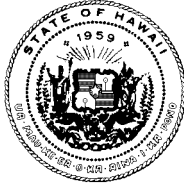


LINDA LINGLE  
GOVERNOR



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DEPUTY DIRECTOR

**STATE OF HAWAII**  
**DEPARTMENT OF HUMAN SERVICES**  
Med-QUEST Division  
Policy and Program Development Office  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

February 4, 2009

Dear SPAP Recipient:

This is to inform you that there is a computer system error in the SPAP claim process. Hawaii Medicaid is working to make the necessary changes as soon as possible so that the Medicare Part D co-payments normally paid by SPAP can be processed. The system is estimated to be fixed by February 9, 2009. We apologize for the inconvenience. This is not related to the implementation of the new QExA program.

A pharmacy alert has been sent to ask the pharmacies to provide your drugs and hold the SPAP claims until the system is fixed.

If you have to pay the drug co-payments out of pocket, please hold on to your receipts. The pharmacy can re-submit the SPAP claims at a later time for you. Any questions regarding SPAP claim rejections, please call the SPAP office at 692-7999 on Oahu or 1-866-878-9769 from the neighbor islands.