

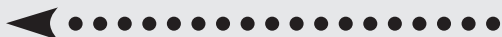
QUEST Expanded Access

(QExA) is a new program for Medicaid clients who are seniors, 65 or older, and people of all ages with disabilities.

Important Dates:

- ▶ **July 7, 2008**, the toll-free QExA Helpline opened. Call **1-866-928-1959**. We're ready to answer your questions. Free translation services are available in many languages.
- ▶ **September 25, 2008**, we're sending QExA clients a New Enrollment Packet in a bright yellow envelope. The New Enrollment Packet contains information on the new QExA program, the participating health plans and how to choose the health plan that best meets the client's needs.
- ▶ **October 1, 2008**, health plan enrollment begins.
- ▶ **February 1, 2009**, QExA clients begin receiving medical services through a QExA health plan.

Take a minute to
read this brochure and
learn more about QExA.



Questions?

- ▶ CALL the toll-free Helpline at
1-866-928-1959
Open 8 a.m. to 5 p.m., Monday – Friday
Toll-free TTY line **1-866-928-1958**
- ▶ Visit us on the Internet at:
www.qexa.org



QExA HAWAI'I

QUEST Expanded Access
for Healthy Long-Term Living

Sponsored by the State of Hawaii
Department of Human Services
Med-QUEST Division

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What is QExA? (QUEST Expanded Access)

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若需详细中文资料，请使用免费电话1-866-928-1959
寻取协助。

PARA SA KARAGDAGANG TANONG SA
TAGALOG, TAWAGAN PO LAMANG ANG
LIBRENG LINYANG PWEDENG TUMULONG SA
INYO DITO SA 1-866-928-1959

PARA DAGITI KAYAT TAYO A DAMAGEN TI
ILOCANO, AWAGAN LAENG DAYTOY LIBRE A
LINYA NGA MABALIN A MAKATULONG
KADATAYO IDIAY 1-866-928-1959

자세한 한국어 안내를 원하시면 수신자 부담 무료
안내전화 Helpline (1-866-928-1959번) 으로
전화주시기 바랍니다.

To improve the health of seniors, 65 or older, and people of all ages with disabilities, the State of Hawaii Department of Human Services created **QExA**, a Medicaid managed care program. Under QExA, clients will receive medical services through their health plans and will no longer have to navigate the Medicaid system alone.

QExA provides clients with:

- ▶ A comprehensive continuum of coordinated healthcare.
- ▶ A team of professionals to help clients gain easy and timely access to quality medical treatment.
- ▶ Additional health services, including special programs for home-based care, diabetes, heart disease, obesity and more.
- ▶ Full protection of patient rights, aided by new ombudsman services, enrollment counseling and an extensive quality assurance system.
- ▶ No breaks in coverage or medical services when clients transition into managed care.

There are two QExA health plans:

Evercare and `Ohana Health Plan

Each health plan offers additional services. For more information, call the toll-free QExA Helpline at **1-866-928-1959**.

Under QExA, clients choose the health plan they want and then visit the doctors, hospitals, care facilities and pharmacies that participate in this health plan. The health plan will cover all regular Medicaid services, along with extras such as:

- ▶ A PCP (primary care provider), who is responsible for the client's care.
- ▶ Regular check-ups with the client to encourage healthy behaviors.
- ▶ A way to get healthcare 24 hours a day, 7 days a week.
- ▶ A Service Coordinator who works with the client and their family to ensure that the client's medical needs are fully met.

QExA goals include:

- ▶ Improve the health of our Medicaid clients.
- ▶ Connect Medicaid clients with a doctor who will be responsible for addressing their healthcare needs.
- ▶ Support client independence, responsibility and choices for healthcare.
- ▶ Provide quality health services in the homes and/or communities of clients, whenever possible.

Where can I find out more about QExA?

It's easy to learn about QExA

Call us toll-free at **1-866-928-1959** and speak with an Enrollment Counselor. We are here to answer your questions and help Medicaid clients choose a health plan.

Attend a QExA meeting in your area. Enrollment Counselors will provide information on QExA. You can get all your questions answered and learn how clients can choose a health plan. To find a meeting near you, or to schedule a meeting, call us toll-free at **1-866-928-1959**.