QUEST Integration (QI)
Community Integration Services (CIS)

For: CIS Provider Meet and Greet with QI Health Plans
July 8, 2021

<table>
<thead>
<tr>
<th>Madi Silverman</th>
<th>Alana Souza</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS/MQD Phone: 692-8166</td>
<td>DHS/MQD Phone: 692-8177</td>
</tr>
<tr>
<td>Email: <a href="mailto:msilverman@dhs.hawaii.gov">msilverman@dhs.hawaii.gov</a></td>
<td>Email: <a href="mailto:asouza2@dhs.Hawaii.gov">asouza2@dhs.Hawaii.gov</a></td>
</tr>
</tbody>
</table>

CIS EMAIL ADDRESS/QUESTIONS: cismqd@gmail.com

MQD Website: https://medquest.hawaii.gov
CDS Website: https://www.cds.hawaii.edu/goinghome/ pick: housing
Agenda

• Introduction
• CIS Overview
• CIS Eligibility
• CIS Services
• Provider Enrollment
• Health Plan Health Coordination Overview
• Intro to QI Health Plans
• Future Meetings and Trainings
• Questions
• Closing

• Additional slides: Acronyms, Medicaid Applications, Hawaii QI Medicaid Benefits Package, QI HP Housing Coordinator List Summary
# Social Determinants of Health

<table>
<thead>
<tr>
<th>Economic Stability</th>
<th>Neighborhood and Physical Environment</th>
<th>Education</th>
<th>Food</th>
<th>Community and Social Context</th>
<th>Health Care System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>Housing</td>
<td>Literacy</td>
<td>Hunger</td>
<td>Social integration</td>
<td>Health coverage</td>
</tr>
<tr>
<td>Income</td>
<td>Transportation</td>
<td>Language</td>
<td>Access to healthy options</td>
<td>Support systems</td>
<td>Provider availability</td>
</tr>
<tr>
<td>Expenses</td>
<td>Safety</td>
<td>Early childhood education</td>
<td>Community engagement</td>
<td>Community competency</td>
<td></td>
</tr>
<tr>
<td>Debt</td>
<td>Parks</td>
<td>Vocational training</td>
<td>Discrimination</td>
<td>Provider linguistic and cultural competency</td>
<td></td>
</tr>
<tr>
<td>Medical bills</td>
<td>Playgrounds</td>
<td>Higher education</td>
<td>Stress</td>
<td>Quality of care</td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td>Walkability</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Zip code / geography</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations
Community Integration Services (CIS)

**GOAL:**
- To promote the objectives of the Medicaid program by improving health outcomes for Medicaid members who need housing (SDoH)
- To support the member’s transition into housing
- Increase long-term stability in housing in the community
- Avoid future periods of homelessness and institutionalization

**CIS target populations:**
- Homeless Individuals
- Individuals at risk of homelessness (eviction)
- Individuals transitioning from institutions back to the community who do not have housing

**What are the QI Community Integration Services?**
- Pre-Tenancy and Tenancy Services that support the member to be successful tenants in housing that is owned, rented or leased to the member
WHO IS ELIGIBLE FOR CIS:

QI members eighteen (18) years of age or older who:

1. Meet at least: 1 Health Need Criteria
   A. Behavioral Health Need:
      SMI and/or Substance Use meeting at least ASAM level 2.1
   B. Complex Physical Health Need

2. Meet at least: 1 Risk Criteria
   A. Homelessness
   B. At risk of Homelessness
   C. History of frequent and/or lengthy stays in an institution (nursing facility, hospital)

SMI – Seriously Mentally Ill
ASAM- American Society of Addiction Medicine (Assessment Tool)
<table>
<thead>
<tr>
<th>Pre-Tenancy (Transition) Services</th>
<th>CCS</th>
<th>QI HP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify eligible individuals</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Screening/Assessments</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Develop housing support plan</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Housing Search</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Applications prep and submission</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Identify resources/costs for start-up needs</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Identify equipment, technology, and other modifications needed</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Ensure housing is safe</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Moving assistance</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Individualized housing crisis plan</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Skills and acquisition development</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Independent living skills/ Financial literacy</td>
<td>CCS</td>
<td>HP</td>
</tr>
</tbody>
</table>
## Tenancy (Stabilization) Services

