

ASSISTANCE DIRECTORY

For additional information or assistance in the following areas, please contact the indicated office below:

PROVIDER INQUIRIES:

Agent Authorization Forms	DHS/MQD/HCMB P.O. Box 700190 Kapolei, HI 96707-0190	692-8099
Automated Voice Response System (AVRS)		1-800-882-4608
Centers for Medicare and Medicaid (CMS)	www.cms.gov/medicaid	
Clinical Laboratory Improvement Amendments (CLIA) applications, enrollment and certification	Department of Health CLIA Program 2725 Waimano Home Road Pearl City, HI 96782	453-6662
Claims Correspondence Inquiry Forms	ACS Provider Inquiry Unit 1440 Kapiolani Blvd. Suite 1400 Honolulu, HI 96814	Oahu: 952-5570 Neighbor Islands: 1-800-235-4378
Claim Forms: (CMS) HCFA 1500	Rainbow Printers, Inc. 875 Waimanu Street Room 507 Honolulu, HI 96813	593-9782
UB-92	Standard Register 737 Bishop Street, Suite 1850 Honolulu, HI 96813	536-9351

DHS – Department of Human Services
EB – Eligibility Branch
FO – Finance Office

HCMB – Health Coverage Management Branch
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Claim Forms (cont.):

ADA 1999 v. 2000

Rainbow Printers, Inc.
875 Waimanu Street
Room 507
Honolulu, HI 96813

593-9782

Pharmacy (Drugs)

ACS PBMS Rx
365 Northridge Road
Center One
Suite 400
Atlanta, GA 30350

Help Desk:
1-877-439-0803

Or

www.himed-questffs.org

Claims Filing (EMC):

CMS 1500, UB-92

ACS
Provider Inquiry Unit
1440 Kapiolani Blvd.
Suite 1400
Honolulu, HI 96814

Oahu:
952-5570

Neighbor Islands:
1-800-235-4378

Pharmacy (Drugs)

ACS PBMS (Rx)
Attn: Hawaii EMC Billing
365 Northridge Road
Center One
Suite 400
Atlanta, GA 30350

Help Desk:
1-877-439-0803

Claims Filing (Hard Copy):

CMS 1500, UB-92, ADA

ACS
P.O. Box 1220
Honolulu, HI 96807-1220

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Claims Filing (Hard Copy) (cont.):

Pharmacy (Drugs)

ACS PBMS Rx
 365 Northridge Road
 Center One
 Suite 400
 Atlanta, GA 30350

Help Desk:
 1-877-439-0803

Or

www.himed-questffs.org

Claims Inquiries:

Medical and Dental

ACS
 1440 Kapiolani Blvd.
 Suite 1400
 Honolulu, HI 96814

Oahu:
 952-5570

Neighbor Islands:
 1-800-235-4378

Hours of Operation:
 Monday – Friday
 7:30 a.m. – 5:00 p.m.
 Except State Holidays

Pharmacy (Drugs)

ACS PBMS Rx
 365 Northridge Road
 Center One
 Suite 400
 Atlanta, GA 30350

Help Desk:
 1-877-439-0803

Or

www.himed-questffs.org

Coupon Request

DHS/MQD/EB/Branch/Unit/
 Eligibility Worker

587-3540

Eligibility Determination Information

DHS/MQD/EB/Branch Unit

587-3540

Eligibility Verification:

AVRS

Automated Voice Response
 System

1-800-882-4608

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Eligibility Verification (cont.):

Enrollment Call Center	DHS/MQD P.O. Box 700190 Kapolei, HI 96707-0190	Oahu: 524-3370 Neighbor Islands: 1-800-316-8005
Point of Sale systems	Medifax EDI Customer Service (Pacific Standard Time: 5:00 a.m. – 5:00 p.m.) Or Email at: customer.service@medifax.com	Voice: 1-800-333-0263 Fax: 615-843-2539
EPSDT Enrollment / Information	DHS/MQD/MSB	692-8110
Fair Hearing	DHS/Medicaid Administrator P.O. Box 700190 Kapolei, HI 96707-0190	
Fraud or Abuse Reporting	DHS/MQD/MSB P.O. Box 700190 Kapolei, HI 96707-0190 Or Medicaid Investigation Division Dept. of Attorney General 425 Queen Street Honolulu, HI 96813	692-8114 586-1058
Hamamatsu PET Center	The Queen’s Medical Center	537-7077 Fax: 537-7813
Immunization Recommendations – National Immunization Program	Centers for Disease Control: www.cdc.gov/nip	

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Locum Tenens Statement	DHS/MQD/HCMB P.O. Box 700190 Kapolei, HI 96707-0190	692-8099
MQD Provider Hotline	DHS/MQD/Provider Hotline	1-800-235-4378
	Hours of Operation: Monday – Friday 8:00 a.m. – 4:00 p.m. Except State Holidays	
Medicaid Fee (Payment) Schedule	ACS Provider Inquiry Unit 1440 Kapiolani Blvd. Suite 1400 Honolulu, HI 96814	Oahu: 952-5570 Neighbor Islands: 1-800-235-4378
Medical Authorizations (Medical and Dental):		
Instructions	ACS Provider Inquiry Unit 1440 Kapiolani Blvd. Suite 1400 Honolulu, HI 96814	Oahu: 952-5570 Neighbor Islands: 1-800-235-4378
Urgent or Conditional Authorization Requests	ACS Provider Inquiry Unit 1440 Kapiolani Blvd. Suite 1400 Honolulu, HI 96814	Fax: 952-5562
1144 – Dental Services	ACS P.O. Box 2561 Honolulu, HI 96807-2561	Fax: 952-5562
1144 – Medical Services (including Organ Transplants)	ACS P.O. Box 2561 Honolulu, HI 96807-2561	Fax: 952-5562

