource and administers to the design, development, implementation and operations of information systems supporting the Division.

Coordinates with federal agencies to obtain federal funding for information technology projects.

Administers to Division policy and procedural manuals regarding information systems planning, development and maintenance; establishes performance standards; user manuals and system related forms; operational guidelines for system enhancement or modifications; standard, management, and ad hoc reports.

Monitors the performance of all contractors working on the Division's information systems projects.

Staff 1 will be responsible for eligibility, enrollment, and health plan subsystems; Staff 2 will be responsible for claims, encounter, provider, reference subsystems.

TRAINING OFFICE

Under the direction of the division administrator, the Training Office administers to the training function activities related to the medical assistance programs.

Provides clerical support services

CUSTOMER SERVICES BRANCH

Under the direction of the division administrator, the Customer Services Branch administers to the enrollment and dis-enrollment of eligible recipients into managed health care and dental plans. Operates a customer service section to provide detailed, confidential information on enrollment and eligibility to all authorized parties, which includes the client, provider, health care facility, other MQD departments and the DHS Department's Complaints Liaison. Provides general information to telephone calls, email and faxes for frequently asked questions related to special or seasonal MQD activities.

Has primary responsibility to administer and maintain data in HPMMIS. Performs daily reconciliation of client eligibility to enrollment, identifies error patterns, recommends resolution. Monitors and initiates corrections of eligibility/enrollment errors detected in HPMMIS data. Reviews and processes all necessary data into HPMMIS, HAWI and TSO to complete the Medicaid Buy-In for enabling qualified Medicaid recipients to buy into the federal Medicare Program Part A, Part B and Part D.

The CSB is comprised of the Customer Service Section (CSS) which answers client questions related to enrollment and explains enrollment policies, directs persons to proper organization for non-enrollment related questions, and enrolls persons into health plans; the Membership File Integrity Section (MFIS) which reviews discrepancies and performs reconciliations between eligibility and enrollment, identifies patterns of eligibility and enrollment errors, and performs reconciliation between buy-in and Medicare coverage.

Provides clerical support services.

Customer Service Section

Customer Service Section (CSS) establishes enrollments (or dis-enrolls) into qualified health care plans and dental service for qualified recipients after verifying recipients identity and eligibility and instructing them on enrollment policies.

Provides response to recipients, health care providers and other agencies to frequently asked questions of a general nature related to MQD activities.

Membership File Integrity Section

Under the direction of the branch administrator, the Membership File Integrity Section is responsible for maintaining the HPMMIS data, conducts the reconciliation of client eligibility to enrollment, and identifies error patterns for resolution. Monitors and initiates corrections of eligibility/enrollment errors detected in HPMMIS data.

Recommends and implements new processes for major HAWI/HPMMIS system problems, eligibility/enrollment code changes, and rejection reports. Initiates and completes the Buy-In process.

Ensures client data and claims information, including Medicare Buy-In Program information remains accurate.

Acts as reference (interprets data) to other DHS agencies (MSB, EB, SO, HCMB, SSD, BESSD, PPDO, FO), as well as outside agencies (health plans, providers, and CMS).

ELIGIBILITY BRANCH

Under the direction of the division administrator, the Eligibility Branch administers to the statewide program for eligibility determination related to the State's medical assistance programs. Coordinates the development of procurement requirements, and develops evaluation criteria for selection of Request For Proposal bidders.

East Hawaii, West Hawaii, Kauai, Maui Sections; Molokai Unit

Under the direction of the branch administrator, these segments administer to the State's medical assistance programs in their respective geographic areas.

Oahu Section

Under the direction of the Med-QUEST Eligibility Branch Administrator, the Oahu Section is responsible for implementing the State's medical assistance programs on the Island of Oahu.

Oahu Closed Files logs, stores, retrieves and maintains closed medical assistance file records; and prepares older records for destruction.

Oahu Applications Units 1 & 2

Receives and processes initial applications for medical assistance, interviews applicants, obtains eligibility information, assists in the completion of required forms and determines medical eligibility. Applications clerical support staff registers applications received, schedules appointments, processes incoming postal and courier mail, provides reception and telephone duties and completes necessary personnel forms for staff.

Oahu Ongoing Units 1, 2, & 3

Maintains and updates medical approved cases, determines continued eligibility by completing annual eligibility review forms, resolves member problems related to medical assistance, processes fair hearing reports and participates in the hearing, processes and determines eligibility for new members and investigates and obtains facts regarding suspected fraud.

Oahu Ongoing Units 1, 2, & 3 (Cont'd)

Ongoing clerical support staff registers eligibility review applications and applications requesting the addition of a new member, processes incoming postal and courier mail, provides reception and telephone duties, completes necessary personnel forms for staff and types various correspondence for staff.

Kapolei MQD Unit

Receives and processes initial applications for medical assistance, interviews applicants, maintains and updates medical approved cases, determines continued eligibility by completing annual eligibility review forms, resolves member problems related to medical assistance, processes fair hearing reports and participates in the hearing, processes and determines eligibility for new members and investigates and obtains facts regarding suspected fraud. Kapolei clerical support staff registers initial and eligibility review applications, processes incoming postal and courier mail, provides reception and telephone duties, completes necessary personnel forms for staff and types various correspondence for staff.

HEALTH COVERAGE MANAGEMENT BRANCH

Under the direction of the division administrator, the Health Coverage Management Branch administers to contracting and overseeing the health plans participating in the managed care program, the Medicaid providers participating in the fee-for-service program, and ensures program compliance with current laws and regulations.

Provides clerical support services.

Claims/Data Integrity Section

Under the direction of the branch administrator, the Claims/Data Integrity Section administers to the contracted fiscal agent services under the fee-for-service program. Administers to all aspects of contract monitoring; on-going evaluations; financial and/or administration sanctions; and administrative policies to be implemented by the fiscal agent. Ensures integrity of provider information in the information system.

Plan and Provider Relations Section

Under the direction of the branch administrator, the Plan and Provider Relations Section serves as primary liaison between the division and current/prospective managed care program Health Plans participating in the QUEST program and providers within the fee-for-service program. Assures compliance with meeting the terms and conditions established by the federal government. Monitors contracts for the QUEST plans and fee-for-service providers. Coordinates the evaluation of health plans.

Research Section

Under the direction of the branch administrator, the Research Section administers to the statistical reporting and social research for and evaluates the effectiveness of the QUEST program. Develops and recommends procedures, methods, and requirements to maintain or increase integrity of data, and databases. Oversees the establishment and maintenance of the Independent Review Board (IRB) to assure accurate interpretation of the data.

MEDICAL STANDARDS BRANCH

Under the direction of the division administrator, the Medical Standards Branch administers to the statewide standards for care provided under the State's medical assistance programs.

Clerical Support

Under the direction of the branch administrator, the Clerical Support provides clerical support services.

Medical Standards Compliance Section

Under the direction of the branch administrator, the Medical Standards Compliance Section administers to the statewide standards for care provided under the State's medical assistance programs. Ensures compliance with Federal and State laws and regulations and professional guidelines. Develops and implements medical policies and procedures. Provides technical assistance and monitoring of long-term care nursing facilities according to Federal and State requirements. Responsible for conducting prior authorization reviews. Administers to Medicaid fraud and abuse and lock-in and provider lock-out programs. Serves on utilization review teams. Evaluates quality of care provided by health plans and fee-for-service providers to eligible recipients.