<table>
<thead>
<tr>
<th>Services</th>
<th>CCS</th>
<th>QI HP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual housing and tenancy sustaining services</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Early identification/ intervention for negative behaviors</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Education/Training roles and responsibilities of tenant/landlord</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Coach on development/relationship building &amp; maintenance of relationships between landlords/property managers</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Dispute resolution with landlords/neighbors</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Advocate &amp; link with advocacy groups to help prevent eviction</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Housing recertification process</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Update/maintain housing support and crisis plans</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Development of daily living skills and maintaining a residence &gt; skills to sustain residency</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Service/health coordination linkage with health plan</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Housing crisis management</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Training/education for financial literacy</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Other Housing and Tenancy Support Services</td>
<td>CCS</td>
<td>QI HP</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>-----</td>
<td>-------</td>
</tr>
<tr>
<td>Job Skills Training/Employment Activities</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Peer Supports</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Non-Medical Transportation</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Support Groups</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Caregiver/Family Support</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Outreach and In-Reach Services</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td><strong>Health and Functional Assessment (HFA)</strong></td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td><strong>Health Action Plan (HAP)</strong></td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td><strong>Health Management Coordination with the QI Health Plan</strong></td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Counseling and Therapies</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Equipment, Technology and other modifications</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td>Home Management</td>
<td>CCS</td>
<td>HP</td>
</tr>
<tr>
<td><strong>Other Supplemental Services as needed</strong></td>
<td>CCS</td>
<td>HP</td>
</tr>
</tbody>
</table>
CIS Funds may not be used for:

- Housing application and documentation fees.
- Security deposits, utility hook-ups and utility deposits.
- On-going monthly payments i.e. rent/mortgage, electric, water, televisions, cable, telephones or telephone usage fees or other regularly occurring bills, etc.
- Moving supports i.e. moving costs and moving help.
- Items goods and services to establish a community residence i.e. essential furniture, appliances, household items/supplies and equipment's (i.e. cleaning supplies, linens, pots, pans, etc.), clothing, initial food stocking, etc.
- Meals, recreation and leisure expenses
- Shelter and transitional housing
- Residential treatment facility room and board charges
- Direct payment for CIS services to the QI member and/or their family are not permitted with CIS funds: CIS payments are only made to Provider agencies.
- Duplicative services from other state or federal programs
- Financial Services i.e. Rep Payee
- Legal representation or payment for legal representation.
- Unpaid fees/bills: i.e. parking tickets rent arrears, child support, other court/legal fees
- Services to individuals in a correctional institution or an institution for mental disease (IMD), other than services that meet the exception to the IMD exclusion.
- Capital costs related to the development of housing - new building for housing
- Housing services provided for Non-Medicaid Individuals
Guiding Principles

I. **Person-Centered Service Planning**: The state agrees to use person-centered service planning process for each individual determined to be eligible for this benefit.

II. **Conflict of Interest**: The state agrees that the entity that authorizes the services is external to the agency or agencies that provide community integration services. The state also agrees that appropriate separation of assessment, treatment planning and service provision functions are incorporated into the state's conflict of interest policies.

III. **HCBS Settings Requirements**: The state will assure compliance with the home and community-based settings requirements for those services that could be authorized under 1915(i).
CIS Service Flow

Authorization from Members Health Plan

Outreach
• Includes - obtaining signed QI-CIS consent form

Assessment
• Conduct Housing Assessment

Plan
• Develop Housing Support Plan/Crisis Plan

Pre-Tenancy*
• Housing Navigation activities
• Move to permanent housing

Tenancy*
• Stabilization Services
• Supports necessary to stay housed

Documentation
• Document all activities provided
• Submit to the QI Health Plan as instructed

Billing
• Bill for services rendered to the Members’ QI health plan (Paid by Service or Monthly Capitation)
## CIS Qualified Providers

<table>
<thead>
<tr>
<th>Education (standard)</th>
<th>Experience (standard)</th>
<th>Skills (preferred)</th>
<th>Services</th>
</tr>
</thead>
</table>
| • Bachelor’s degree in a human/social services field; **or**  
  • May also be an Associate’s degree in a relevant field, with field experience*  **or**  
  • A high school graduate with field experience* working with homeless or transitional housing individuals | • 1-year case management experience,  
• 1-year field experience with a homeless or transitional housing agency,  **or**  
• Bachelor’s degree in a related field and similar field experience* | Knowledge of principles, methods, and procedures of services included under Community Integration Services, or comparable services meant to support client ability to obtain and maintain residence in independent community settings. | • Pre-Tenancy supports;  
• Tenancy sustaining services  
  • ADD COLUMNS:  
• TRAINING  
• SUPERVISION |

