



QUEST Integration

Decision Booklet 2015

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QUEST & QExA Become QUEST Integration

The Med-QUEST Division (MQD) is merging the QUEST and QExA programs into one program, QUEST Integration. **The program continues to provide health care coverage to Hawaii residents who are eligible for Medicaid.**

With QUEST Integration, all eligible members of your family can be in the same health plan. Your benefits will remain the same. In some cases, you may have more benefits like expanded home and community-based services.

Medicare and QUEST Integration

As you age, QUEST Integration makes your health care easier. When you turn 65 years old, or if you develop a disability, you won't need to change your health plan. You can stay in the same health plan.

You also can choose traditional Medicare or a different Medicare Advantage plan. All QUEST Integration health plans offer Medicare insurance programs; many provide extra benefits at no cost. Using the same health plan for Medicare and Medicaid may help you coordinate services, get more benefits, and lower your drug costs. Visit medicare.gov to learn about your options.

Choose Your QUEST Integration Health Plan

Step 1: Learn About Your Choices

Choosing a health plan is important. You'll get all your health care services from a single health plan. The health plan can help you find doctors, hospitals, and pharmacies.

When choosing a health plan, it's a good idea to see if you can:

- Keep seeing your current doctors; and
- Go to the hospital, care facility, or pharmacy you prefer.

Health Care Provider Network

If there's a specific provider you want to see, call or visit the QUEST Integration health plans' websites to ask if the provider is in their network.

Health Plans	Phone	Website
AlohaCare	1-877-973-0712	alohacare.org
HMSA	1-800-440-0640	hmsa.com
Kaiser Permanente	1-800-651-2237	kpinhawaii.org
'Ohana Health Plan	1-888-846-4262	ohanahealthplan.com
UnitedHealthcare Community Plan	1-888-980-8728	uhccommunityplan.com/hi

If your current provider doesn't accept QUEST Integration (Medicaid) health insurance, call your health plan to help you find another doctor or provider.

Step 2: Choose a Health Plan

When you become eligible for Medicaid, the Department of Human Services (DHS) assigns you to a health plan right away. You can stay with the health plan that Med-QUEST assigned to you, or you can choose a different health plan.

If you stay with your DHS-assigned health plan, you don't have to do anything.

If you choose a different health plan, you must tell Med-QUEST Enrollment Services Section of your new choice within fifteen (15) days of receiving this letter. Your new health plan will start on the first day of the following month. Until then, you'll stay with the health plan you were assigned.

Whether you stay with your assigned health plan or choose a different health plan, you can change health plans one time within 60 days of the day you were enrolled in QUEST Integration. Once the 60-day period ends, you can only change your health plan during open enrollment periods.

How many health plans can I choose from?

Your five choices for a QUEST Integration health plan are:

- AlohaCare;
- HMSA;
- Kaiser Permanente (Oahu and Maui only);
- 'Ohana Health Plan; and
- UnitedHealthcare Community Plan.

The following pages are summaries of each QUEST Integration health plan.



AlohaCare

Building Healthy
Communities with Aloha

**ALOHACARE IS FOR
YOU AND YOUR FAMILY**



Choose AlohaCare.

AlohaCare is a health plan that stands up to our name. We treat you with respect, compassion and aloha. We are a part of your community and are building healthy communities for you and your family.

We have special services to make it easy for you to stay healthy.

- Our Customer Service team will help you with all of your questions.
- Choose doctors in your neighborhood from our large provider network.
- Personal service coordinators will work with you if you have special health care needs.
- Call our 24-hour Nurse Advice Line with your health questions any time of the day.
- Need a ride to your doctor's appointment? Get transportation services to your appointments.
- Speak another language? We have translation services in your preferred language.

**Call 973-0712 | Toll-free: 1-877-973-0712
TTY: 1-877-447-5990 | www.AlohaCare.org**

Your Health Comes First

With HMSA QUEST Integration

With over 75 years of experience in health care, we give you quality care and the support you need for your health and well-being.