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Medical Authorizations (Medical and Dental) – Cont.:

1144 – PET Scans	The Queen’s Medical Center Hamamatsu PET Center	537-7077 Fax: 537-7813
1144b	ACS PBMS (Rx) 365 Northridge Road Center One Suite 400 Atlanta, GA 30350	Help Desk: 1-877-439-0803
208	ACS P.O. Box 2561 Honolulu, HI 96807-2561	Fax: 952-5562
1018	ACS P.O. Box 2561 Honolulu, HI 96807-2561	Fax: 952-5562
1135	DHS/FMO/BPS P.O. Box 339 Honolulu, HI 96809-0339	
1147	Mountain Pacific Quality Health Foundation (MPQHF) 1360 Beretania Street Suite 500 Honolulu, HI 96814	Fax (Oahu): 440-6009 Fax (Neighbor Islands): 1-877-211-5570
1147 a	Mountain Pacific Quality Health Foundation (MPQHF) 1360 Beretania Street Suite 500 Honolulu, HI 96814 Mountain Pacific Quality Health Foundation (MPQHF)	Fax (Oahu): 440-6009 Fax (Neighbor Islands): 1-877-211-5570

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Medical Authorizations (Medical and Dental) – Cont.:

1147c	Mountain Pacific Quality Health Foundation (MPQHF) 1360 Beretania Street Suite 500 Honolulu, HI 96814	Fax (Oahu): 440-6009 Fax (Neighbor Islands): 1-877-211-5570
1150	DHS/MQD/MSB P.O. Box 700190 Kapolei, HI 96707-0190	Fax: 692-8131
1150a	DHS/MQD/MSB P.O. Box 700190 Kapolei, HI 96707-0190	Fax: 692-8131
1162	ACS PBMS (Rx) 365 Northridge Road Center One Suite 400 Atlanta, GA 30350	Help Desk: 1-877-439-0803

Payment Checks (Lost Checks, Expired Checks, Returned Checks)

For Medical Payments	ACS P.O. Box 1206 Honolulu, HI 96807-1206	Oahu: 952-5570 Neighbor Islands: 1-800-235-4378
For Drug Payments	ACS PBMS (Rx) 365 Northridge Road Center One Suite 400 Atlanta, GA 30350	Help Desk: 1-877-439-0803

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Provider Information Form:

Applications, Provider Address Changes, Provider Status Changes, Provider Terminations	DHS/MQD/HCMB P.O. Box 700190 Kapolei, HI 96707-0190	692-8099
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Provider Release of Information	DHS/MQD/FO/TPL P.O. Box 700190 Kapolei, HI 96707-0190	692-8074
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State of Hawaii Organ Tissue Transplant (SHOTT) Program:

Claims Submissions and Claims Inquiries	Suzann Fischman Claims Director, Cyrca, Inc. 9200 Keystone Avenue Suite 300 Indianapolis, IN 46420	1-800-510-0225 Fax: 317-575-9370
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Case Management and Issues related to specific Medical Services	Shirley Hee, RN VP, Medical Services Cyrca, Inc. 3009 Woodlawn Drive Honolulu, HI 96822	988-0944 Fax: 988-7330
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Travel Agent (State Contracted)	Panda Travel 1017 Kapahulu Ave. Honolulu, HI 96816-1305	738-3838 Fax: 738-3391
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Timely Filing Waiver Request	DHS/MQD/FO P.O. Box 700190 Kapolei, HI 96707-0190	692-8074
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RECIPIENT INQUIRIES:

Benefits Information	DHS Caseworker	
Payment Information (subrogation for accident related cases)	DHS/MQD/FO P.O. Box 700190 Kapolei, HI 96707-0190	692-8074
Counseling on showing ID cards	DHS Caseworker	
Concerns about Caseworker	Caseworker's Unit Supv.	
Reporting Fraud or Abuse	DHS/MQD/MSB P.O. Box 700190 Kapolei, HI 96707-0190	692-8114
All Other Inquiries	DHS Caseworker	

**Home and Community
Based Services (HCBS)
Applications:**

Oahu	832-0212
East Hawaii (Hilo)	933-8820
West Hawaii (Kona)	327-6280
Kauai	241-3343
Maui	243-5125

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Medical Applications Unit:

Oahu	587-3521 Fax: 587-3543
East Hawaii (Hilo)	933-0339 Fax: 933-0344
West Hawaii (Kona)	327-4970 Fax: 327-4975
Maui	243-5780 Fax: 243-5788
Kauai	241-3575 Fax: 241-3583
Molokai	553-1758 Fax: 553-3833
Lanai	553-1758 Fax: 553-3833

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