*Field experience may include community outreach; locating individuals on the street; completing homeless assessments – Vulnerability Index – Service Prioritization Decision Assistance Tool (VISPDT); finding short and long-term housing; assisting individuals to apply for documents, benefits and housing.
CIS Provider Types (PT) in HOKU

PT-A3 New
• Community Service Agency
• Atypical Agency
• No NPI

PT-77
• MRO-Medicaid Rehab Option
• AMHD
• FAO Agency
• NPI Required

PT-02
• Hospital
• FAO Agency
• NPI Required

Use: NPI Taxonomy: 251S00000X - Community/Behavioral Health

National Provider Identifier (NPI)  Facility / Agency / Organization (FAO) provider
Become A New Provider
HOKU ONLINE-Medicaid Provider Applications

Go to: https://medquest.hawaii.gov/en/plans-providers/Provider-Management-System-Upgrade.html

Select “Training”, review slides and videos

HOKU Website Links: * To Start Application
Effective June 21, 2021, please bookmark the new URL after signing in

- NEW - Create HOKU Username and Password - Click here
- NEW - Logon to HOKU - Click here

Register for HOKU (additional training to follow)

Log on: 14 steps to complete the HOKU application. Have documents to upload ready
# QI Health Coordination

<table>
<thead>
<tr>
<th>Special Health Care Needs (SHCN)</th>
<th>Expanded Health Care Needs (EHCN)</th>
<th>At Risk (DHS 1147)</th>
<th>Nursing Facility Level of Care (DHS 1147)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chronic Health Problems</td>
<td>Complex Health Care Conditions</td>
<td>Limited HCBS</td>
<td>HCBS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(in community)</td>
<td>(in community)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Going Home Plus (GHP)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Nursing Facility</td>
</tr>
<tr>
<td>High Utilizers: ED/Hospital</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIS/Homeless</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ED-Emergency Department at Hospital  
HCBS-Home and Community Based Services
QI Health Plans (5 + 1)

- AlohaCare
- HMSA
- Kaiser (Oahu & Maui only)
- Ohana Health Plan
- UnitedHealthcare

Community Care Services (CCS-Behavioral) at Ohana Health Plan
QI Health Plans

• CIS is administered through the QI Health Plans.
• Each QI-Health Plan has 1 Housing Coordinator for members who qualify for CIS.
• QI Health Coordinator (HC) will be assigned to eligible members.
• QI Health Plans will contract with community providers, such as homeless provider agencies and FQHCs, for most services.
• Reporting requirements will track qualified CIS members, their housing services, housing status, health care utilization and health improvements.
• **There will be a focus on evaluating savings from frequent utilizers in the Hospital Inpatient, Emergency Department (ED), etc.**
CIS Collaboration and Integration

Legend:
Orange-Member
Blue-Health Plan
Medicaid Services
Green-CIS Activities

Health Plan - Health Coordinator (HC)
CCS Community Based Case Manager (CBCM)
Health Plan Introductions
MISSION DRIVEN

Our mission is to support individual wellness and promote community access to quality care in collaboration with community health centers and others who share our commitment.
ABOUT ALOHACARE

Local, non-profit health plan

Founded in 1994 by Hawaii’s Community Health Centers

Provides only Medicaid and Medicare coverage

Over 75,000 members statewide

Over 7000 providers statewide

Over 260 employees

Offices in Honolulu, Hilo, Wailuku, Lihue

UPDATED: MAY 2021
OUR MEMBERS

Kauai: 6,291 members

Oahu: 42,987 members

Molokai: 2,334 members

Maui: 9,372 members

Lanai: 491 members

East Hawaii: 7,110 members

West Hawaii: 7,068 members
NETWORK ACCESS

👩‍⚕️ Provider contracting and network support

👨‍⚕️ Over 7,700 total providers
  • Over 740 HCBS providers
  • Over 880 Primary Care Physicians
  • Over 2800 Specialty Physicians
  • Over 930 Behavioral Health Providers
  • 24 Acute Hospitals & 1 Behavioral Health Hospital

👶 2021 Initiatives:
  • New provider servicing plan
  • Dynamic provider education program (provider feedback)
  • Improved Prior Authorization, Claims and self service tools
  • Community referral tools (Unite us)
OUR CARE MODEL...

- Organizes care according to the member’s needs and integrates care across Medicaid and Medicare
- Addresses physical, behavioral, long-term services and supports, and social risk factor needs, including housing insecurity, homelessness or risk for homelessness, and coordinates needs across the continuum of care
- Proactively identifies members at risk for future episodes allowing us to intervene to avoid or prevent escalation

As part of our Care Model, we assign our staff to assist members with their needs.

