



# QUEST Integration (QI) Community Integration Services (CIS)

For: CIS Provider Meet and Greet with QI Health Plans

July 8, 2021

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

**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



Figure 1

## Social Determinants of Health

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

### 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 needs 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



# Community Integration Services (CIS) cont.

## 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

**AND**

### 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)



## Pre-Tenancy (Transition) Services

Services	CCS	QI HP
Identify eligible individuals	CCS	HP
Screening/Assessments	CCS	HP
Develop housing support plan	CCS	HP
Housing Search	CCS	HP
Applications prep and submission	CCS	HP
Identify resources/costs for start-up needs	CCS	HP
Identify equipment, technology, and other modifications needed	CCS	HP
Ensure housing is safe	CCS	HP
Moving assistance	CCS	HP
Individualized housing crisis plan	CCS	HP
Skills and acquisition development	CCS	HP
Independent living skills/ Financial literacy	CCS	HP



## Tenancy (Stabilization) Services

Services	CCS	QI	HP
Individual housing and tenancy sustaining services	CCS	HP	
Early identification/ intervention for negative behaviors	CCS	HP	
Education/Training roles and responsibilities of tenant/landlord	CCS	HP	
Coach on development/relationship building & maintenance of relationships between landlords/property managers	CCS	HP	
Dispute resolution with landlords/neighbors	CCS	HP	
Advocate & link with advocacy groups to help prevent eviction	CCS	HP	
Housing recertification process	CCS	HP	
Update/maintain housing support and crisis plans	CCS	HP	
Development of daily living skills and maintaining a residence > skills to sustain residency	CCS	HP	
Service/health coordination linkage with health plan	CCS	HP	
Housing crisis management	CCS	HP	
Training/education for financial literacy	CCS	HP	



Other Housing and Tenancy Support Services		CCS	QI HP
Job Skills Training/Employment Activities		CCS	HP
Peer Supports		CCS	HP
Non-Medical Transportation		CCS	HP
Support Groups		CCS	HP
Caregiver/Family Support		CCS	HP
Outreach and In-Reach Services		CCS	HP
Health and Functional Assessment (HFA)		CCS	HP
Health Action Plan (HAP)		CCS	HP
Health Management Coordination with the QI Health Plan		CCS	HP
Counseling and Therapies		CCS	HP
		CCS	HP
Equipment, Technology and other modifications		CCS	HP
Home Management		CCS	HP
Other Supplemental Services as needed		CCS	HP





# 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

Paid By Service	<div>Outreach</div> <ul style="list-style-type: none"><li>Includes - obtaining signed QI-CIS consent form</li></ul>	<div>Assessment</div> <ul style="list-style-type: none"><li>Conduct Housing Assessment</li></ul>	<div>Plan</div> <ul style="list-style-type: none"><li>Develop Housing Support Plan/Crisis Plan</li></ul>
Capitation- Monthly Payment	<div>Pre-Tenancy*</div> <ul style="list-style-type: none"><li>Housing Navigation activities</li><li>Move to permanent housing</li></ul>	<div>Tenancy*</div> <ul style="list-style-type: none"><li>Stabilization Services</li><li>Supports necessary to stay housed</li></ul>	
	<div>Documentation</div> <ul style="list-style-type: none"><li>Document all activities provided</li><li>Submit to the QI Health Plan as instructed</li></ul>	<div>Billing</div> <ul style="list-style-type: none"><li>Bill for services rendered to the Members' QI health plan (Paid by Service or Monthly Capitation)</li></ul>	

# CIS QUALIFIED PROVIDERS

Education (standard)	Experience (standard)	Skills (preferred)	Services
<ul style="list-style-type: none"> <li>Bachelor's degree in a human/social services field; <b>or</b></li> <li>May also be an Associate's degree in a relevant field, with field experience* <b>or</b></li> <li>A high school graduate with field experience* working with homeless or transitional housing individuals</li> </ul> <p>*Field experience may include community outreach; locating individuals on the street; completing homeless assessments – Vulnerability Index – Service Prioritization Decision Assistance Tool (VISPDAT); finding short and long-term housing; assisting individuals to apply for documents, benefits and housing.</p>	<ul style="list-style-type: none"> <li><b>1-year case management experience,</b></li> <li><b>1-year field experience with a homeless or transitional housing agency, <b>or</b></b></li> <li><b>Bachelor's degree in a related field and similar field experience*</b></li> </ul>	<p><b>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.</b></p>	<ul style="list-style-type: none"> <li><b>Pre-Tenancy supports;</b></li> <li><b>Tenancy sustaining services</b></li> </ul>        <ul style="list-style-type: none"> <li><b>ADD COLUMNS :</b></li> <li><b>TRAINING</b></li> <li><b>SUPERVISION</b></li> </ul>



