



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division  
Health Care Services Branch  
Contract Monitoring and Compliance Section  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

February 6, 2015

MEMORANDUM

MEMO NO.  
FFS M15-04

TO: State of Hawaii Organ and Tissue Transplant Providers

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

SUBJECT: TRANSITION OF STATE OF HAWAII ORGAN AND TISSUE TRANSPLANT  
(SHOTT) PROGRAM CONTRACTOR

The Department of Human Services (DHS), Med-QUEST Division (MQD) is issuing this memorandum to communicate the transition of services for the SHOTT program from Cyrca, Inc. to Koan Risk Solutions, Inc. (Koan) effective April 1, 2015. Koan is the MQD's new contractor for the SHOTT program. This memorandum will provide information on claims submittal and information about service provision during the transition from Cyrca to Koan.

The SHOTT program is the MQD program for organ and tissue transplants. Medicaid beneficiaries who are receiving services through the SHOTT program are identified as TRANSP in the DHS Medicaid On-Line (DMO) system.

**March 31, 2015 or earlier**

Providers should not submit claims to Koan that have already been submitted to Cyrca, the previous SHOTT contractor.

Providers shall submit claims for medical services provided to SHOTT beneficiaries based upon the date of submission provided below:

Date of claim submission	Place to submit claim
March 10, 2015 or earlier	Cyrca
March 11, 2015 to March 31, 2015	MQD

Providers should follow their already established process for submitting claims to Cyrca. Providers should follow the process identified below for submitting claims to MQD.

1. All claims submitted to MQD must be hard copy (no electronic claims will be accepted) on standard billing forms (CMS 1500 or UB04). Claims must be original claims. (No copies will be accepted.)

2. Hard copy claims must be sent to the following address:

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

3. MQD will only process claims up to one-year after date of service.
4. MQD's requirements for completing the CMS 1500 and UB04 forms can be found in the Medicaid Provider Bulletin May 2007 Volume 5 Issue 2 on MQD's website <http://med-quest.us>. The direct link is:  
<http://med-quest.us/PDFs/Provider%20Newsletters/Bulletin%20-%20May%202007.pdf>.
5. MQD will return incomplete forms to providers.
6. MQD's fiscal agent, Xerox, will pay claims based on the provider's fee-for-service (FFS) rates or the provider's contracted rate with Cyrca.
7. Providers must only submit claims to MQD that had not previously been submitted and/or adjudicated by Cyrca.
8. Cyrca is responsible for provider appeals of its denied claims for claim submittal dates on and before March 10, 2015. To ensure that appeals are processed by Cyrca, please submit them before March 31, 2015.

### **Other Transition Information**

1. Cyrca will coordinate the following services through March 31, 2015 for SHOTT members:
  - a. Air and ground transportation, meals and lodging
  - b. Dental services

2. MQD's Pharmacy Benefit Manager (PBM), Xerox PBM will pay for pharmacy claims for SHOTT members.
3. MQD will communicate information of the change of SHOTT contractor to SHOTT members in March 2015. MQD will inform SHOTT members that Koan will coordinate services with them for a smooth transition. In addition, MQD will tell members that their enrollment in SHOTT is not affected by the change in SHOTT contractor.
4. All hospitals and physicians that are Medicaid FFS providers may provide services to SHOTT members. We encourage all transplant facilities and their physicians that currently have contracts with Cyrca to contract with the new SHOTT contractor Koan. We encourage transplant facilities and their physicians to contract at the same rates that were agreed upon with Cyrca. Koan will be contacting transplant facilities used by Cyrca and plans to enter into formal agreements with transplant facilities and their physicians before April 1, 2015.

**April 1, 2015 or later**

1. On and after April 1, 2015, providers shall submit claims to Koan for all medical services provided to SHOTT beneficiaries not previously submitted to Cyrca or MQD. Providers shall submit claims to the address below:

Koan Risk Solutions, Inc.  
1580 Makaloa Street  
Honolulu, Hawaii 96814

2. Pharmacy claims for SHOTT members will continue to be paid MQD's PBM, Xerox PBM.
3. Koan will coordinate the following services April 1, 2015 and later for SHOTT members:
  - a. Air and ground transportation, meals and lodging
  - b. Dental services

If you or your patients have any questions, please direct them to the MQD Provider Hotline at 808-692-8099.