- Teams are assigned to specific neighborhoods/zip codes. This allows for:
  - Familiarity with community and resources
  - Better rapport with members
  - Better connection to providers
  - Familiarity with members in homeless shelters or are housing insecure
  - Familiarity and better rapport with providers

Our Neighborhoods
- Big Island - 2 neighborhoods (Hilo, Kona)
- Kauai County
- Maui - 1 neighborhood (Maui County, includes Lanai and Molokai)
- Oahu - 4 neighborhoods (Leeward, North, South, Central)
AlohaCare Health Service Programs

**SCHN**
- Special Health Care Needs
  - Assisting Members with Chronic Conditions

**EHCN**
- Expanded Health Care Needs
  - Helping Members with Complex Healthcare Conditions

**LTSS**
- Long-Term Support and Services
  - Home & Community Based Support for members at risk of deteriorating or are meeting an institutional Level of Care

**CIS**
- Community Integration Services
  - Addressing Housing Insecurity of Eligible members

**GHP**
- Going Home Plus and Relocation Services
  - Supporting eligible members in returning to community with federal assistance after at least 90 days of institutionalization

**Helping Members with Complex Healthcare Conditions**

**Addressing Housing Insecurity of Eligible members**

**Community Integration Services**

**Going Home Plus and Relocation Services**

**SCHN**

**EHCN**

**LTSS**

**CIS**

**GHP**
<table>
<thead>
<tr>
<th>Department</th>
<th>Island</th>
<th>Leader</th>
<th>Contact Info</th>
<th>Fax or Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Team</td>
<td>Oahu</td>
<td>Kelly McDonald</td>
<td>(808) 973-0712 Toll free – (877) 973-0712</td>
<td>Fax (808) 973-7374</td>
</tr>
<tr>
<td>7:45am – 5:00 pm</td>
<td>Neighbor Islands</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Coordination Team</td>
<td>Oahu – South/North</td>
<td>Janai Miki</td>
<td>(808) 973-2634</td>
<td><a href="mailto:Jmik@alohacare.org">Jmik@alohacare.org</a> Fax (808) 973-7374</td>
</tr>
<tr>
<td>8a.m.-5:00pm</td>
<td>Oahu – Central/Leeward</td>
<td>Juliana Caldwell</td>
<td>(808) 973-1697 (808) 973-2293</td>
<td><a href="mailto:Jcaldwell@alohacare.org">Jcaldwell@alohacare.org</a> Fax (808) 973-7374</td>
</tr>
<tr>
<td></td>
<td>Maui/Molokai</td>
<td>Danielle DeLonge</td>
<td>(808) 973-1659</td>
<td><a href="mailto:Ddelonge@alohacare.org">Ddelonge@alohacare.org</a> Fax (808) 973-7374</td>
</tr>
<tr>
<td></td>
<td>Big Island/Kauai</td>
<td>Brittany Pacheco</td>
<td></td>
<td><a href="mailto:Bpacheco@alohacare.org">Bpacheco@alohacare.org</a> Fax (808) 973-7374</td>
</tr>
<tr>
<td>Behavioral Health Team</td>
<td>All Islands</td>
<td>Steve Balcom Janelle</td>
<td>(808) 973-2630 (808) 973-7407</td>
<td>Fax (808) 973-6324</td>
</tr>
<tr>
<td>8a.m.-5:00pm</td>
<td>Saucedo</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilization Management Team</td>
<td>All Islands</td>
<td>Natalie Garriga Aimee</td>
<td>(808) 973-6383 (808) 973-0458</td>
<td>Fax (808) 973-0676</td>
</tr>
<tr>
<td>8a.m.-5:00pm</td>
<td>Rodriguez</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provider Network Team</td>
<td>Oahu</td>
<td>Ruffy Arellano</td>
<td>(808) 973-1467 (808) 482-2921</td>
<td>Fax (808) 973-0811</td>
</tr>
<tr>
<td>8a.m.-5:00pm</td>
<td>Neighbor Islands</td>
<td>Brennan Carroll Sarah Brown</td>
<td>(808) 856-2292</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Network Contracting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIS Housing Coordinator</td>
<td>All Islands</td>
<td>Rhea Nuguid</td>
<td>(808) 973-7731</td>
<td>Fax (808) 973-7374</td>
</tr>
</tbody>
</table>
MAHALO!
• Started by a group of social workers in 1938
• 670 charter members on Oahu
• Original plan covered six doctor visits and 21 hospital days/year
• An independent licensee of the Blue Cross and Blue Shield Association
• HMSA covers more than half of Hawaii’s population
• Headquartered on Oahu with centers and offices statewide
Office Locations

- About 1,900 local employees
- HMSA primary offices in Honolulu with offices statewide:
  - Kahului, Maui
  - Kapolei, Oahu
  - Keaau, Hawaii
  - Kona, Hawaii
  - Lihue, Kauai
- Four HMSA Centers across the state:
  - Hilo, Hawaii
  - Honolulu, Oahu
  - Kahului, Maui
  - Pearl City, Oahu
Vision
A Hawaii where families and communities enjoy ever healthier lives.

