



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

March 21, 2003

MEMORANDUM

TO: All Active MQD Providers

FROM: Aileen Hiramatsu, Med-QUEST Division Administrator

SUBJECT: CHANGES TO SUBMITTING FORM 208 – AIR TRANSPORTATION TRAVEL REQUEST

The Med-QUEST Division (MQD) has changed its process for inter-island travel for medical services. In the interest of fiscal responsibility, travel arrangements for eligible Medicaid recipients will now be made by MQD with the assistance of Panda Travel. The purpose of this memorandum is to inform you of additional changes to the process for submitting Form 208. These changes take effect immediately, so please make your office staff aware of the new process.

First of all, you should already be aware of the following items relating to the Form 208 travel request process:

- Travel must only be for medical reasons (treatments, appointments, follow-up visits, etc.).
- Inter-island travel will only be approved if the medical service associated with the travel request cannot be obtained on the recipient's island of residence. If another Medicaid provider on the recipient's island of residence provides the medical service, the recipient should consult that provider.
- Airlines will not accept approved Form 208s as ticket vouchers.
- Recipients CANNOT make their own travel arrangements and will not be reimbursed for ticket expenses.
- Once a ticket has been issued by MQD, it CANNOT be changed.

The additional changes to the Form 208 process are as follows:

- The Form 208 - Air Transportation Request (refer to attached) has been revised and now includes additional information necessary for processing travel requests. Each section of the Form 208 must be completed.
- The completed Form 208 should be faxed to MSB-208 Processing at (808) 692-8131 if travel is requested at least 14 days before the appointment date.
- If you faxed the 208 Form, you do not need to mail it.
- Incomplete Form 208s will be returned.
- The role and need for companion/attendant travelers must be explained upon submission of travel request. The MQD will approve no more than ONE (1) attendant. Minors require an adult attendant. For adults, the attendant must be an adult and must be able to provide physical assistance to the patient (if needed).
- Special travel needs (seating, gate-to-plane assistance, etc.) must be indicated upon request of travel authorization. Type of oxygen flow device (mask or nasal tube) and the O₂ flow rate must be provided upon submission of travel request at least 7 days in advance.
- Requests for non-emergent and non-urgent travel received less than 14 days in advance will be returned. Due to the decreasing availability of flights, it is important for travel arrangements to be made in advance so that recipients will be able to travel to their scheduled appointments.
- If the appointment needs to be rescheduled, submit a new Form 208 at least 14 days from the new appointment date.

The procedure for completing and submitting the Form 208 to MSB for review is described below:

Do not submit more than 1 travel request for each Form 208. Example: Recipient will have radiation therapy at least 3 times a month and will travel back to the island of residence between each session, then 3 208 Forms must be submitted.

For Non-Emergent and Non-Urgent Conditions (i.e., Regular)

Step 1: Complete each item on the Form 208. Check the “Regular” box at the top right corner of the Form 208. If the patient does not have a telephone, provide the name and telephone number of someone who can relay a message to the patient in Boxes 9 and 10.

Step 2: You should complete the Form 208 at least 14 days before the scheduled appointment. Please fax the Form 208 to:

Department of Human Services
Med-QUEST Division
MSB-208 Processing
FAX: (808) 692-8131

Due to decreases in interisland flights, the MQD must receive the 208 at least 14 days prior to a scheduled appointment. 208s received less than 14 days prior to an appointment will be returned and the patient will need to reschedule his/her appointment. Also, due to limited flight availability on weekends, please do not schedule any appointments for FRIDAY and MONDAY. Limit appointment to morning and early noon. Example: 8:00 a.m. to 1:00 p.m.

MQD will review the travel request. If the travel request is approved, MQD staff will notify the provider (see attached memorandum). MQD will schedule the flight arrangements and purchase the recipient's (and companion's) ticket based on the information provided. MQD staff will notify the recipient of the travel plan. If the travel request is denied, MQD will notify the recipient and provider.

For Emergency Medical Conditions

Definition: Emergency medical conditions are those conditions that are manifested by ACUTE conditions of sufficient severity (including severe pain) such that a prudent layperson, who possesses average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in placing the health of the individual (or with respect to a pregnant woman, the health of the woman and/or her unborn child) in serious jeopardy, or cause serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

If the Medicaid recipient meets the above criteria AND services to treat the emergency conditions are not available on the island of residence AND the recipient can safely travel on a commercial airline, please use the following procedure:

Step 1: Please print or type required information. Complete each item on the Form 208. Check the "Emergent" box at the top right corner of the Form 208. If the patient does not have a telephone, provide the name and telephone number of someone who can relay a message to the patient in Boxes 9 and 10.

Step 2: Fax the completed Form 208 to (808) 692-8131.

Step 3: Direct the Medicaid recipient to his/her Med-QUEST Division Office to obtain Government Airline Coupons (if during working hours). If after working hours or on the weekend, the referring physician must call Dr. Lynette Honbo, Medical Director of the Medical Standards Branch-MQD, at (808) 220-8366 for travel approval and instructions on directing the recipient to the Hawaiian Airlines desk for ticketing.

For Urgent Medical Conditions

Definition: Urgent medical conditions are conditions that require medical care within 2 business days. If the care is not received during this time, a person's life or health may be jeopardized.

If the Medicaid recipient meets the above criteria AND services to treat the urgent medical condition are not available on the island of residence AND the recipient can safely travel on a commercial airline, please use the following procedure:

Step 1: Complete the Form 208. Check the "Urgent" box at the top right corner of the Form 208. If the patient does not have a telephone, provide the name and telephone number of someone who can relay a message to the patient in Boxes 9 and 10.

Step 2: Fax the completed Form 208 to (808) 692-8131.

MQD will review the travel request. If the travel request is approved, MQD staff will notify the provider. MQD will schedule the flight arrangements and purchase the recipient's (and companion's) ticket based on the information provided. MQD staff will notify the recipient of the travel plan. If the travel request is denied, MQD will notify the recipient and provider.

Examples of situations that do NOT qualify as EMERGENCY or URGENT medical conditions:

- The Medicaid recipient has a routine appointment (including non-urgent follow-up visit) with a provider and a Form 208 was not submitted timely.
- The Medicaid recipient has an appointment for an elective procedure scheduled more than 14 days before the date of travel and the Form 208 was not submitted timely.
- The Medicaid recipient has an appointment with a provider or has changed an appointment date, and a Form 208 has not been submitted at least 14 days before the new appointment.

In order for an eligible recipient's travel to be covered by the State, this process for submitting the Form 208 must be followed exactly. For your information, a copy of the notice to recipients concerning these changes and a copy of the itinerary format is attached.

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Finally, if you become aware of situations where a recipient will be unable to make his appointment, the appointment has been cancelled, the appointment has been rescheduled, or the recipient was a no-show for the appointment, please contact MSB at (808) 692-8124 so that the travel can be cancelled. Recipients will be informed that if they travel to Oahu and fail to show up for their appointment, they will be committing fraud, and the Department will seek repayment of the travel costs.

Thank you for your cooperation.

/s/ Aileen Hiramatsu

Med-QUEST Division Administrator

Attachments