# 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>

News

FAQs

**Training**

Resources

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

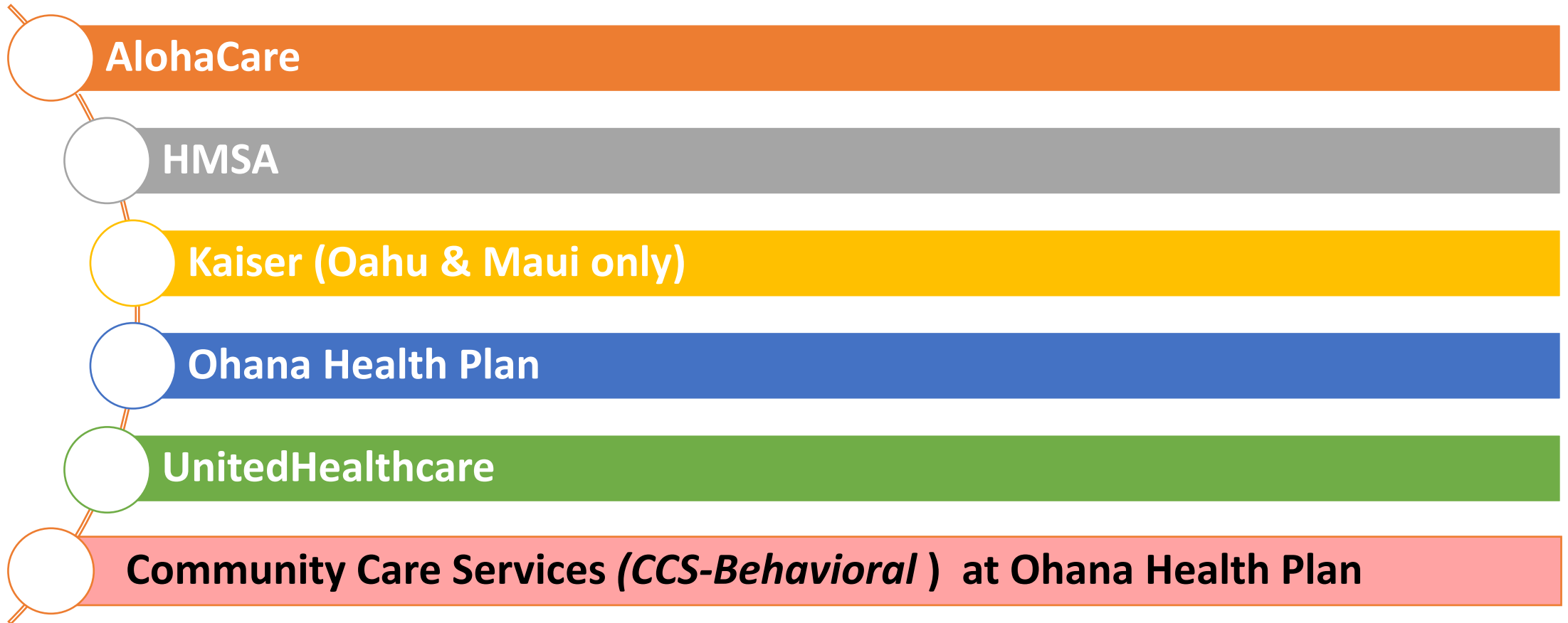
Special Health Care Needs ( SHCN)	Expanded Health Care Needs (EHCN)	At Risk ( DHS 1147)	Nursing Facility Level of Care ( DHS 1147)
Chronic Health Problems	Complex Health Care Conditions	Limited HCBS (in community)	HCBS (in community)
			Going Home Plus (GHP)
			Nursing Facility
High Utilizers: ED/Hospital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