Purpose
Together, we improve the lives of our members and the health of Hawaii. Caring for our friends, families, and neighbors is our privilege.
HMSA Membership

Total enrollment: 745,023 members

- Group Plans & Fed 48%
- QUEST Integration 26%
- Medicare 5%
- EUTF 18%
- Individual 3%

FEBRUARY 2021
HMSA Statewide network

- 7,600 providers
- 20 hospitals
- 40 urgent care clinics
- 200+ pharmacies
CIS
OFFICE: (808) 948-6997
FAX: (808) 948-8243
Marilyn Boutain
PH: (808)952-7757
Email: Marilyn_Boutain@hmsa.com
Juanito Torres
PH: (808)951-6148
Email: Juanito_Torres@hmsa.com
Mahalo!
Kaiser Foundation Health Plan, Inc.
Hawaii Market

Health Plan Overview

July 8, 2021
Kaiser Permanente - Hawaii Region

Hawaii Permanent Medical Group

Partnership of physicians contracting exclusively with Kaiser Foundation Health Plan to provide or arrange medical services for members and patients.

Kaiser Foundation Health Plan, Inc. (Hawaii Region)

Nonprofit, public benefit corporation that contracts with Kaiser Foundation Hospitals and the Hawaii Permanent Medical Group to provide services. The Health Plan is the health insurance component of the organization.

Kaiser Foundation Hospitals

A nonprofit, public benefit corporation that owns and operates community hospitals in California, Oregon, and Hawaii. The corporation owns outpatient facilities in several states; provides or arranges hospital services; and sponsors charitable, educational, and research activities.
Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.
Kaiser Permanente - Hawaii Market

- 19 Medical Office Buildings
- 1 Kaiser Foundation Hospital on Oahu
- 28 Contracted Acute Care Hospitals

259,377 Members
(July 2021)
46,210
QUEST Integration Members
(July 2021)

18% of Kaiser Permanente Members
are QUEST Integration members

Oahu
Kahuku
Waipio
Pearlridge
Koolau
Kailua
Moanalua
Mapunapuna
Honolulu
Kapolei
Behavioral Health
Hawaii Kai

Maui
Kihei
Kula Hospital
Lahaina
Maui Memorial Medical Center
Maui Lani Elua
Maui Lani
Wailuku

.legend
Medical Centers / Plan Hospitals
Medical Offices
Neighborhood Clinics
Other Specialty Services
Community Integration Services (CIS)

Charisse Solomon
QI Housing Coordinator
Phone: 808-856-5861
Email: Charisse.p.Solomon@kp.org

KP QI Customer Service Center Department
Phone: 808-432-5330 (Oahu) or Toll Free at 1-800-651-2237
Mahalo
Our Purpose

*Transforming the health of the community, one person at a time.*
‘Ohana Health Plan administers both QUEST Integration (QI) and Community Care Services (CCS) for Medicaid beneficiaries assigned to the plan.

What is Community Care Services?
- Is a State of HI Dept. of Human Services program that provides BH services to Medicaid beneficiaries with a qualifying SMI/SPMI diagnosis and meet the functional impairment requirement
- As the CCS contractor, ‘Ohana Health Plan coordinates with other QI plans as Medicaid Beneficiaries can have CCS with ‘Ohana and QI with another Medicaid plan
- For CIS members with both CCS and QI, CCS will be the primary plan for the delivery of CIS.
‘Ohana Health Plan has offices in:
- Kapolei, Oahu
- Hilo, Hawaii
- Kahului, Maui
'Ohana Health Plan Membership (rounded to the nearest hundred)

- 38,000
- 11,000
- 5,000

- QUEST Integration
- Community Care Services
- Medicare
CIS Contact Information

- **OFFICE**: (808) 675-7477
- **FAX**: (808) 675-7398
- Sharon Hughley, Housing Management Specialist (QUEST Integration)
  - **PH**: (808) 675-7523
  - **Email**: Sharon.Hughley@wellcare.com
- Jennifer Tehotu, Housing Management Specialist (Community Care Services)
  - **PH**: (808) 675-7692
  - **Email**: Jennifer.Tehotu@wellcare.com
- Mark David, Manager
  - **PH**: (808) 208-1637
  - **Email**: Mark.David@wellcare.com
UnitedHealthcare Overview

