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**DEPARTMENT OF HUMAN SERVICES**

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August 11, 2014

MEMORANDUM

MEMO NO.  
FFS M14-11

TO: All Fee-For-Service (FFS) Providers

FROM: <sup>us</sup> Kenneth S. Fink, MD, MGA, MPH  
Med-QUEST Division Administrator

SUBJECT: QUEST INTEGRATION

This memorandum is being issued to provide information to the Med-QUEST Division (MQD) FFS providers about our new program, QUEST Integration, and its upcoming Initial Enrollment period. Beginning January 1, 2015, the QUEST and QUEST Expanded Access (QExA) programs will be combined into a single statewide program called QUEST Integration. The planning and development of the QUEST Integration program began in 2012 and involved numerous public hearings and other community input. The result is a program that is:

- More patient centric
- Provides for more health plan choices for aged, blind, and disabled, beneficiaries
- Allows for greater continuity of care as beneficiaries will no longer have to change programs (and often health plans) upon turning 65 or developing a disability
- Entire households can enroll in the same health plan rather than having some in a QUEST plan and others in a QExA plan
- Reducing administrative burden

The Initial Enrollment period will be September 2-30, 2014. The enrollment packets will be mailed in the middle of August. We will also send an "alert" letter to all beneficiaries by early August. Since all five current QUEST and QExA plans will be participating in QUEST Integration, if a beneficiary does not want to change health plan, he or she does not need to take any action and will remain with the same health plan. Any health plan change will be effective January 1, 2015.

The following documents are available on the MQD website under the News and Events section at [www.med-quest.us](http://www.med-quest.us).

1. Information letter for our community partners about QUEST Integration and a summary of activities that will occur between August, 2014 and January, 2015.
2. Copy of an Alert flyer that will be mailed to all QUEST and QExA members the week of July 28th to provide information about QUEST Integration and the upcoming Open Enrollment period.
3. Copy of the Open Enrollment packet contents that will be mailed out to QUEST and QExA members the week of August 25th.

Should you have questions regarding QUEST Integration we are in the process of setting up an email mailbox for organizations to submit questions. The mailbox email address is: [QUEST\\_Integration@medicaid.dhs.state.hi.us](mailto:QUEST_Integration@medicaid.dhs.state.hi.us) and should be ready to accept provider questions by the end of this month. We will be using this email mailbox to respond to emails and send out clarifications and other information related to providers.

If beneficiaries have questions or concerns, please refer them to call the Med-QUEST Enrollment Call Center at 524-3370 (Oahu) or 1-800-316-8005 from the Neighbor Islands with their questions, Monday through Friday from 7:45 a.m. to 4:30 p.m.

Thank you for your assistance and we look forward to working with you as we make the transition to QUEST Integration.