ED-Emergency Department at Hospital

HCBS-Home and Community Based Services



# QI Health Plans (5 + 1)





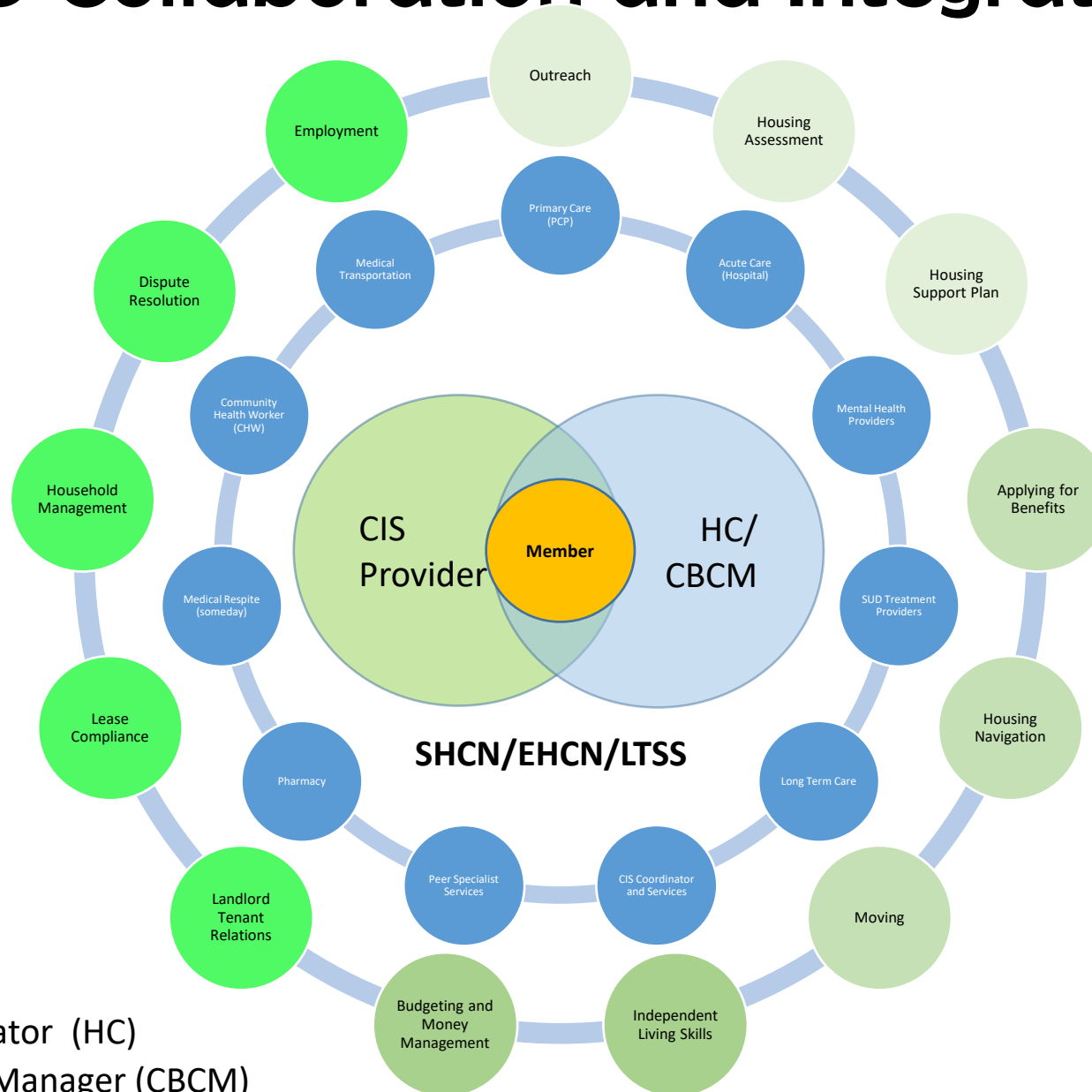


# QI Health Plans

- 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

# ALOHACARE CIS OVERVIEW

July 2021

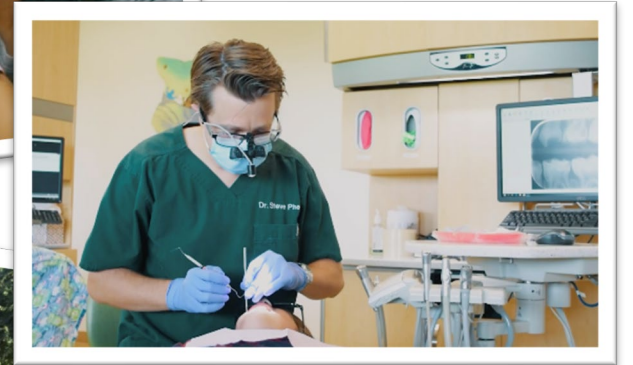


ALOHACARE



# 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



ALOHA CARE

# ABOUT ALOHACARE

Local, non-profit health plan

Founded in 1994 by Hawaii's Community Health Centers

**Provides only Medicaid and Medicare coverage**

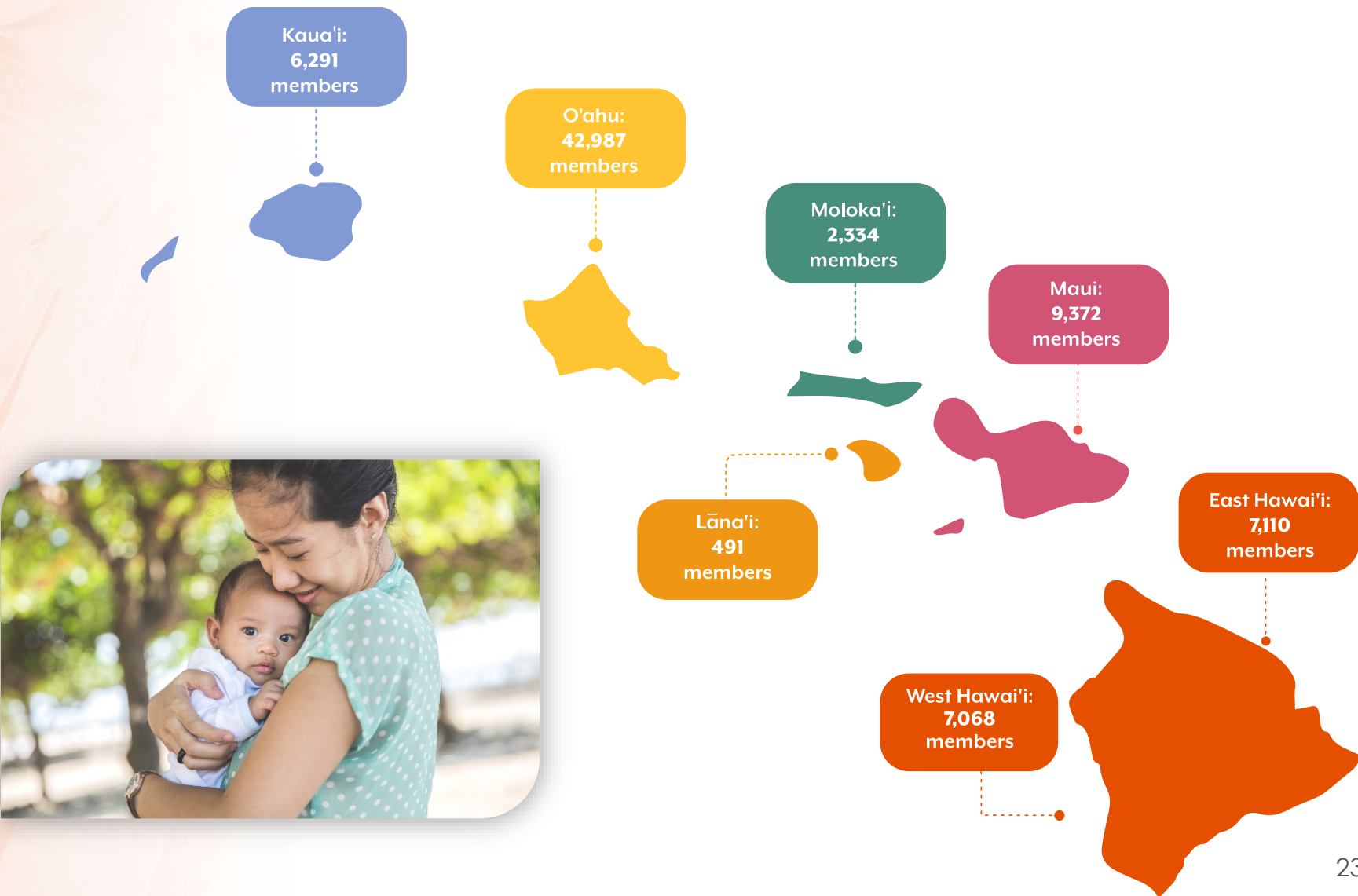
Over 75,000 members statewide

Over 7000 providers statewide

Over 260 employees

Offices in Honolulu, Hilo, Wailuku, Lihue

# OUR 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)





# HEALTH COORDINATION PROGRAM

## 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

## ...features our NEIGHBORHOOD MODEL

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**

# 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  
institutionaliza  
tion



**ALOHACARE**

# ALOHACARE CONTACT INFORMATION



Department Business Hours	Island	Leader	Contact Info	Fax or Email
Customer Service Team 7:45am – 5:00 pm	Oahu Neighbor Islands	Kelly McDonald	(808) 973-0712 Toll free – (877) 973-0712	Fax (808) 973-7374