MQD Community Integration Services (CIS) Meet and Greet with QI Health Plans and Homeless Service Providers
Who We Are – UnitedHealthcare

- **In Hawaii:** Medicaid, Medicare, employer group, Optum
  - UnitedHealthcare Community Plan
    Hawaii administers:
    - QUEST Integrated Medicaid Managed Care program
    - Medicare Advantage Dual Special Needs Program

More About Us…
- Over 325 employees
  - Staff across all Islands
  - Service Medicaid members on all islands
CIS UHC Team Introductions

• CIS Advisory Team
  - Provide end to end support for our CIS providers from prior authorization to claims payment
  - Coordination of cross-functional areas
  - Provider education and information

• Medical/Behavioral Team
  - Support member identification and referral for CIS
  - Coordination with UHC’s Health Coordinator for members CIS program benefits
  - Authorization team for UHC
  - BH care advocate support and Peer Support Specialist support

• Housing Coordinator
  - Verify member meets eligibility criteria
  - Works with housing providers and Health Plan Coordinators to support member pre-tenancy and post-tenancy housing needs
  - Works with community-based organizations and providers on available resources to support members
# UHC Contact Information

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone Number</th>
<th>Fax or Email Submissions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIS Advisory Team Lead</td>
<td>Mon-Fri 7:45am-4:30pm</td>
<td>Email: <a href="mailto:jeri_kakuno@uhc.com">jeri_kakuno@uhc.com</a></td>
</tr>
<tr>
<td>Jeri Kakuno</td>
<td>Phone: (808) 913-6717</td>
<td></td>
</tr>
<tr>
<td>Medical/Behavioral Team</td>
<td></td>
<td>Fax: (844) 882-6985</td>
</tr>
<tr>
<td>- Health Coordination Department</td>
<td>Phone: (888) 980-8728</td>
<td>Fax: (800) 267-8328</td>
</tr>
<tr>
<td>- CIS Prior Auth Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing Coordinator</td>
<td>Phone: (808) 535-1091</td>
<td>Fax: (866) 314-3005</td>
</tr>
<tr>
<td>Jessieann Farias</td>
<td></td>
<td>Email: <a href="mailto:jessieann_farias@uhc.com">jessieann_farias@uhc.com</a></td>
</tr>
</tbody>
</table>

**Business Hours**

- Mon-Fri 7:45am-4:30pm
Mahalo!
Future Meetings/Trainings

- Referral of Members
- Assignment of Members
- Documentation and Reporting
- Referral/Authorizations
- Billing
- Claims Payment
Move From our Current State

To our Desired State

DHS Goal of ‘Ohana Nui

To place the whole family on a path of self-sufficiency, creating the best chance for their active participation in an inter-generational cycle of opportunity.

5 pillars:
- housing
- food/nutrition
- health/wellness
- education & economic stability
- social capital
CIS Questions and Next Steps

QUESTIONS- send email to: cismqd@gmail.com

Next Steps:

✓ Meet together with the QI health plans  7.8.21
✓ MQD to schedule HOKU enrollment training  7. xx. 21
✓ Medicaid 101 Training for CIS Providers  7.xx. 21
✓ Training Agenda to follow

MQD looks forward to working with the Homeless Agency Providers to make Community Integration Supportive Housing Services successful!!

Mahalo
Additional Slides
Acronyms

- Community Care Services (CCS)
- CCS Community Based Case Management (CBCM)
- Community Integration Services (CIS)
- Department of Human Services (DHS)
- Health Functional Assessments (HFA)
- Health Action Plan (HAP)
- HOKU: Provider Management System Upgrade (hawaii.gov)
- Med-QUEST Division (MQD)
- QUEST Integration (QI)
CIS Referral Process

Health Coordinator (HC) at the QI Health Plan
Health and Functional Comprehensive Assessment (HFA)
# Medicaid Eligibility Offices