Get help when and where you need it

Visit our HMSA Centers and offices for friendly, in-person customer service. And call our nurse advice line 24 hours a day to get answers to your health questions.



Manage personal and family health plans online

My Account on hmsa.com lets you view prior approval requests, see treatments and services you received, read your member handbook, and more.



Get support for chronic conditions and diseases

Our disease management services help you take control of your health and make sure you get the care you need.

Learn more at hmsa.com/QUEST.

948-6486

1 (800) 440-0640 toll-free

TTY: 1 (877) 447-5990 toll-free



An Independent Licensee of the Blue Cross and Blue Shield Association



At Kaiser Permanente,
we make it easy **for you to stay well.**



GREAT DOCTORS

Build a strong, trusting relationship with a personal physician.



TEAMWORK

Your doctor is supported by a team of nurses, specialists, and clinicians. You get the high-quality care you deserve.



CONVENIENCE

Kaiser Permanente is available on Oahu and Maui. Visit our 12 locations on Oahu and 6 on Maui. You can also email your doctor.



KEEPING YOU HEALTHY

We focus on preventive care. Take a free online health assessment and use our convenient tools to live healthy.

For more information, please call **432-5330** or **1-800-651-2237** (toll-free).

kp.org

 **KAISER PERMANENTE®**



All About 'Ohana

'Ohana Member Benefits

These are just some of the benefits we offer at no cost to you to help you stay healthy:

- Language interpretation on the phone and for medical appointments at no cost to you
- Coordination with your Medicare benefits, if you have Medicare
- Pharmacy Services (drug coverage)
- Transportation to and from some medical appointments, including inter-island transportation as needed

For a complete listing of health plan benefits, visit www.ohanahealthplan.com.

Why Choose 'Ohana?

- Our Experience
 - We were the first health plan to serve QExA, QUEST and Medicare members on all islands
 - We have more than 200 Hawai'i professionals dedicated to helping you get the most out of your health plan
 - Offices in Honolulu, Kapolei, Hilo and Kahului. Come visit us anytime! We are a part of the communities we serve.
 - 'Ohana associates who live on Moloka'i, Kaua'i, Maui, Big Island and O'ahu
- Member Advisory Committee
 - You can help make our plan work for you.

We're Here for You

Choosing a health care plan is a big decision. We want you to have all of the information you need to choose the plan that's right for you. To learn more, please call us.

Our toll-free number is **1-888-846-4262** (TTY **1-877-247-6272**). Call Monday–Friday, 7:45 a.m. to 4:30 p.m. Or visit us on the Web at www.ohanahealthplan.com.

'Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc.



Trust your family's health with **UnitedHealthcare Community Plan**

QUEST Integration with UnitedHealthcare Community Plan is offered through Hawaii's Medicaid program with Med-QUEST. It is a health plan for the whole family — pregnant women, mothers, children, adults, older adults, and those who have special health care needs. We are here to help you and your 'ohana live healthier lives. Your quality of health is important to us. With your best health at the forefront of our mission, we are here for you every step of the way. Join UnitedHealthcare Community Plan and be a part of our community, right here in Hawai'i.

We're here for you from the start and every step of the way.



Member orientation and welcome call.



Service coordination if you have special health care needs.



24/7 NurseLineSM and online Nurse Chat.



Pregnancy support.



Prevention and wellness programs.



Prescription home delivery.

Choose a path to **better health** with **UnitedHealthcare Community Plan**



Call us toll-free at **1-888-980-8728** (TTY: 711)
Monday – Friday, 7:45 a.m. – 4:30 p.m.



Visit our website for more information UHCCommunityPlan.com/HI

Step 3: Submit Your Choice

To submit your health plan choice:

1. Complete and submit your Enrollment Choice Form. You can mail or fax it.
 - a. Mail: Med-QUEST Enrollment Services,
P.O. Box 700190, Kapolei, HI 96709-0190
 - b. Fax: 1-800-576-5504 toll-free
2. Call Med-QUEST Enrollment Services Section at 1-800-316-8005 toll-free to confirm it was submitted.