Health Coordination Team 8a.m.-5:00pm	Oahu –South/North Oahu – Central/Leeward Maui/Molokai Big Island/Kauai	Janai Miki Juliana Caldwell Danielle DeLonge Brittany Pacheco	(808) 973-2634 (808) 973-1697 (808) 973-2293 (808) 973-1659	Jmik@alohacare.org Jcaldwell@alohacare.org Ddelonge@alohacare.org Bpacheco@alohacare.org Fax (808) 973-7374
Behavioral Health Team 8a.m.-5:00pm	All Islands	Steve Balcom Janelle Saucedo	(808) 973-2630 (808) 973-7407	Fax (808) 973-6324
Utilization Management Team 8a.m.-5:00pm	All Islands	Natalie Garriga Aimee Rodriguez	(808) 973-6383 (808) 973-0458	Fax (808) 973-0676
Provider Network Team 8a.m.-5:00pm	Oahu Neighbor Islands Network Contracting	Ruffy Arellano Brennan Carroll Sarah Brown	(808) 973-1467 (808) 482-2921 (808) 856-2292	Fax (808) 973-0811
CIS Housing Coordinator	All Islands	Rhea Nuguid	(808) 973-7731	Fax (808) 973-7374





MAHALO!



ALOHACARE

# HMSA Overview

Chris Jamila  
July 8, 2021



An Independent Licensee of the Blue Cross and Blue Shield Association





- 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



Association





## Vision

A Hawaii where families and communities enjoy ever healthier lives.

