

# State Hawaii

## Overview

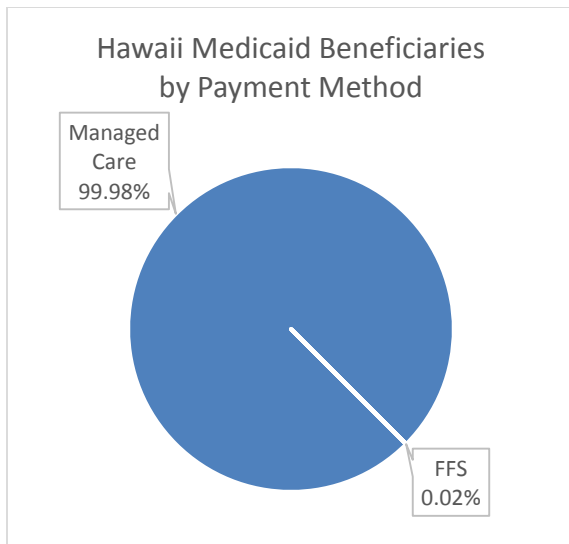
- The Hawaii Medicaid program provides healthcare coverage for low-income individuals, including children, pregnant women, individuals with disabilities, elderly, parents and other adults. The Hawaii Department of Human Services (DHS) is the single state agency that administers the Medicaid program within the state. In 2015, the Hawaii Medicaid program provided coverage to approximately 340,000 enrolled beneficiaries with total expenditures of approximately \$2 billion. However, Hawaii's Medicaid delivery system is >99.9 % managed care, with a total of 61 individuals currently receiving FFS benefits.
- In accordance with 42 CFR 447.203, Hawaii has developed an access review monitoring plan for the following service categories provided under a fee-for-service (FFS) arrangement:
  - Primary care services
  - Physician specialist services
- As the FFS beneficiary population is so small, this report will describe access to care for beneficiaries in FFS. We will describe the case management available to these FFS Medicaid beneficiary, and the adequacy of the provider network for the required services. These required services include primary care and physician specialist services.
- Analysis of the data and information contained in this report show that Hawaii Medicaid beneficiaries have access to healthcare that is similar to that of the general population in Hawaii

## Beneficiary Population

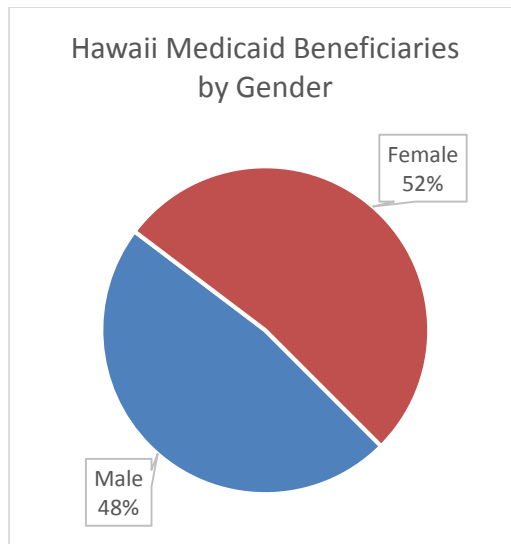
In 2015, the Hawaii Medicaid program provided coverage to approximately 340,000 enrolled beneficiaries. Approximately >99.9% of these beneficiaries are enrolled in managed care (Figure #1). The 0.02% receiving care through FFS primarily include individuals enrolled in the State of Hawaii Organ and Tissue Transplant (SHOTT) program for individuals requiring an organ transplant.

The beneficiary breakout by gender for the Hawaii Medicaid program is 52% females and 48% males (Figure #2). The beneficiary distribution by age shows 2% in the <1 age group, 39% in the 1-18 age group, 27% in the 19-39 age group, 23% in the 40-64 age group, and 9% in the 65+ age group (Figure #3).

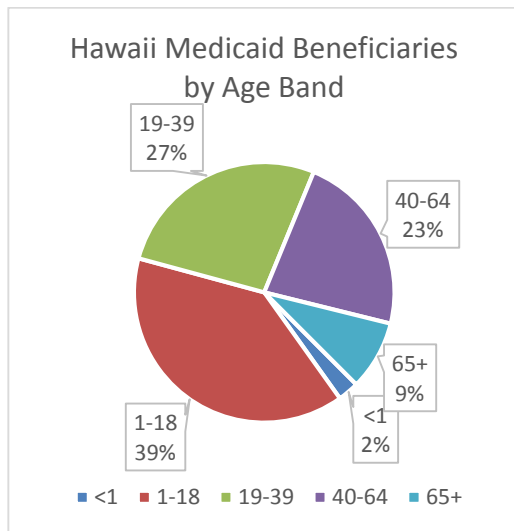
**Figure #1**



**Figure #2**



**Figure #3**



## Review Analysis of Access to Care

The third party administrator of the Hawaii Medicaid SHOTT Program is Koan Risk Solutions, Inc. Koan provides case management and authorizes and pays for services rendered to Hawaii

Medicaid recipients who are approved as transplant candidates by the Med-QUEST Division's (MQD's) Medical Director.

### **Case Management**

After MQD's Medical Director approves a Medicaid recipient to be a transplant candidate, the case manager does the following:

- Contacts the recipient and informs him/her that all medical and ancillary services (transportation, lodging, meals) will be coordinated and paid by Koan.
- Meets with the patient and/or primary caregiver to obtain patient's signed agreement for Koan to manage care and gives patient and/or PCG information on how to contact the case manager
- On an ongoing bases, the case manager does the following
  - Has at least monthly contact with the recipient (by phone or in person)
  - Arranges all transplant related services including travel, lodging, meals
  - Helps patient obtain medically needed drugs, medical items, and specialty services –both transplant related and non-transplant related
  - Coordinates with Transplanting facilities
  - Coordinates with the MQD to ensure that the patient is eligible and that TPL is updated

### **Claims Payment**

Koan uses transplant facilities that are Medicare certified and approved by MQD. Koan has contracts or LOAs (Letters of Agreement) with the following transplant facilities:

- Queen's Medical Center
- Kapiolani Medical Center for Women and Children
- Stanford Medical Center (California)
- Lucile Packard Children Hospital (California)
- Cincinnati Children's Hospital (Ohio)
- Seattle Children's Medical Center (Washington)
- City of Hope (California)
- Rady's Children's Medical Center (California)

Claims are paid based on contract agreements. For in-state, non-transplant related services, claims are paid at Hawaii Medicaid rates. For services performed in Hawaii, Koan uses Hawaii Medicaid providers.