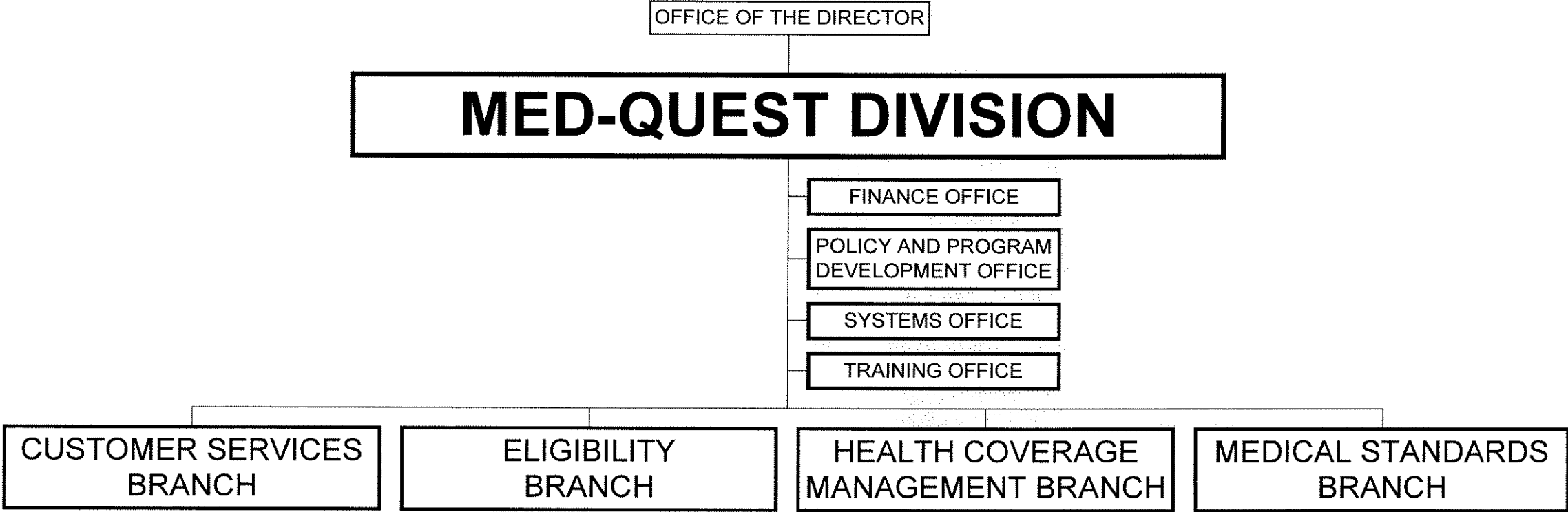
Medical Standards Development Section

Under the direction of the branch administrator, the Medical Standards Development Section administers to the standards for quality medical care provided under the State's medical assistance programs. Serves as the Division's representative to professional peer review committees, departmental fair hearings and appeals and court hearings. Monitors county, state and federal legislation and statewide policies and procedures. Reviews, approves, and or refers prior authorization for services, grievance procedures, transportation services for medical assistance recipients, and medical/psychiatric determinations.