## Purpose

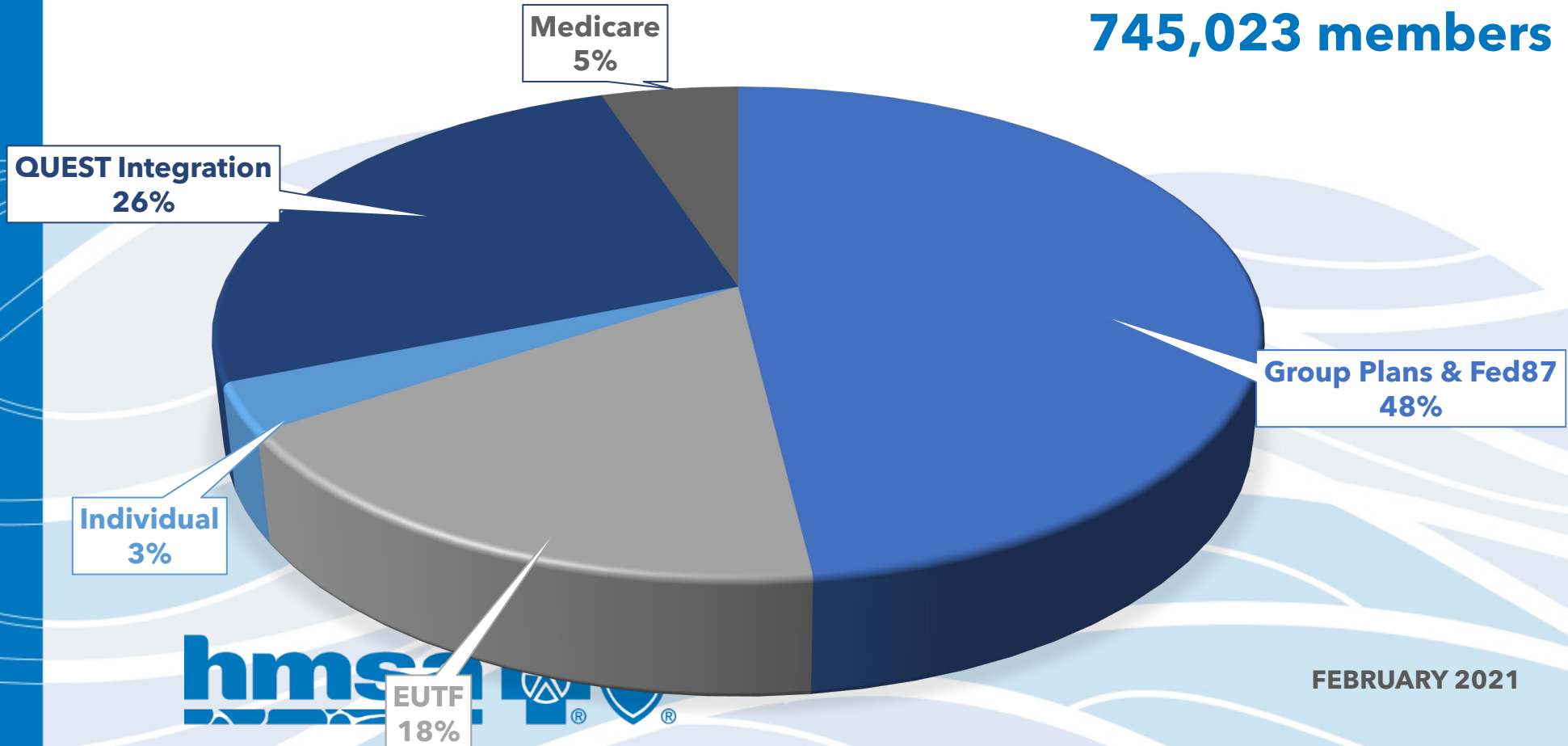
Together, we improve the lives of our members and the health of Hawaii. Caring for our friends, families, and neighbors is our privilege.



Association

# HMSA Membership

**Total enrollment:  
745,023 members**







# HMSA Statewide network

- 7,600 providers
- 20 hospitals
- 40 urgent care clinics
- 200+ pharmacies



Association

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



An Independent Licensee of the Blue Cross and Blue Shield Association

# Mahalo!



An Independent Licensee of the Blue Cross and Blue Shield Association



# Kaiser Foundation Health Plan, Inc.

## Hawaii Market

### Health Plan Overview

July 8, 2021



KAISER  
PERMANENTE®

PERMANENTE®

# Kaiser Permanente - Hawaii Region

## Hawaii Permanente 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 Permanente 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.