<table>
<thead>
<tr>
<th>Oahu Section</th>
<th>Maui Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>801 Dillingham Boulevard, 3rd Fl. Honolulu, HI 96817</td>
<td>Millyard Plaza 210 Imi Kala Street, Suite 110 Wailuku, HI 96793</td>
</tr>
<tr>
<td>Phone 587-3540</td>
<td>Phone 243-5780</td>
</tr>
<tr>
<td>Fax 587-3543</td>
<td>Fax 243-5788</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kapolei Unit (Oahu)</th>
<th>Molokai Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kakuhihewa State Office Building 601 Kamokila Boulevard, Room 415 Kapolei, HI 96707</td>
<td>State Civic Center 65 Makaena Street, Room 110 Kaunakakai, HI 96748</td>
</tr>
<tr>
<td>Phone 692-7364</td>
<td>Phone 553-1758</td>
</tr>
<tr>
<td>Fax 692-7379</td>
<td>Fax 553-3833</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>East Hawaii Section</th>
<th>Lanai Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1404 Kilauea Avenue Hilo, HI 96720</td>
<td>730 Lanai Avenue Lanai City, HI 96763</td>
</tr>
<tr>
<td>Phone 933-0339</td>
<td>Phone 553-1758</td>
</tr>
<tr>
<td>Fax 933-0344</td>
<td>Fax 553-3833</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>West Hawaii Section</th>
<th>Kauai Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lanihau Professional Center 75-5591 Palani Road, Suite 3004 Kailua-Kona, HI 96740</td>
<td>Dynasty Court 73 Pahee Street, Suite A Lihue, HI 96766</td>
</tr>
<tr>
<td>Phone 327-4970 Fax 327-4975</td>
<td>Phone 241-3575</td>
</tr>
<tr>
<td></td>
<td>Fax 241-3583</td>
</tr>
</tbody>
</table>
Assistance to Apply for Medicaid


COMMUNITY PARTNERS
for in-person assistance with health insurance applications for Medicaid or HealthCare.gov

OAHU
KALIHI-PALAMA HEALTH CENTER
915 North King Street | Honolulu, HI 96817 | (808) 848-1438

KāKOA KALIHI VALLEY COMPREHENSIVE FAMILY SERVICES (KCV)
2230 North School Street | Honolulu, HI 96819 | (808) 791-9400

KO‘OLAULOA COMMUNITY HEALTH & WELLNESS CENTER (KA‘U‘U‘LA)
54-316 Kamehameha Highway | Ha‘u‘ula, HI 96717 | (808) 293-9216

KO‘OLAULOA COMMUNITY HEALTH & WELLNESS CENTER (KALIHA)
56-119 Puulainoke Street | Kālili, HI 96731 | (808) 293-9231

LEGAL AID SOCIETY OF HAWAI‘I
924 Bethel Street | Honolulu, HI 96813 | (808) 536-4302 option #2

WAIALAEA COAST COMPREHENSIVE HEALTH CENTER
86-260 Farrington Highway | Waianae, HI 96792 | (808) 697-3405

WAIKIKI HEALTH CENTER
277 Ohua Avenue | Honolulu, HI 96815 | (808) 922-4787

WAIMANALO HEALTH CENTER
41-1347 Kalaniana’ole Highway | Waimanalo, HI 96795 | (808) 954-7113

WE ARE OCEANIA (PARTNERS IN DEVELOPMENT)
720 N. King Street | Honolulu, HI 96817 | (808) 754-7303

MAUI COUNTY
MALAMA KE OLA
1861 Nani Street | Wailuku, HI 96793 | (808) 872-4007

HANA HEALTH
4550 Hana Highway | Hana, HI 96713 | (808) 248-8204

MU‘UA FAMILY HEALTH SERVICES
161 S. Wai‘anae Avenue | Kahului, HI 96732 | (808) 244-7467

LANAI COMMUNITY HEALTH CENTER
478 Lauhala Place | Lāna‘i City, HI 96763 | (808) 565-6919

MOLOKAI COMMUNITY HEALTH CENTER
26 Kanoli Street, Suite 600 | Kaunakakai, HI 96748 | (808) 553-5038

KAUAI
HO‘O‘LA LAHI HAWAI‘I, OUTREACH & ELIGIBILITY
4491 Rice Street | Lihue, HI 96766 | (808) 240-0160

HAWAII ISLAND
RAI CLINIC - HILO CLINIC
1176 Kinole Street – Bidg. B | Hilo, HI 96720 | (808) 969-1427

HAPUKUA HEALTH CENTER
45-549 Plumeria Street | Honokaa, HI 96727 | (808) 775-7204

HAWAII ISLAND HIVAIDS FOUNDATION (HIHAF)
KAUAI-KONA LOCATION
74-5620 Palani Road, Ste. 101 | Kailua-Kona, HI 96740 | (808) 890-5051