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION

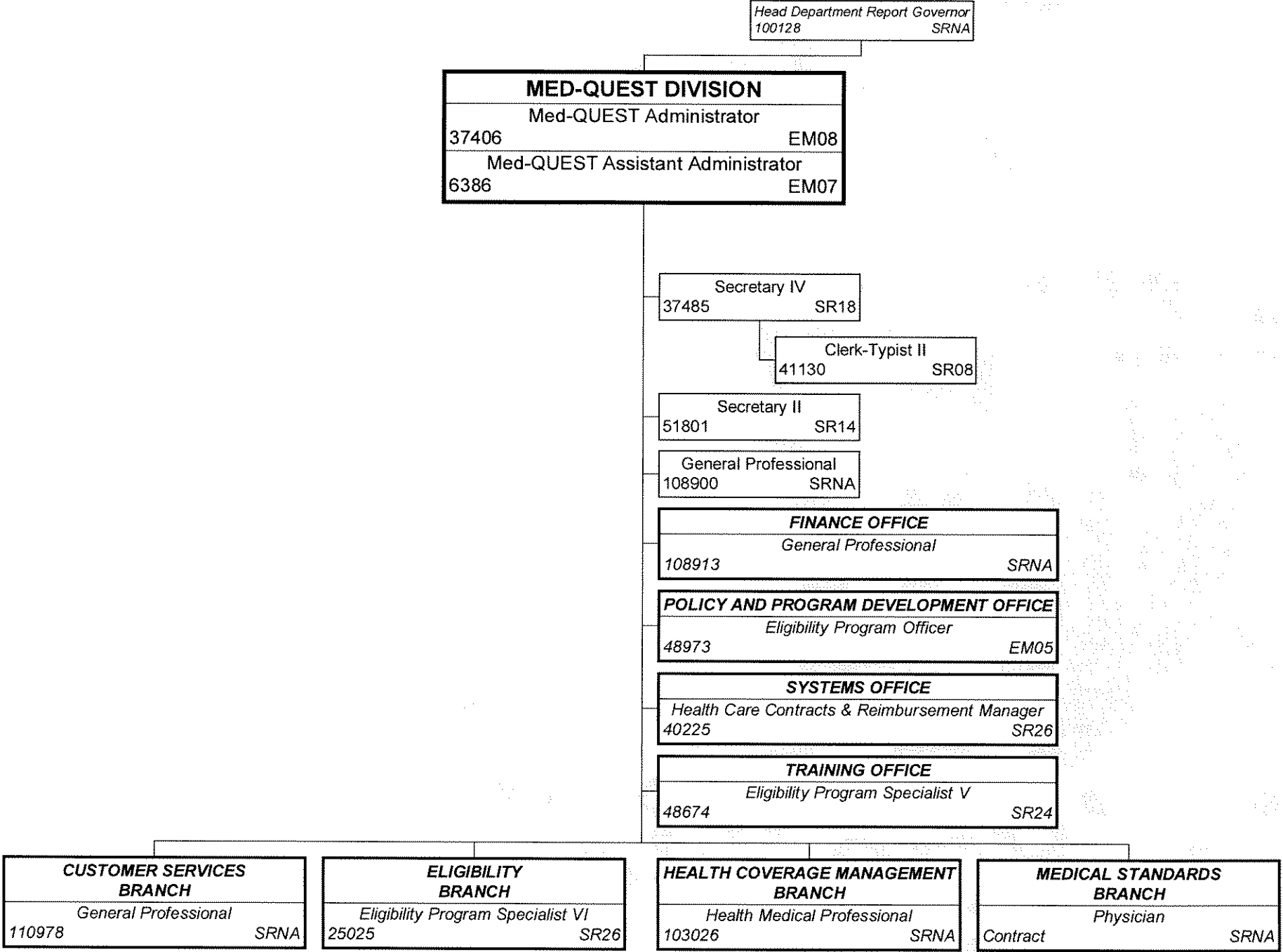
ORGANIZATION CHART
JUNE 30, 2006



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION

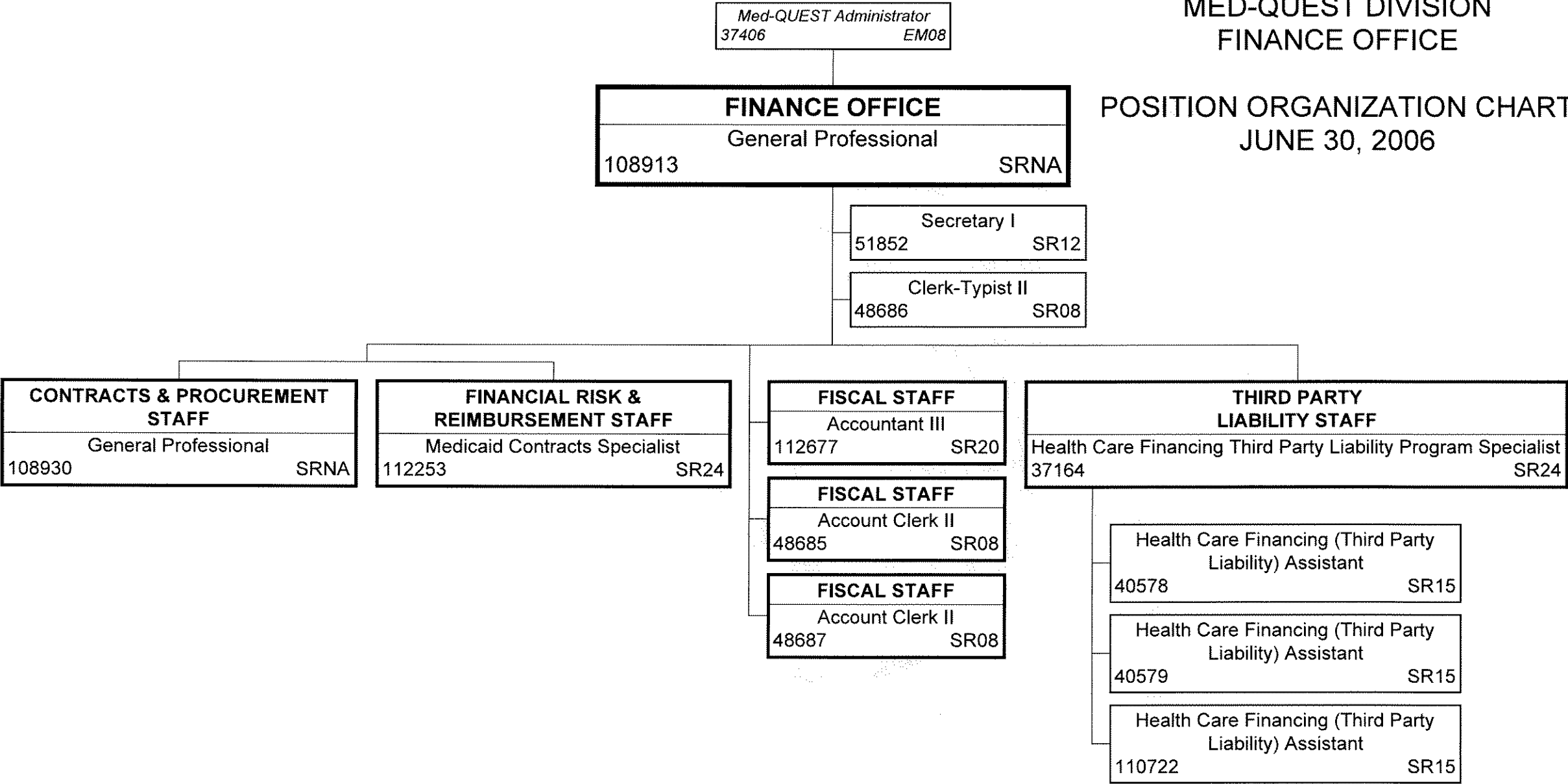
POSITION ORGANIZATION CHART
JUNE 30, 2006



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
FINANCE OFFICE

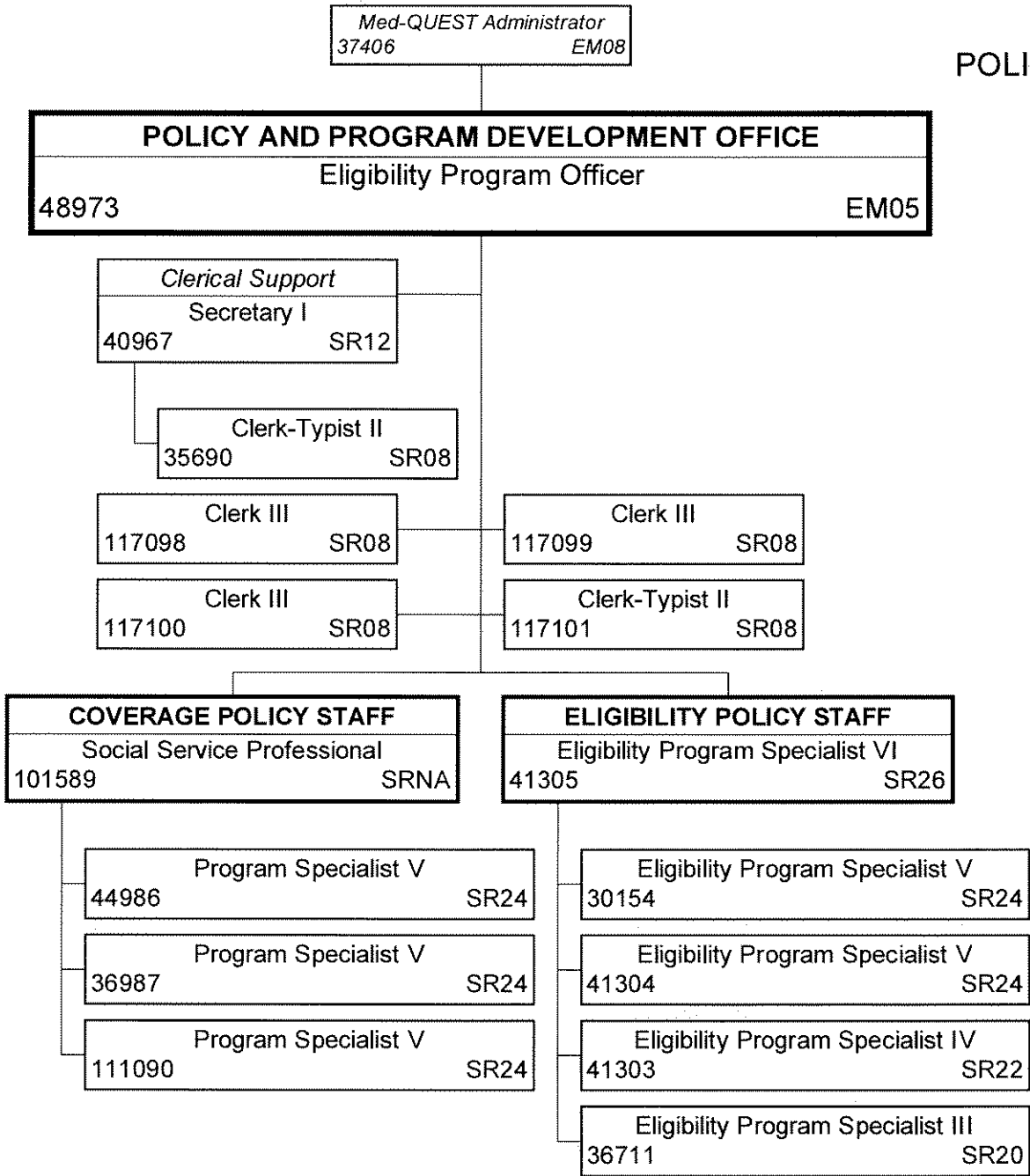
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
POLICY AND PROGRAM DEVELOPMENT OFFICE