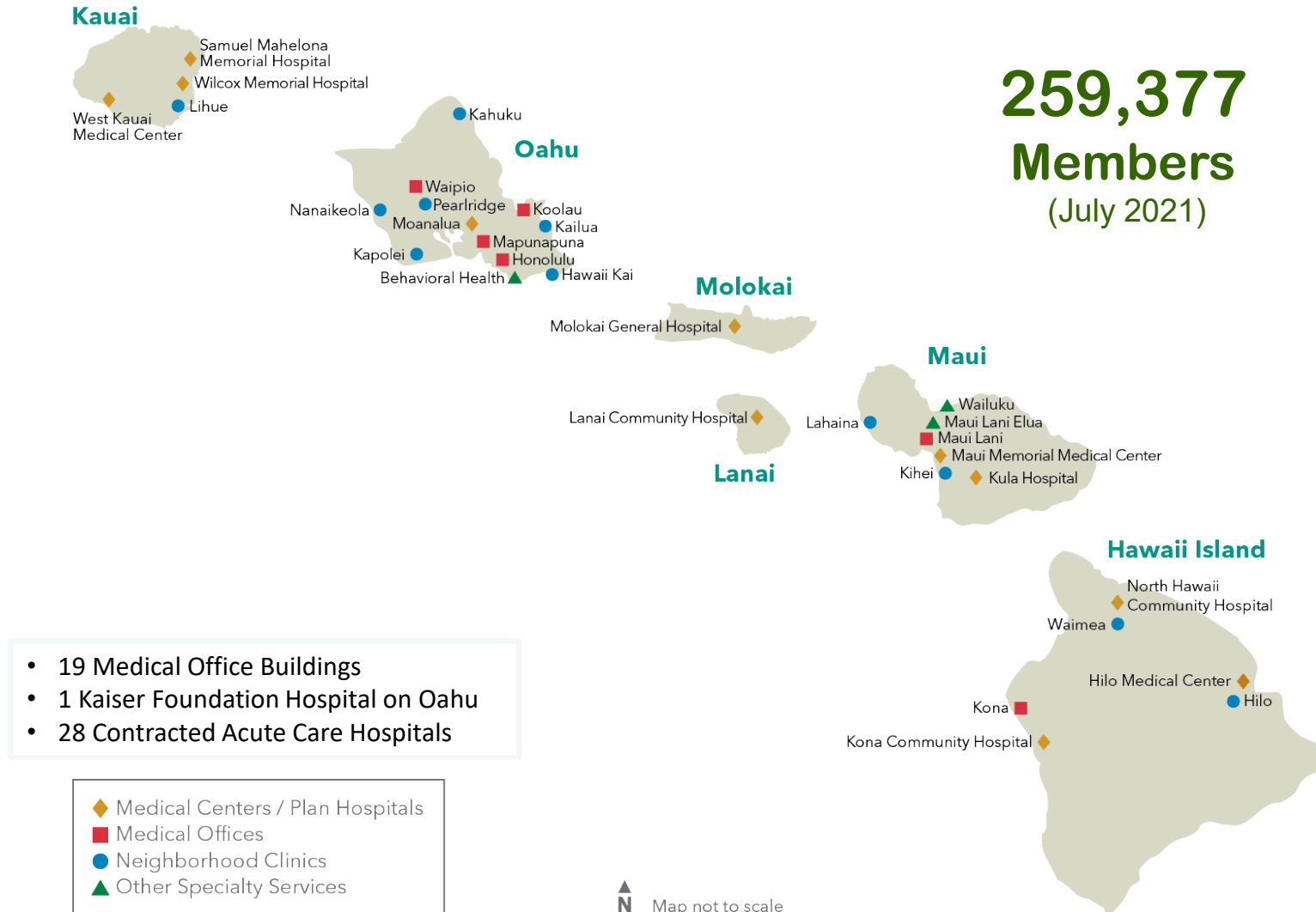
# OUR MISSION

Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.





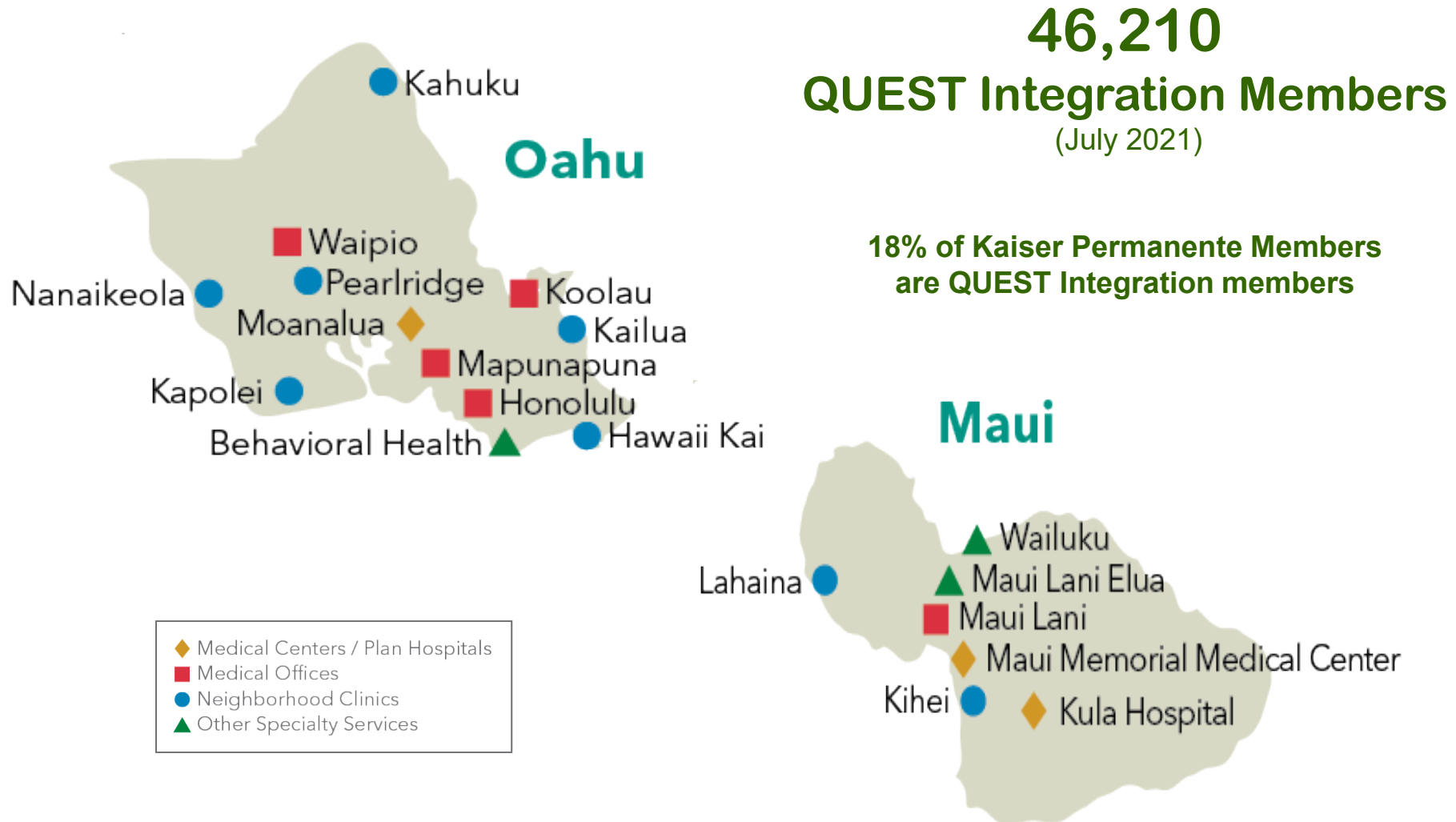
# Kaiser Permanente - Hawaii Market



KAISER  
PERMANENTE®

PERMANENTE®

# QUEST Integration Membership



# Community Integration Services (CIS)

## **Charisse Solomon**

QI Housing Coordinator

Phone: 808-856-5861

Email: [Charisse.p.Solomon@kp.org](mailto: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



KAISER  
PERMANENTE®

PERMANENTE®



# 'Ohana Health Plan Overview

Mark David

July 8, 2021

*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.

