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STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
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P. O. Box 700190  
Kapolei, Hawaii 96709-0190

January 21, 2009

MEMORANDUM

ACS M09-05

TO: Pharmacy Providers, Medicaid Physicians, Dentists, and other Prescribers

FROM: Kenneth S. Fink, MD, MGA, MPH   
Med-QUEST Division Administrator

SUBJECT: **QUEST EXPANDED ACCESS (QExA) - EFFECTIVE FEB. 1, 2009**  
**Specific Pharmacy and Prescription Information**

The QUEST Expanded Access (QExA) program is going live on February 1, 2009. The QExA program will provide, for the first time, a comprehensive continuum of care for more than 39,000 "aged, blind and disabled" (ABD) beneficiaries. These low-income seniors, 65 and older, and people of all ages with disabilities currently receive treatment through a Medicaid Fee-For-Service (FFS) system.

As a Medicaid provider, you are as essential to the success of QExA as you are under our FFS program. If you have not yet contracted with the new QExA health plans, please contact them at this time to complete an application. **The QExA program begins with a 180 day transition period during which out-of network, i.e., non-contracted or non-participating, providers will be paid Medicaid rates by the health plans without any prior authorization for existing treatment plans while their QExA enrolled patients receive an assessment and get established with in-network providers.**

Effective February 1, 2009, QExA clients will commence submitting prescriptions and refill requests. Most clients will receive a notice indicating their health plan before the actual member Identification (I.D.) card is received. If a client presents without a letter or notice or an I.D. card, eligibility may also be verified via the DHS Medicaid on-line service or the AVRS.

**Eligibility Questions:**

Evercare: 1-888-980-8728      'Ohana Health Plan: 1-888-846-4262

**The Med-QUEST Division's (MQD) Customer Service Branch**  
Oahu: 524-3370      Neighbor Islands: 1-800-316-8005

**Pharmacy claims with a date of service of February 1, 2009, will be paid by a QExA plan, including the excluded drugs for clients who have Medicare Part D and Medicaid.** FFS via Affiliated Computer Services (ACS) Pharmacy Benefit Manager (PBM) will deny any claims that should go to a QExA health plan.

#### **'Ohana Health Plan**

- Claims and prior authorization (PA) issues: Provider Hotline: 1-888-505-1198  
Hours of operation: 24 hours, 7 days a week  
Submit claims to: Walgreens Health Initiatives, Attn: Paper Claims  
P.O. Box 545  
Deerfield, Illinois 60015

#### **Evercare**

- Claims Issues: Prescription Solutions Help Desk: 1-877-889-6510  
Hours of operation: 24 hours, 7 days a week  
Submit Claims to: Prescription Solutions  
P.O. Box 6037  
Cypress, California 90630
- PA or clinical overrides: 1-800-711-4555  
Hours of operation: Non-injectables: 6:00 a.m. to 5:00 p.m. HST, 7 days a week  
Injectables/Specialty Pharmacy: 6:00 a.m. to 5:00 p.m. HST,  
Monday through Friday

**Note:** When new clients become eligible for Medicaid and qualify for the QExA managed care program, **there will be a four (4) to five (5) day interval between the date of client eligibility and the managed care plan's PBM having the client information to process claims Point of Sale (POS).** During this period, the claims need to be held until the client's information is received by the PBM.

**FFS via ACS PBM will continue to process the following pharmacy claims for Medicaid clients in the QExA program:** Claims for prescriptions written by dentists and Medicare Part D co-payments for the State Pharmacy Assistance Program (SPAP). ACS PBM will also continue to process claims for the small population not enrolled in QUEST or QExA that will continue to receive care through the FFS program. See attached summary table.

**Mental Health Medications for Clients Enrolled in CCS:** Claims for mental health medications with a date of service (DOS) of January 1, 2009 or later must be submitted to Argus Health Systems for QExA clients enrolled in Community Care Services (CCS). **The Perform Rx Help Desk is available 24 hours a day, 7 days a week by calling 1-866-397-4522.**

For FFS Medicaid pharmacy policy questions, please contact Ms. Lynn Donovan, R.Ph., Pharmacy Consultant at (808) 692-8116.

Attachment

## Hawaii Medicaid Drug Coverage

Effective February 1, 2009

(~219,000 recipients)

Hawaii Medicaid (~219,000 recipients)	QUEST (~177,000 recipients)	Fee-For-Service Medicaid (~3,000 recipients)	QUEST Expanded Access (QExA) (~39,000 recipients)
Status	NO Changes	NO Changes: <ul style="list-style-type: none"> <li>• Small population remaining - recipients with spend-down etc.</li> </ul>	<b>NEW</b> ABD Managed Care Plans for: <ul style="list-style-type: none"> <li>• Medicaid Only and</li> <li>• Medicare and Medicaid/Dual Eligibles (DE)</li> </ul>
Plans and Contact Information: <ul style="list-style-type: none"> <li>• Claims Processing and</li> <li>• Prior Authorization</li> </ul>	<ul style="list-style-type: none"> <li>• AlohaCare</li> <li>• HMSA</li> <li>• Kaiser</li> <li>• Summerlin</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliated Computer Services (ACS) <a href="http://www.himed-questffs.org">www.himed-questffs.org</a></li> <li>• Call Center 1-877-439-0803</li> <li>• Fax number for drug PAs 1-888-335-8474</li> </ul>	<ul style="list-style-type: none"> <li>• Evercare</li> </ul> <p><b>Claims Issues: 1-877-889-6510</b> Hours of operation: 24 hours 7 days a week.</p> <p><b>PA or clinical overrides: 1-800-711-4555</b></p> <ol style="list-style-type: none"> <li>1. Non-injectables: 5am - 7pm Pacific Time 7 days a week</li> <li>2. Injectables: 5am – 7pm Pacific Time Monday – Fri. <b>Not open on weekends</b></li> </ol>
Dental Drugs and Medicare Part D Copayments (SPAP)	QUEST dental drugs are covered by FFS.	QExA, QUEST and FFS dental drugs and Medicare Part D copayments are covered by FFS.	<ul style="list-style-type: none"> <li>• Ohana Health Plan</li> </ul> <p><b>Provider Hotline for Claims and PA issues: 1-888-505-1198</b></p> <p>Hours of operation: 24 hours 7 days a week</p>
<b>January 1, 2009 APS Healthcare</b>	<b>Perform Rx Help Desk at 1-866-397-4522 Hours of operation: 24 hours/day 7 days/week.</b>		