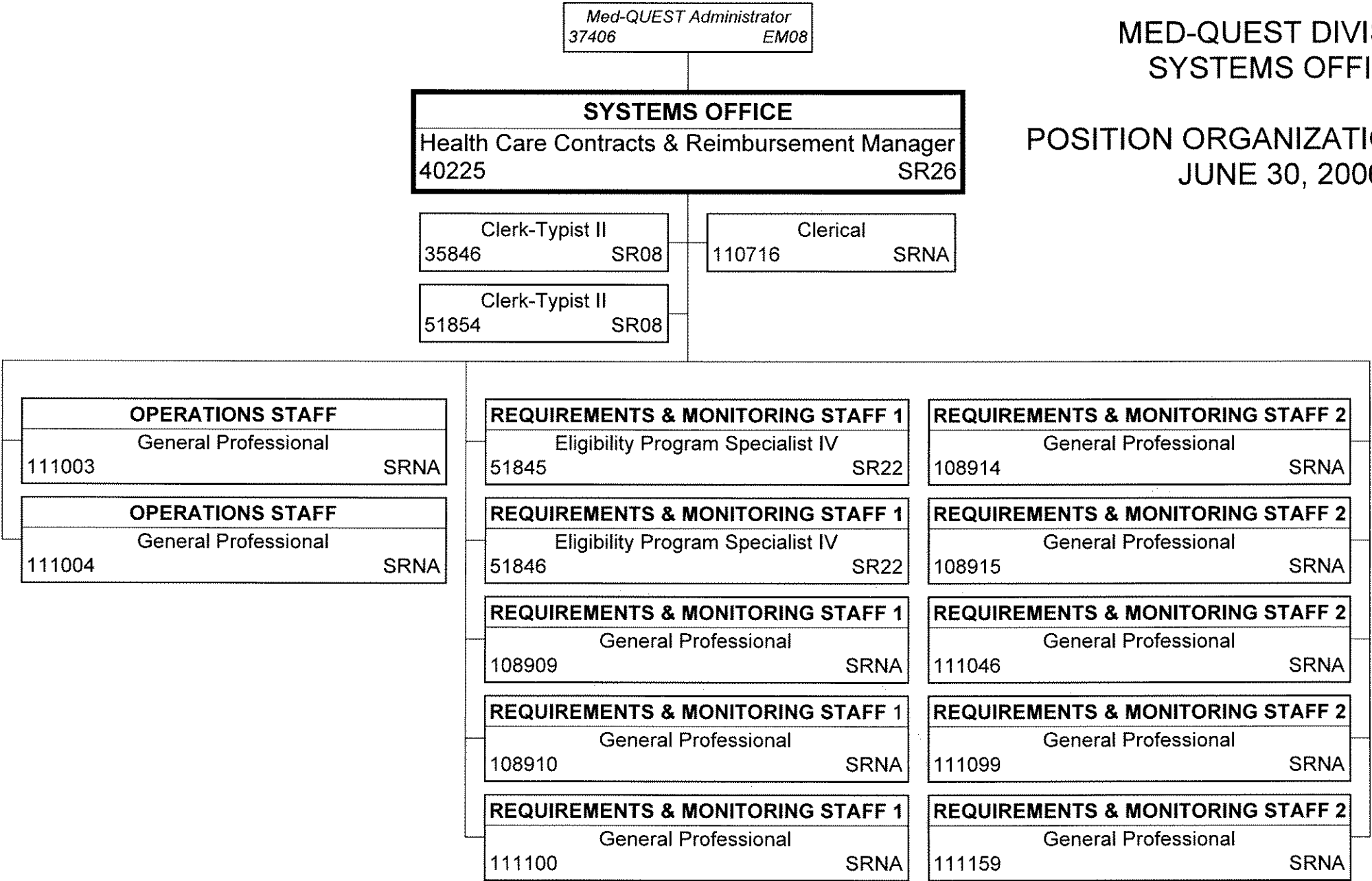
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
SYSTEMS OFFICE

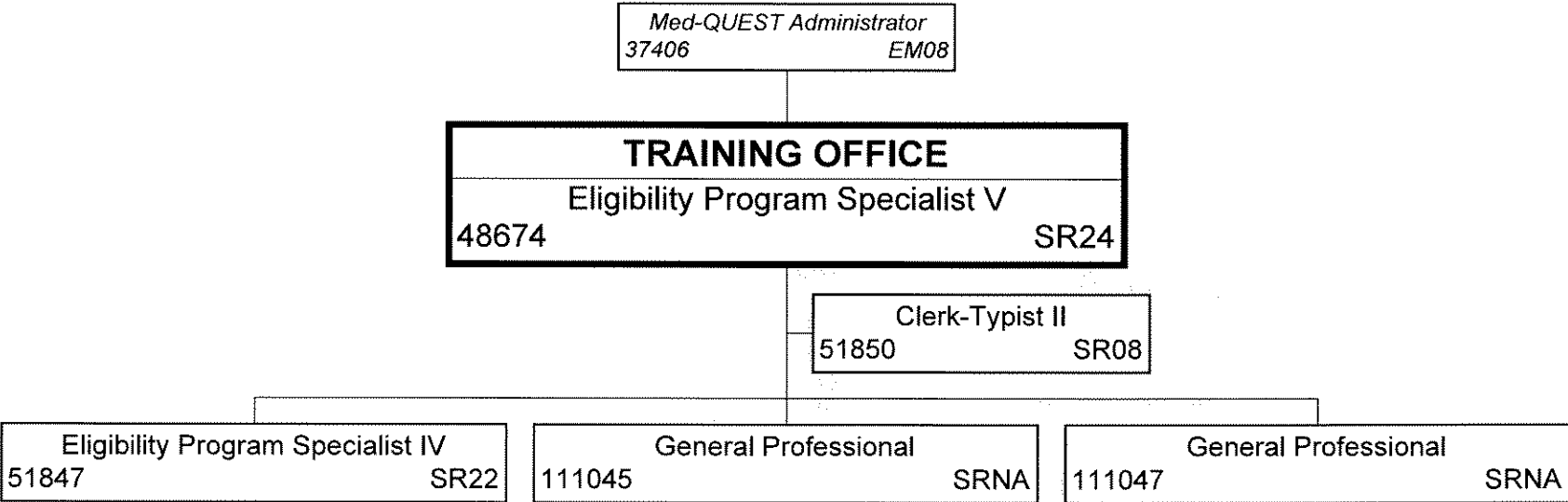
POSITION ORGANIZATION OFFICE
JUNE 30, 2006