KOA‘ALI LOCATION
16-204 Melokahika Place #1 | Kea‘au, HI 96740 | (808) 806-5051

HAWAII ISLAND YMCA
300 W Lanikaula St. | Hilo, HI 96720 | (808) 935-3721

KALANIHALE
(808) 937-1310

WEST HAWAII COMMUNITY HEALTH CENTER
75-575 Kuokini Highway, Suite 203 | Kailua-Kona, HI 96740 | (808) 326-3882
Hawaii QI Medicaid Benefit Package

Primary & Acute Care Services
The following are covered benefits under your QUEST Integration health plan:

- Inpatient hospital medical and surgical services
- Inpatient hospital maternity and newborn care services
- Outpatient hospital services
- Emergency and post stabilization services
- Radiology, laboratory, and other diagnostic services
- Hospice services
- Urgent care services
- Physician services
- Pregnancy-related services
- Family planning services
- Preventive services
- Prescription drugs
- Rehabilitation services
- Durable medical equipment and medical supplies with prosthetics and orthotics
- Medical services related to dental needs
- Fluoride varnish for children
- Smoking cessation services
- Medical transportation services
- Vision and hearing services
- Dialysis
- Home health services
- Immunizations

Behavioral Health Services
All of the QUEST Integration health plans cover the following behavioral health services:

- Acute inpatient hospital for behavioral health services
- Substance abuse treatment programs
- Ambulatory mental health services
- Psychiatric or psychological evaluation
- Methadone treatment services, which include the provision of methadone or a suitable alternative such as LAAM
- Services from qualified professionals such as psychiatrists, psychologists, counselors, social workers, registered nurses, and others
- Prescribed drugs, including medication management and patient counseling

Long Term Services & Support
The following long term services and support must be applied for and are available based on an evaluation of required level of care:

- Adult day care (non-medical care)
- Adult day health (medical care)
- Personal care
- Chores
- Personal emergency response system
- Skilled nursing
- Private duty nursing
- Residential care (Community Care Foster Family Home or Expanded Adult Residential Care Home)
- Nursing facility
- Meals
## QI CIS Housing Coordinator Contact Information

<table>
<thead>
<tr>
<th>QI Health Plan</th>
<th>Business Hours</th>
<th>Fax or email for submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>AlohaCare</td>
<td>Mon-Fri 8am-5pm</td>
<td>Fax: 973-7374 Email: <a href="mailto:rneguid@alohacare.org">rneguid@alohacare.org</a></td>
</tr>
<tr>
<td>Rhea Nuguid</td>
<td>Phone: 973-7731</td>
<td></td>
</tr>
<tr>
<td>HMSA</td>
<td>Marilyn Boutain</td>
<td>Fax: 948-8243 Email: <a href="mailto:Marilyn_Boutain@hmsa.com">Marilyn_Boutain@hmsa.com</a></td>
</tr>
<tr>
<td>Phone: 952-7757</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kaiser Permanente (Oahu &amp; Maui)</td>
<td>Mon-Fri 8:30-5:30 pm</td>
<td>Fax: 808-432-3515 Email: <a href="mailto:Charisse.p.Solomon@kp.org">Charisse.p.Solomon@kp.org</a></td>
</tr>
<tr>
<td>Charisse Solomon</td>
<td>Phone: 808-856-5861</td>
<td></td>
</tr>
<tr>
<td>Ohana Health Plan</td>
<td>Mon-Fri 8am-5pm</td>
<td>Fax: (808) 675-7398 Email: <a href="mailto:Sharon.Hughley@wellcare.com">Sharon.Hughley@wellcare.com</a></td>
</tr>
<tr>
<td>Sharon Hughley</td>
<td>Phone: 808-675-7523</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare Community Plan</td>
<td>Mon-Fri 8am-5pm</td>
<td>Fax: (866) 314-3005 Email: <a href="mailto:jessieann_farias@uhc.com">jessieann_farias@uhc.com</a></td>
</tr>
<tr>
<td>Jesseann Farias</td>
<td>Phone: (808) 535-1091</td>
<td></td>
</tr>
<tr>
<td>Community Care Services (Ohana Health Plan)</td>
<td>Mon-Fri 8am-5pm</td>
<td>Fax: (808) 675-7398 Email: <a href="mailto:Jennifer.Tehotu@wellcare.com">Jennifer.Tehotu@wellcare.com</a></td>
</tr>
<tr>
<td>Jennifer Tehotu</td>
<td>Phone: 808-675-7692</td>
<td></td>
</tr>
</tbody>
</table>

5.12.21 After hours phone numbers for all health plans are available.