Make sure you submit your Enrollment Choice Form by the noted deadline. Your coverage will start the first day of the next month. For example, if you call Med-QUEST to make a change on December 1, 2014, your new health plan will begin on January 1, 2015.

Get Started With Your New Plan

After you choose a QUEST Integration health plan, your plan will mail you:

- ID cards for each family member covered.
- Instructions to choose a primary care provider (PCP).
- Health plan responsibilities, services, and benefits handbook with information about:
 - Interpretation and translation services;
 - Prior approval for care and other services;
 - Services the health plan doesn't cover because of moral or religious reasons; and
 - The grievance and appeal process.

Make sure you carry your QUEST Integration health plan ID card and Medicaid ID card at all times. You'll need your ID cards to get health care services.

Getting care before you receive your health plan member ID card

You'll get a notice in the mail that tells you about the health plan you're enrolled in. To get medical care, take the notice with you to your doctor or other service provider. Once you get your health plan ID card, you can use your card to get services.

Choosing a primary care provider (PCP)

Your health plan will mail you a welcome packet. Inside the packet you'll find a form asking you to choose a primary care provider (PCP). Your PCP will see you for regular checkups or when you're sick. When you need a specialist or other medical services, your PCP will arrange it for you. If you need help finding a PCP or specialist, ask your health plan for help. If you have a Medicare Advantage Plan and already have a PCP, let your health plan know who your Medicare PCP is.

If you received services before you got the Med-QUEST enrollment notification, tell your PCP or other service provider. Your health plan may cover some of these services.

You'll have 15 days to choose your PCP. If you don't let your health plan know of your choice within that time, they'll assign you a PCP. You can change your PCP at any time.

Learn About Your QUEST Integration Benefits

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

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

Long Term Services & Supports (LTSS)	
Nursing facility	
Home and community based services including:	
Chore	Adult day health
Personal care	Adult day care
Personal emergency response system	Skilled nursing
Residential care like Community Care Foster Family Home or Expanded Adult Residential Care Home	

Need help choosing a PCP or understanding benefits?

Use the following information to contact your QUEST Integration health plan.

Health Plans	Phone	Website
AlohaCare	1-877-973-0712	alohacare.org
HMSA	1-800-440-0640	hmsa.com
Kaiser Permanente	1-800-651-2237	kpinhawaii.org
'Ohana Health Plan	1-888-846-4262	ohanahealthplan.com
UnitedHealthcare Community Plan	1-888-980-8728	uhccommunityplan.com/hi

Disease management programs

If you're at risk for or already have certain diseases, your health plan will help you manage your health with disease and dietary education. Your plan also will help you get regular checkups to lower your risk and manage your health problems. Look at the table below to see which health plans offer disease management programs:

Type of Disease	AlohaCare	HMSA	Kaiser	'Ohana	United
Asthma	✓	✓	✓	✓	✓
Depression	✓			✓	
Diabetes	✓	✓	✓	✓	✓
Heart Disease	✓	✓	✓	✓	✓
High Risk Pregnancy	✓				✓
Substance Abuse					✓
Obesity					✓

Contact your health plan or call your health plan's nurse line to learn more about these programs.

Are you under 21 years of age? Get free physical exams!

The Early Periodic Screening, Diagnostic, and Treatment (EPSDT) program lets children and young adults under 21 get free:

- Complete medical and dental exams;
- Developmental, autism, and lead screening;
- Hearing, vision, and laboratory tests; and
- Immunizations and tuberculosis skin tests.

You'll also get help setting up appointments and arranging transportation. Call your health plan for more information.

Urgent care centers

If you can't get an appointment with your PCP, you can go to an urgent care center. Urgent care centers can treat you for an illness or injury that requires immediate care, but isn't serious enough to visit an emergency room. You don't need an appointment to be treated at an urgent care center.

After-hours care nurse line

Each health plan has its own after-hours care nurse line where you can get medical advice and guidance. The lines operate **24 hours a day, seven days a week.**

Call your plan's nurse line if you have questions about a medical condition, or if you're not sure if you should visit an emergency room.