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
TRAINING OFFICE

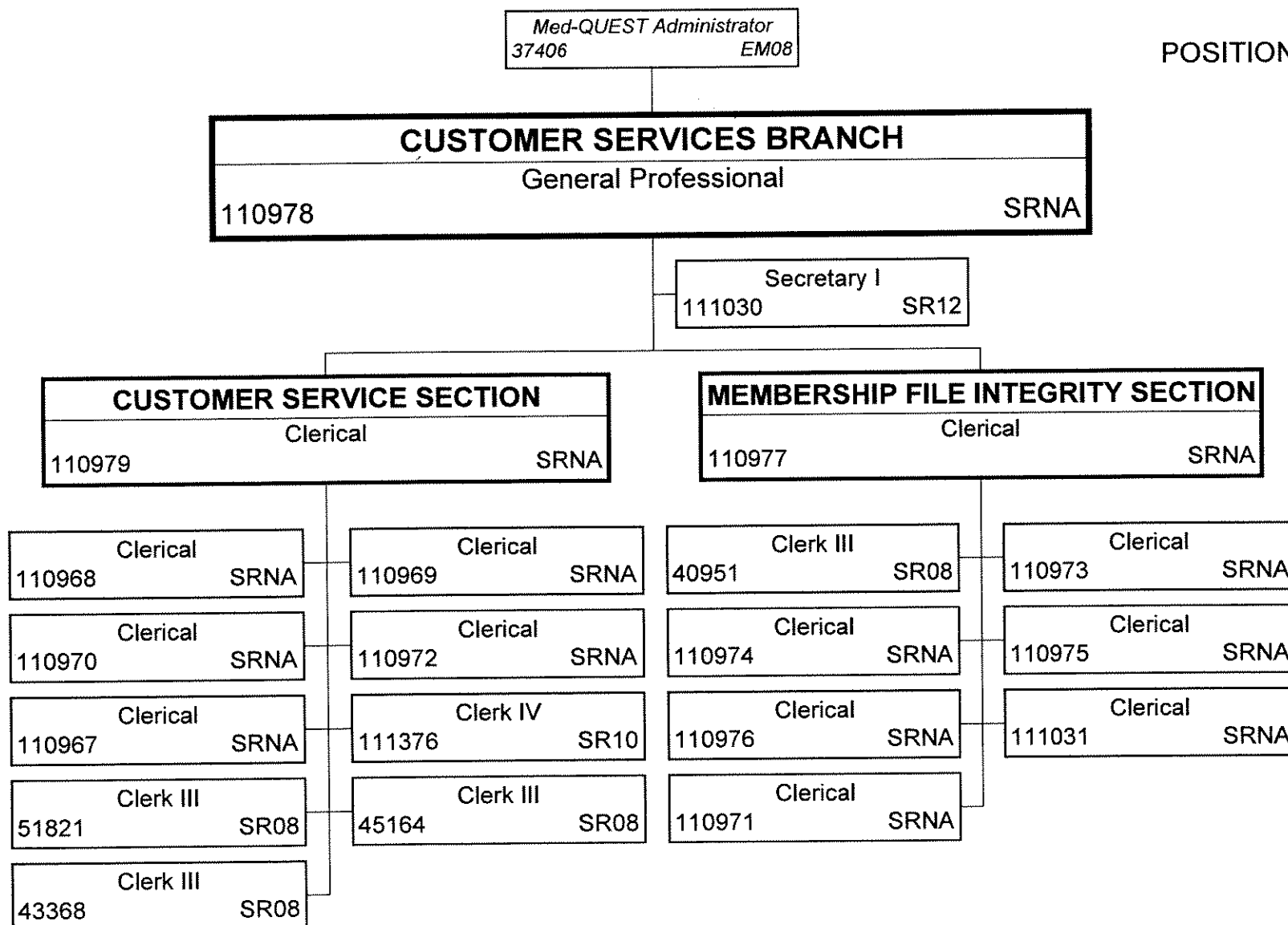
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
CUSTOMER SERVICES BRANCH

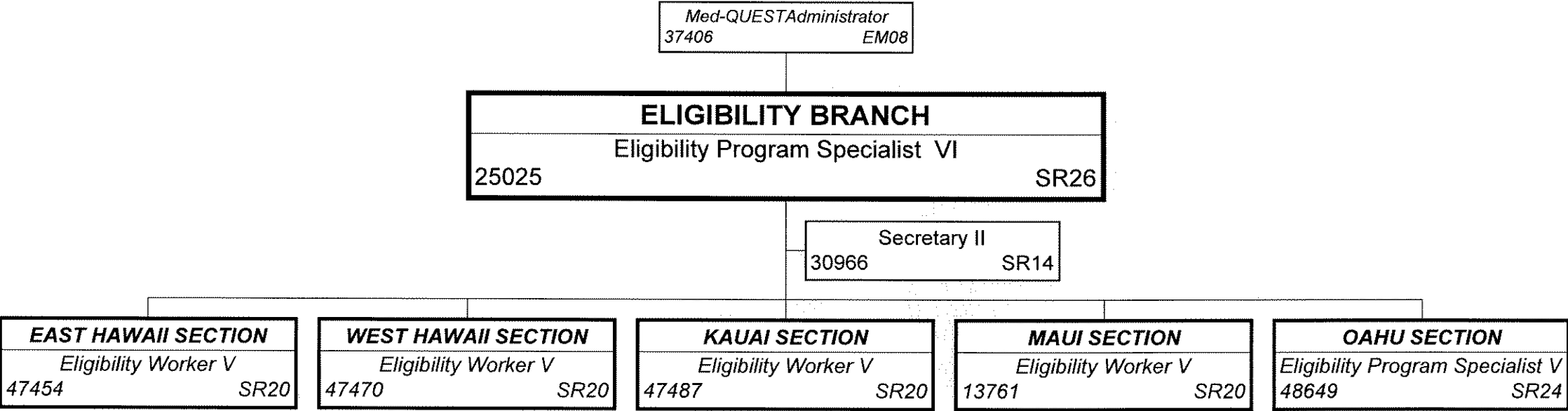
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
ELIGIBILITY BRANCH

