

DHS Medicaid Online FAQ Questions

| Question | Answer |
|--|---|
| Can we know what our payment amount is for the week? | We do not currently store final payment amounts online. |
| Will the recipient's cost share information be available? | Yes, it will be included in the near future. Information to be forthcoming. |
| Will the modifier code be shown for a claim? | Yes, it will be included as a future enhancement. Information to be forthcoming. |
| When will the system be available for providers to use? | DHS Medicaid Online will begin rollout to the provider community late February 2003. The system is available to users 24 hours day/7 days a week. The system provides you real time information as of that day. |
| What do I need to use DHS Medicaid Online? | You would need Internet access, a valid HPMMIS Provider ID and a Tax ID. |
| How much does it cost? | There is no cost to use this service. |
| Where is the data coming from? | The data source for the eligibility, enrollment and claims information comes from the HPMMIS (Hawaii Prepaid Medical Management System). The system provides you real time information as of that day. |
| Who do I call if I encounter a problem when using the website? | You may call the ACS Call Center at : (808) 952-5570 or toll free at 1-800-235-4378 |
| Who do I call if I have questions regarding a claim? | You may call the ACS Call Center at : (808) 952-5570 or toll free at 1-800-235-4378 |
| Who do I call if I have questions regarding a recipient's eligibility or enrollment? | You may call the Med-QUEST Provider Hotline at (808) 692-7360 or toll free at 1-800-518-8887. |
| Who do I call if I have questions regarding my provider registration status? | You may call the Health Care Management Branch (HCMB) Provider Registration at (808) 692-8099. |
| How do I update my Tax ID or other demographic information? | Please complete a Provider Registration change form and submit to: MQD/HCMB PO Box 700190 Kapolei, HI 96709-0190 |