Traveling off-island or out of state

Your QUEST Integration health plan covers medically necessary off-island and out-of-state emergency services and post-stabilization services. For non-emergency off-island, out-of-state, and out-of-network services, prior authorization is required. No coverage in foreign countries.

Other Health Coverage

You must notify MQD if you have additional health insurance.

Services That Aren't Covered by Your Health Plan

Service	Who provides it?
Dental	Medicaid Fee-For-Service
School health	Department of Education (DOE)
Zero to Three program	Department of Health (DOH)
Behavioral health services for adult enrollees with serious mental illness (SMI)	Adult Mental Health Division (AMHD) in DOH or Community Care Services (CCS)
Behavioral health services for children under 21 years old with serious emotional disturbances (SEBD)	Child and Adolescent Mental Health Division (CAMHD) in DOH
Services for developmental or intellectual disabilities	Developmental Disabilities Division (DDD) in DOH

Call 1-800-316-8005 toll-free for more information about services not covered by your health plan.

About dental services and benefits

The Medicaid Fee-For-Service program provides dental services. This means you must get dental care from a dentist who sees Medicaid patients.

Call Community Case Management Corp (CCMC) to find a dentist who accepts Medicaid.

- Oahu: 792-1070
- Neighbor Islands: 1-888-792-1070 toll-free

If you're under age 21, you get:

- Diagnostic and preventive services once every six months.
- Non-emergency care that includes:
 - Endodontic therapy;
 - Periodontic therapy;
 - Restorations;
 - Prosthodontic services; and
 - Oral surgery.

- Emergency services.

If you're 21 or older, you get:

- Emergency services that include:
 - Eliminating dental pain;
 - Eliminating dental infection; and
 - Treating acute injuries to the teeth and supporting structures.
-

Who to Call for Which Service

Call your health plan if you have:

- Problems with a doctor or other provider;
- Problems accessing health care services;
- A disagreement about your health plan; or
- A grievance or appeal to file.

Call Med-QUEST Enrollment Services Section at 1-800-316-8005 toll-free if you have health plan enrollment and eligibility questions. TTY users, call 1-800-603-1201 toll-free.

Member complaints and grievances

All health plans have a member grievance and appeals process to help address any problems. If you're concerned about your medical care or services, contact your health plan's customer service department. The phone number is printed on the back of your membership card.

If you can't work things out with your health plan, you can contact the state-designated QUEST Integration Ombudsman in your county. The ombudsman can help if you have problems with your health plan or don't agree with the health plan.

- Hawaii: 333-3053
- Kauai: 240-0485
- Maui and Lanai: 270-1536
- Molokai: 660-0063
- Oahu: 791-3467
- Online: hilopaa.org

Important Contact Information

Health plan enrollment questions?

Call Med-QUEST Enrollment Services Section at 1-800-316-8005 toll-free, 7:45 a.m. to 4:30 p.m., Monday-Friday, except state holidays. TTY users, call 1-800-603-1201 toll-free.

- Online: www.med-quest.us
- Mailing address: Med-QUEST, P.O. Box 700190, Kapolei, HI 96709-0190

Changes to report or health plan eligibility questions?

Call the Med-QUEST Division Eligibility Offices to report all changes within ten (10) days of learning of them. **If you don't report changes, it may affect your eligibility for medical assistance.** Changes include:

- Income;
- Address;
- Living arrangement;
- Marriage or divorce;
- Pregnancy;
- Birth;
- Death;
- Health insurance coverage;
- Getting or changing a job;
- Injuries from accidents;
- Receipt or sale of any asset; and
- Receipt of a Social Security number.

You also must report when you enter a hospital or public institution, or move out of Hawaii.

Island	Phone	Fax
Oahu		
Applications	587-3521	587-3543
Ongoing	587-3540	587-3543
Kapolei Unit	692-7364	692-7379
Hawaii Island		
Hilo (East Hawaii)	933-0339	933-0344
Kona (West Hawaii)	327-4970	327-4975
Maui	243-5780	243-5788
Kauai	241-3575	241-3583
Molokai	553-1758	553-3833
Lanai	565-7102	565-6460