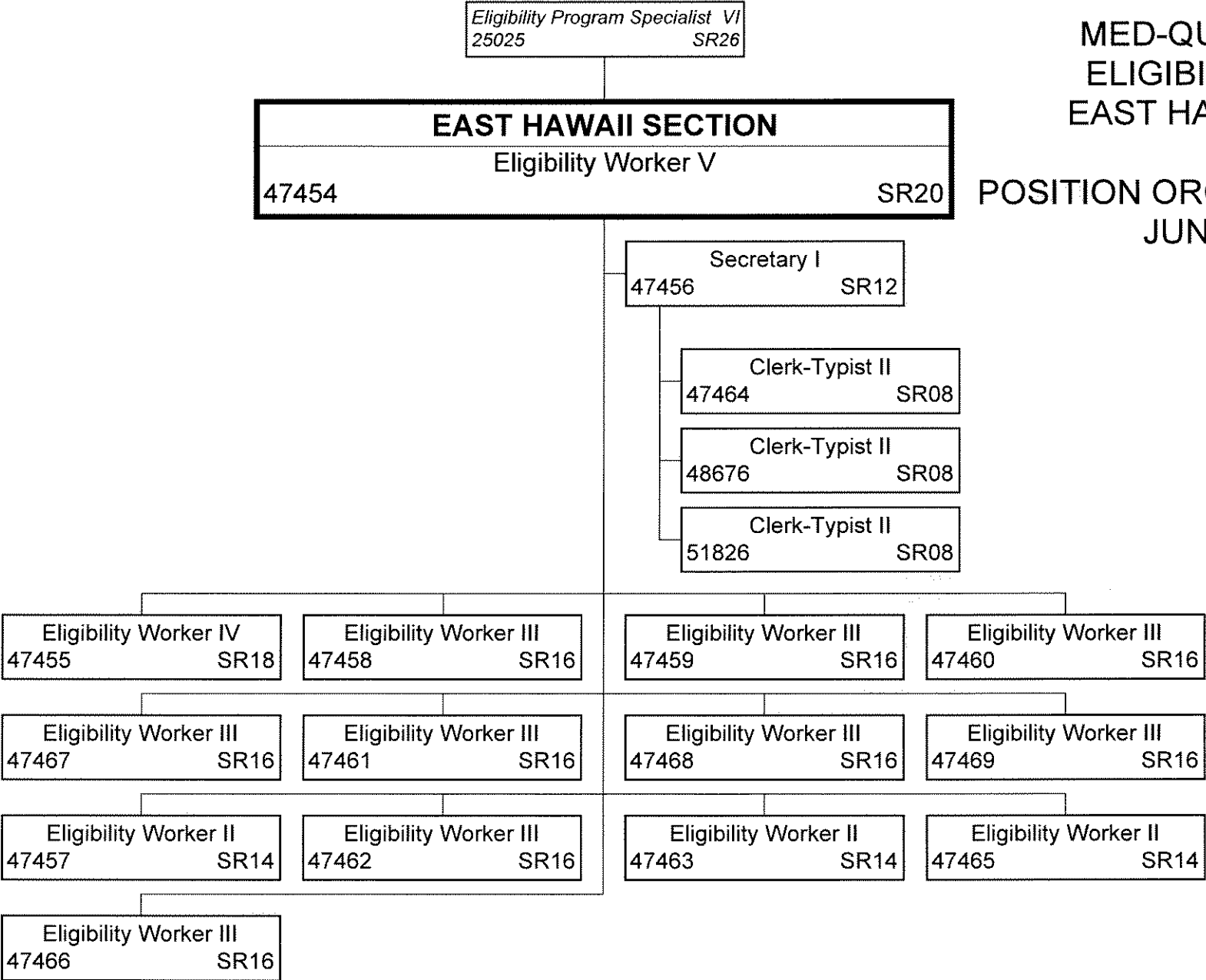
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
ELIGIBILITY BRANCH
EAST HAWAII SECTION

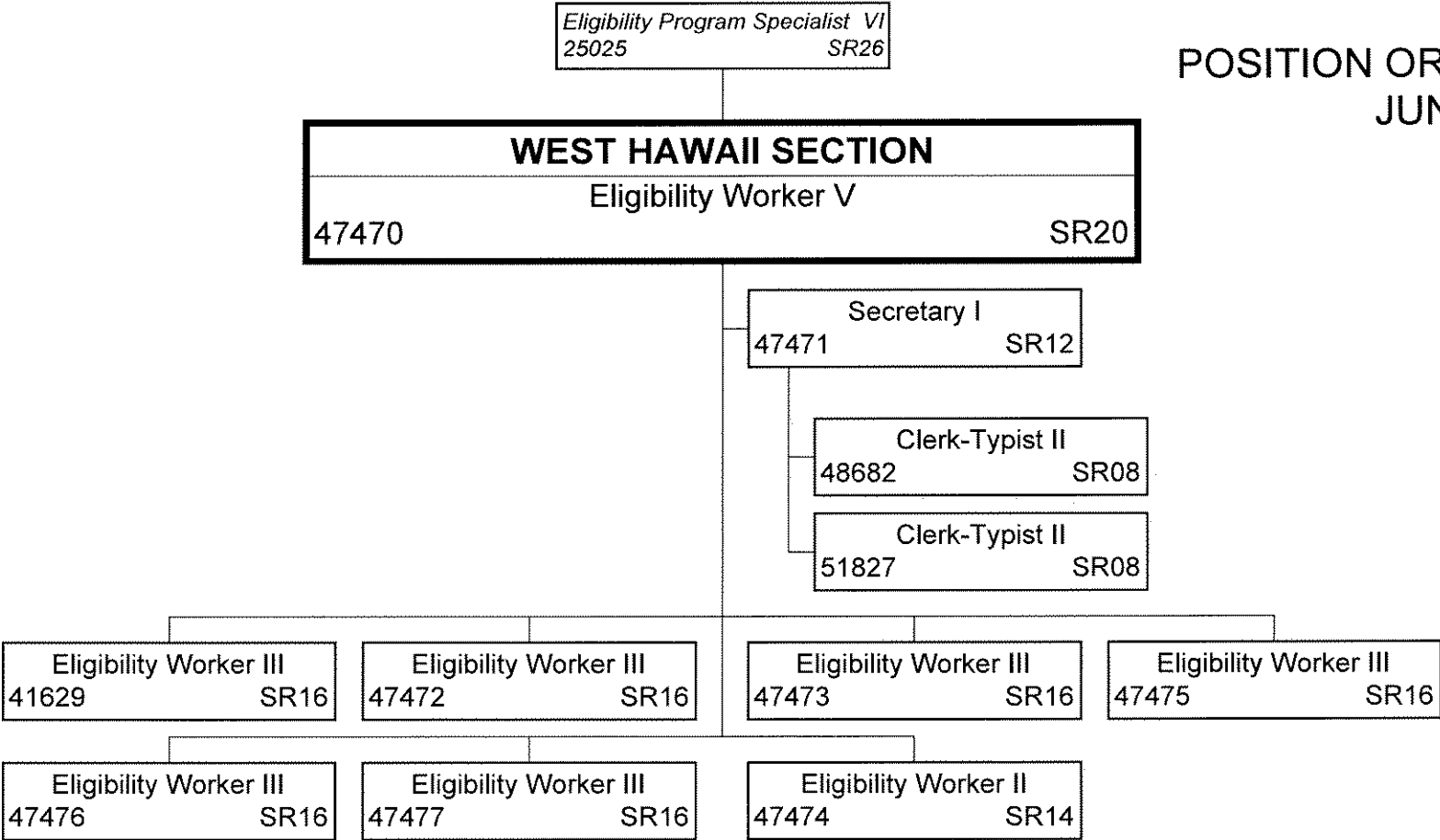
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
ELIGIBILITY BRANCH
WEST HAWAII SECTION