# Health Plan Office Locations



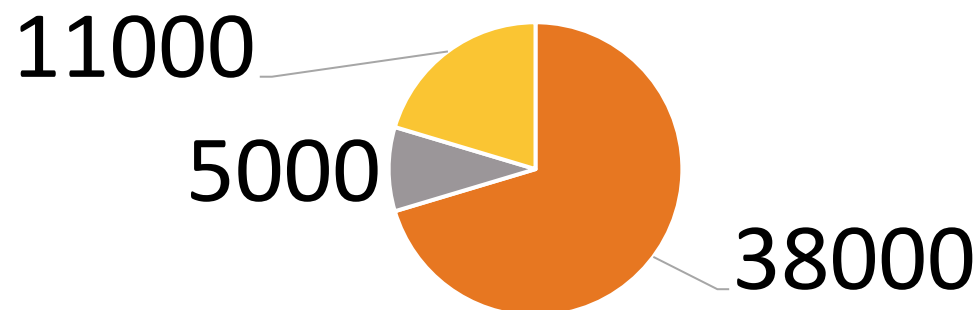
- 'Ohana Health Plan has offices in:
  - Kapolei, Oahu
  - Hilo, Hawaii
  - Kahului, Maui



# Membership Breakdown



## 'Ohana Health Plan Membership (*rounded to the nearest hundred*)



- 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](mailto:Sharon.Hughley@wellcare.com)
- Jennifer Tehotu, Housing Management Specialist (Community Care Services)  
**PH:** (808) 675-7692  
**Email:** [Jennifer.Tehotu@wellcare.com](mailto:Jennifer.Tehotu@wellcare.com)
- Mark David, Manager  
**PH:** (808) 208-1637  
**Email:** [Mark.David@wellcare.com](mailto:Mark.David@wellcare.com)



# UnitedHealthcare Overview

MQD Community Integration Services (CIS) Meet and Greet  
with QI Health Plans and Homeless Service Providers

Shannon Kanuha Libao

July 8, 2021

United  
Healthcare



## 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

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

Business Hours
Mon-Fri 7:45am-4:30pm





**Mahalo!**



# Future Meetings/ Trainings



Referral of  
Members



Assignment of  
Members



Documentation  
and Reporting



Referral/  
Authorizations



Billing



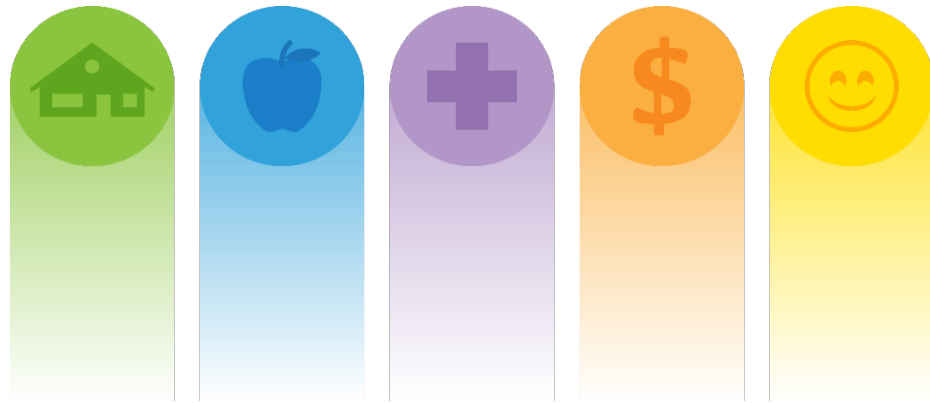
Claims Payment



# 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.**

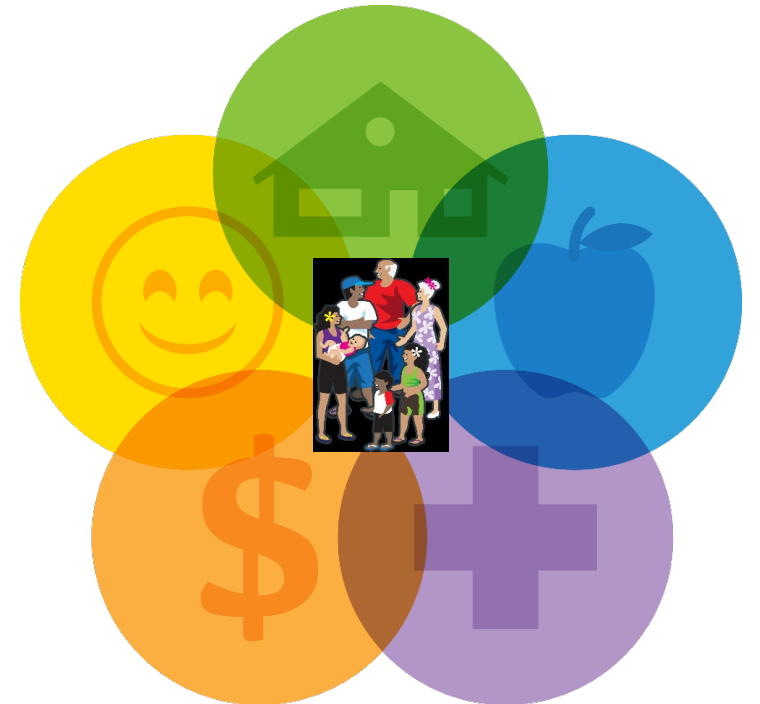
Move From our Current State



5 pillars:

housing, food/nutrition, health/wellness, education & economic stability, and social capital

