



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

March 19, 2003

MEMORANDUM

**TO:** Neighbor Island Medicaid Recipients

**FROM:** Aileen Hiramatsu, Med-QUEST Division Administrator

**SUBJECT:** Travel Between Islands for Medical Services

The Med-QUEST Division (MQD) has changed its process for travel between islands for medical services. Travel arrangements for eligible recipients are now being made by MQD. The purpose of this letter is to tell you about these changes. These changes take effect immediately. Medicaid providers have also received notification of these changes.

The following rules apply to inter-island travel:

- Travel is for medical reasons only (treatments, appointments, follow-up visits, etc.). Your travel will be scheduled based on your medical needs.
- Interisland travel is only covered when the medical service you require cannot be obtained on the island where you live.
- If medically necessary, the MQD will approve travel for only ONE (1) attendant (companion).
- Airlines will not accept approved Form 208s as ticket vouchers.
- MQD will make the travel arrangements for you using electronic ticketing. For emergencies, your provider will tell you how to obtain transportation.
- Once travel arrangements have been made by MQD, they CANNOT be changed.
- You CANNOT make your own travel arrangements, and if you do, you will not be reimbursed for the ticket.

If you travel to Oahu with a MQD paid ticket and you fail to show-up for your scheduled medical appointment without a valid reason, you have committed fraud. The Department will seek recovery of the travel costs paid on your behalf from you.

For emergency medical conditions that require coming to Oahu, your provider will tell you how to obtain transportation.

For urgent medical conditions that require coming to Oahu, your provider must send in a travel request at least 2 business days before your appointment. If the travel request is approved, MQD will contact you directly with flight/travel details.

For all other situations, your provider must submit a request for travel at least 14 days before your appointment(s). Because the number of flights between the neighbor islands and Honolulu is decreasing, it is important for reservations to be made in advance. If the travel request is approved, MQD will contact you directly or mail you a copy of your travel information.

Medicaid providers will also be required to provide more detailed information when submitting travel requests. This will help MQD better schedule your travel so that your medical needs are met. Please help your provider by giving him/her this information when requested.

Some of these items include:

- Appointment details like date, time and address for all your scheduled appointments on Oahu during the travel time
- If you need an attendant, the name of the companion traveler and medical reason for the companion is required. Your companion must be an adult and able to provide the assistance you need. Examples: pushing the wheelchair, assisting you in sitting, standing, or walking if you cannot do these on your own.
- Any special travel needs (oxygen, seating, gate-to-plane assistance, etc.)

When traveling between the islands, please remember these travel tips:

- Bring your photo ID. If you are traveling with a companion, he/she will need to bring a photo ID also.
- Bring your flight information. The information will be provided to you via phone by MQD or via mail from MQD on the Notice of Approval of Travel.
- If needed, bring your oxygen card.
- Arrive at the airport at least 2 hours before your flight leaves.

Finally, if your travel has been scheduled and you are unable to make your scheduled appointment or miss your flight, please contact your provider immediately.

Thank you for your assistance and cooperation.

          /s/ Aileen Hiramatsu            
Med-QUEST Division Administrator