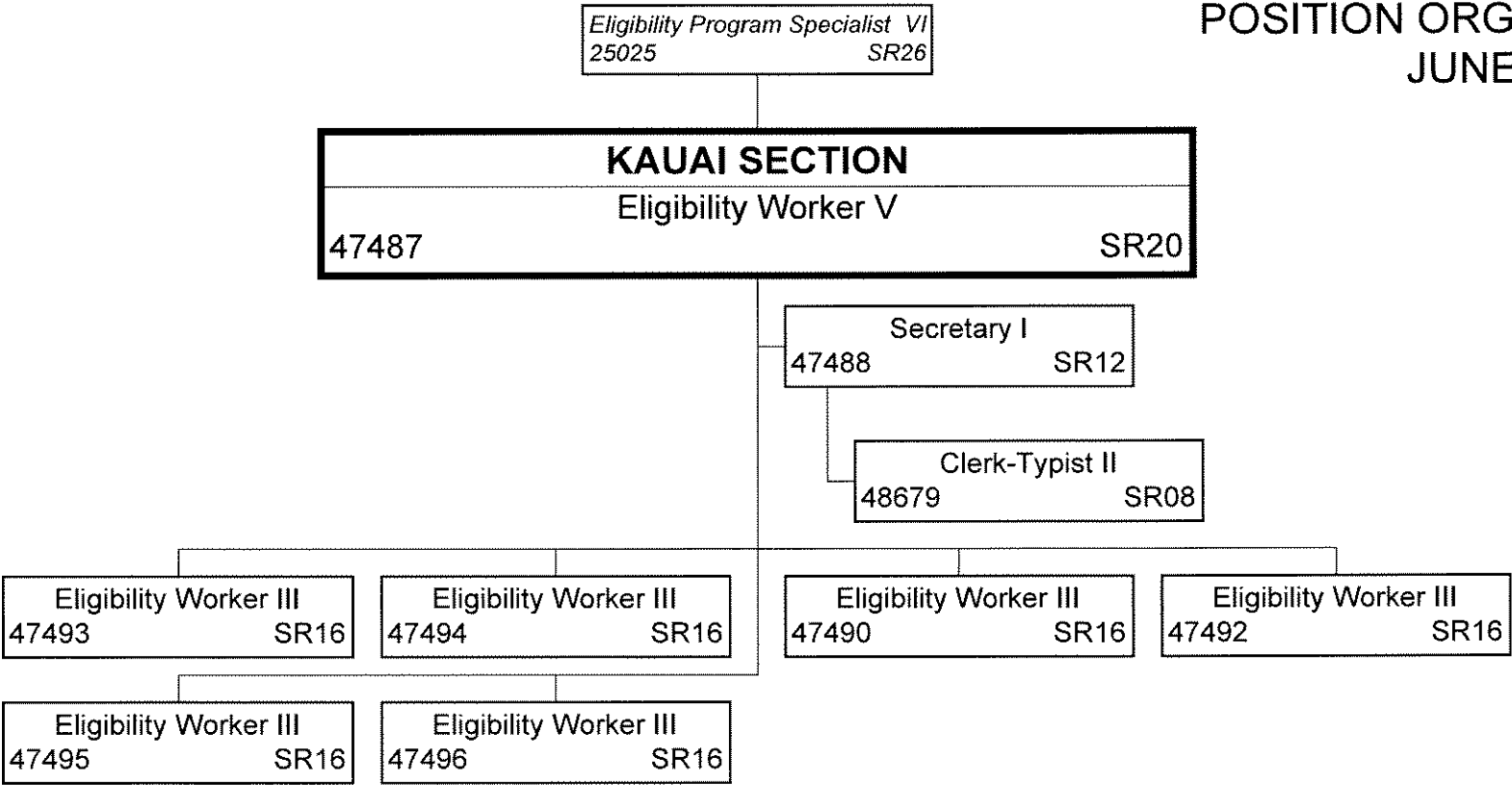
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
ELIGIBILITY BRANCH
KAUAI SECTION

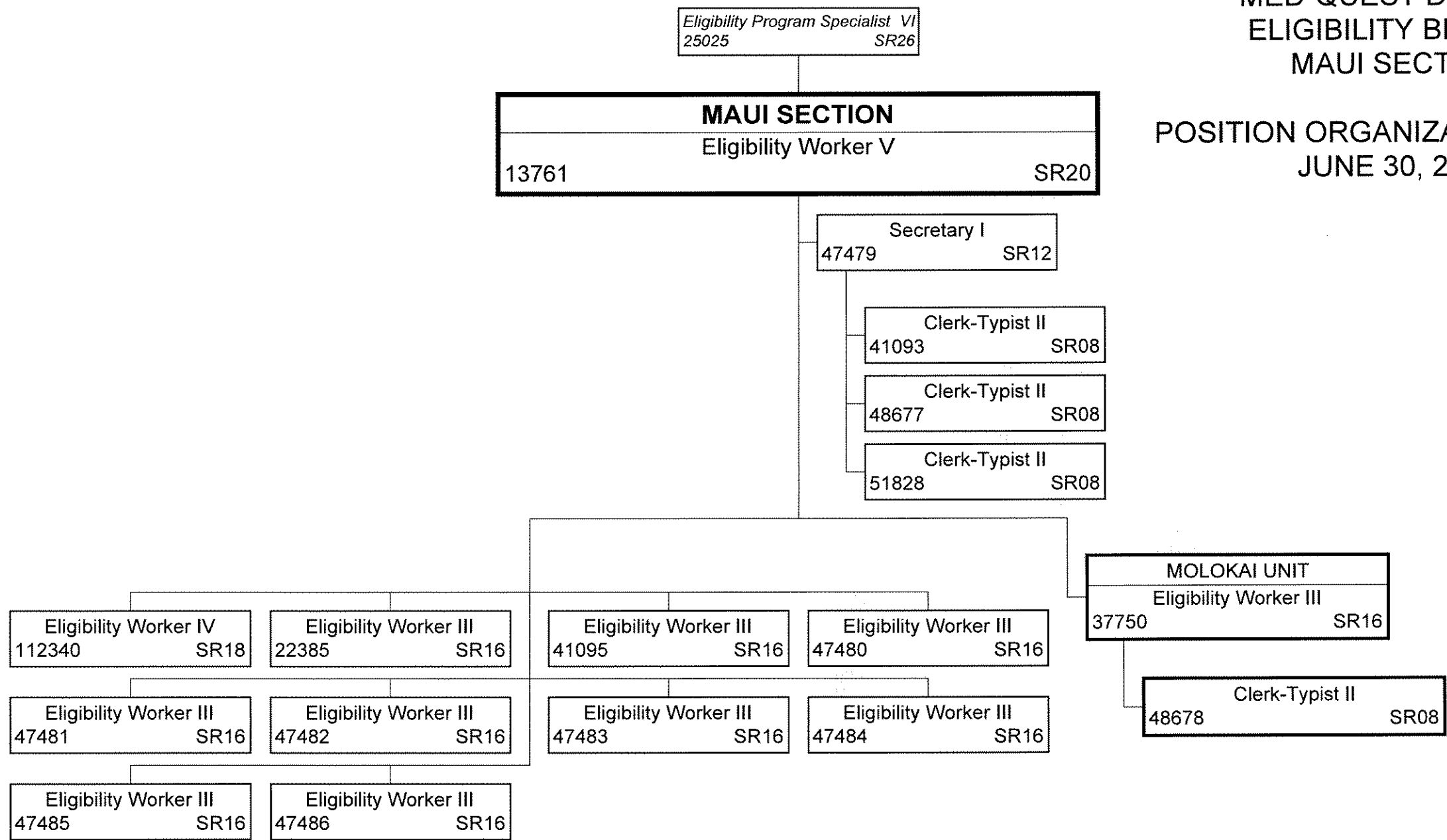
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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
ELIGIBILITY BRANCH
MAUI SECTION

