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STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Med-QUEST Division
Health Care Services Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

April 8, 2009

MEMORANDUM

ACS M09-12

TO: Medicaid Certified Nursing Facilities, Hospice, and Acute Care Hospitals

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

SUBJECT: 1147 WEB-BASED APPLICATION/PROGRAM

The Med-QUEST Division in coordination with the QUEST Expanded Access (QExA) health care plans appreciates the continued assistance of its providers on the 1147 process for nursing facility level of care evaluation(s). Currently providers are filling out the forms (non prior authorization for known health plan recipients), obtaining the Medical Doctor/Primary Care Physician (MD/PCP) signature and submitting the forms to Health Services Advisory Group (HSAG) for the evaluation. The next step for full implementation of this process is to move forward to the web-based application/program of these forms.

This program will enable provider(s) to open, fill, print (for MD/PCP's signature) and access the forms via the internet. The forms will be housed in an internet database for easy access to all authorized health care coordinators (provider, health plan, State personnel). This program will also decrease the number of provider/plan deferrals, administrative denials, and will provide instant feedback on the status of the forms.

State-wide webinar training session is scheduled for Thursday, May 14, 2009, from 9:00 -- 10:30 a.m.

Interested providers should call or email your contracted plan as soon as possible to register to attend this webinar session. When registering (if contracted with two plans, please register with the two plans), provide the individual's name, email address and telephone number to:

Ohana/Wellcare

Ms. Laurie Dale Alcain, Security Point of Contact (SPOC)

Phone number: 808-675-7421

Email at: Laurie.Alcain@wellcare.com

Evercare

Mr. Anthony Czaja, Security Point of Contact (SPOC)

Phone number: 808-544-8805

Email at: Anthony_czaja@uhc.com

Directions for the webinar session are as follows:

Once your registration has been received, an email notification of the webinar training session will be sent to all participants. In the email notification, a link to the InterCall webinar website will be included. About 5-10 minutes prior to conference call, double-click on this link to begin the sign-in process. If you have previously participated in an InterCall webinar, the link will take you directly to the meeting. If this is your first time participating in an InterCall webinar, please complete the following steps:

1. Enter your first name, last name, email address, and company name;
2. Select LIGHT VERSION -- this option will enable you to participate in the webinar without installing the InterCall software; and
3. Click on the JOIN NOW button.

Once these steps have been completed, you will be placed into the webinar. Once the moderator has begun the meeting, you will be prompted to enter your phone number, and the system will automatically call you. You do not need to call in separately for the webinar. However, if you are unable to hear the audio portion of the presentation, you may choose to dial in separately through the toll free number provided in the email notification.

If there are any questions or concerns, please call either the plan consultant (above) or Ms. Kathleen Ishihara, Nurse Consultant at (808) 692-8159.