To our Desired State







# CIS Questions and Next Steps

QUESTIONS- send email to: [cismqd@gmail.com](mailto: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 \(hawaii.gov\)](http://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

## **Oahu Section**

801 Dillingham Boulevard, 3rd Fl. Honolulu, HI 96817  
Phone 587-3540  
Fax 587-3543

## **Maui Section**

Millyard Plaza  
210 Imi Kala Street, Suite 110 Wailuku, HI 96793  
Phone 243-5780  
Fax 243-5788

## **Kapolei Unit (Oahu)**

Kakuhihewa State Office Building  
601 Kamokila Boulevard, Room 415 Kapolei, HI 96707  
Phone 692-7364  
Fax 692-7379

## **Molokai Unit**

State Civic Center  
65 Makaena Street, Room 110 Kaunakakai, HI 96748  
Phone 553-1758  
Fax 553-3833

## **East Hawaii Section**

1404 Kilauea Avenue Hilo, HI 96720  
Phone 933-0339  
Fax 933-0344

## **Lanai Unit**

730 Lanai Avenue Lanai City, HI 96763  
Phone 553-1758  
Fax 553-3833

## **West Hawaii Section**

Lanihau Professional Center  
75-5591 Palani Road, Suite 3004 Kailua-Kona, HI 96740  
Phone 327-4970 Fax 327-4975

## **Kauai Unit**

Dynasty Court  
73 Pahee Street, Suite A Lihue, HI 96766  
Phone 241-3575  
Fax 241-3583



# Assistance to Apply for Medicaid

<https://medquest.hawaii.gov/en/resources/community-partners.html>

*Contact*

## COMMUNITY PARTNERS

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

### OAHU

KALIHI-PĀLAMA HEALTH CENTER

915 North King Street | Honolulu, HI 96817 | (808) 848 1438

KŌKUA KALIHI VALLEY COMPREHENSIVE FAMILY SERVICES (KKV)

2239 North School Street | Honolulu, HI 96819 | (808) 791 9400

KO'OLAULOA COMMUNITY HEALTH & WELLNESS CENTER (HAU'ULA)

54-316 Kamehameha Highway | Hau'ula, HI 96717 | (808) 293 9216

KO'OLAULOA COMMUNITY HEALTH & WELLNESS CENTER (KAHUKU)

56-119 Pualalea Street | Kahuku, HI 96731 | (808) 293 9231

LEGAL AID SOCIETY OF HAWAII

924 Bethel Street | Honolulu, HI 96813 | (808) 536 4302 option #2

WAI'ANAE COAST COMPREHENSIVE HEALTH CENTER

86-260 Farrington Highway | Wai'anae, HI 96792 | (808) 697 3405

WAIKIKI HEALTH CENTER

277 Ohua Avenue | Honolulu, HI 96815 | (808) 922 4787

WAIMĀNALO HEALTH CENTER

41-1347 Kalaniana'ole Highway | Waimānalo, HI 96795 | (808) 954 7113

WE ARE OCEANIA (PARTNERS IN DEVELOPMENT)

720 N. King Street | Honolulu, HI 96817 | (808) 754-7303

### MAUI COUNTY

MĀLAMA I KE ŌLA

1881 Nani Street | Wailuku, HI 96793 | (808) 872 4007

HĀNA HEALTH

4590 Hāna Highway | Hāna, HI 96713 | (808) 248 8294

IMUA FAMILY HEALTH SERVICES

161 S Wakea Avenue | Kahului, HI 96732 | (808) 244-7467

LANA'I COMMUNITY HEALTH CENTER

478 Lauhala Place | Lāna'i City, HI 96763 | (808) 565 6919

MOLOKAI COMMUNITY HEALTH CENTER

28 Kamoi Street, Suite 600 | Kaunakakai, HI 96748 | (808) 553 5038

### KAUAI

HO'OLA LAHUI HAWAII, OUTREACH & ELIGIBILITY

4491 Rice Street | Lihue, HI 96766 | (808) 240 0160

### HAWAII ISLAND

BAY CLINIC - HILO CLINIC

1178 Kino'ole Street – Bldg. B | Hilo, HI 96720 | (808) 969 1427

HAMAKUA HEALTH CENTER

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

HAWAII ISLAND HIV/AIDS FOUNDATION (HIHAF)

KAILUA-KONA LOCATION:

74-5620 Palani Road, Ste. 101 | Kailua-Kona, HI 96740 | (808) 896-5051

KEA'AU LOCATION:

16-204 Melekahiwa Place #1 | Kea'au, HI 96749 | (808) 896-5051

HAWAII ISLAND YMCA

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

KALANIHALE

(808) 937-1310

WEST HAWAII COMMUNITY HEALTH CENTER

75-5751 Kuakini 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

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

5.12..21 After hours phone numbers for all health plans are available.