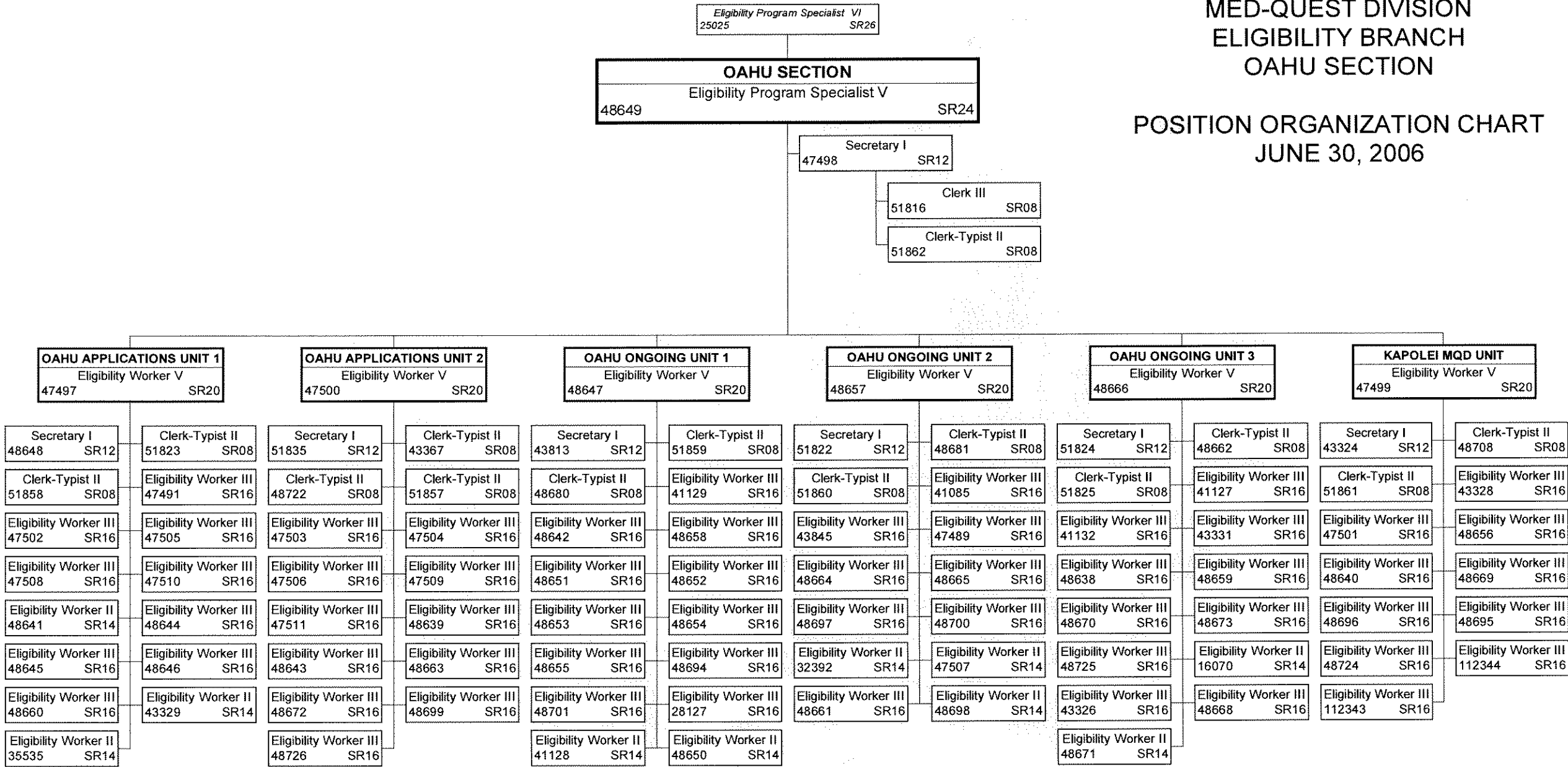
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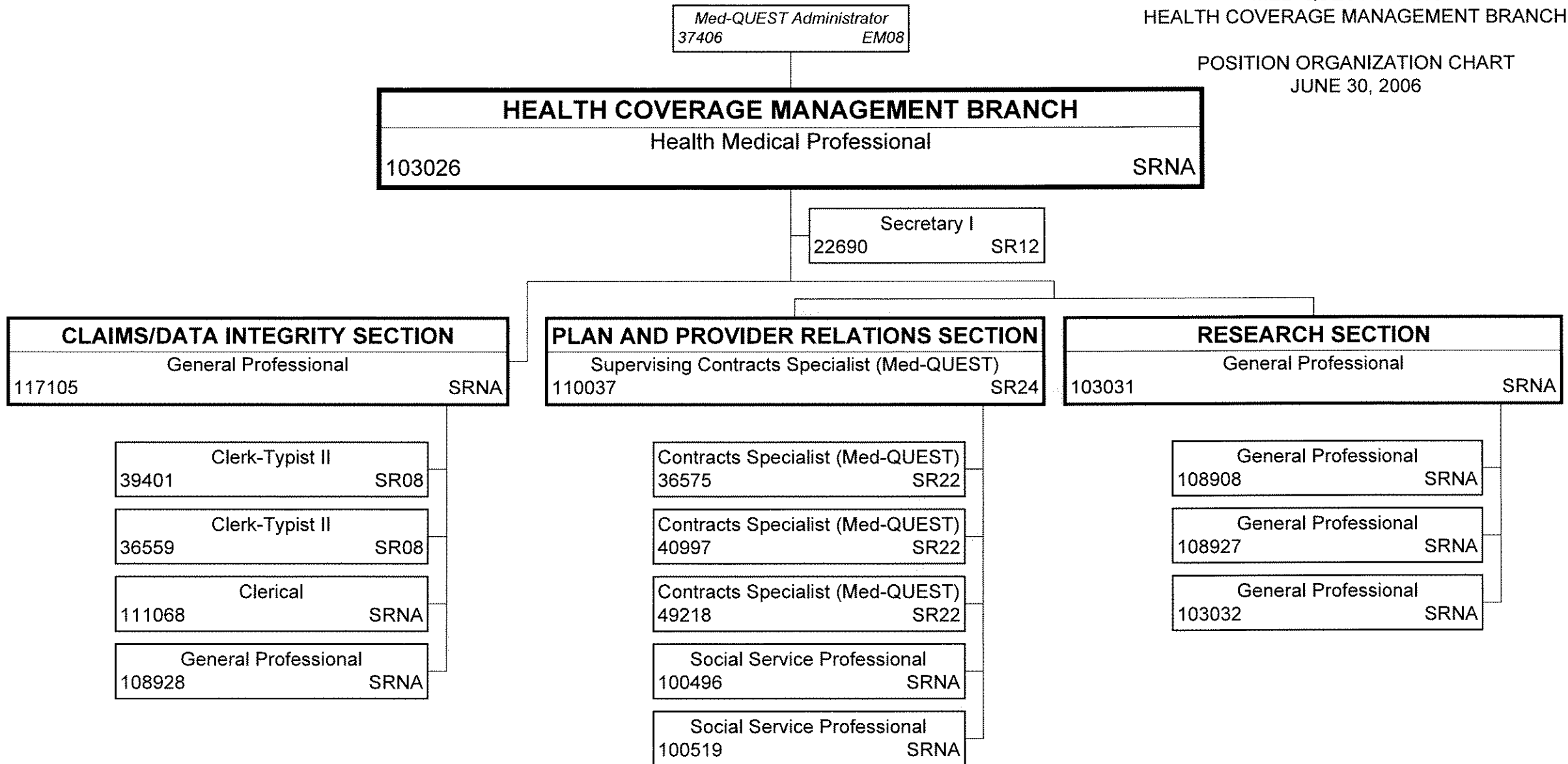


STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
ELIGIBILITY BRANCH
OAHU SECTION

POSITION ORGANIZATION CHART
JUNE 30, 2006





STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

MED-QUEST DIVISION
MEDICAL STANDARDS BRANCH

POSITION ORGANIZATION CHART
JUNE 30, 2006

