



QExA HAWAI'I

QUEST Expanded Access for Healthy Long-Term Living

Seminar Agenda

- Seminar Goals
- Community Outreach
- QExA Overview
- Managed Care Improvements Over Fee-For Service
- QExA Program Goals
- Health Plan Benefits
- Clients Included in QExA
- Covered Services
- QExA Health Plans
- Choosing a Health Plan
- Important Dates



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Seminar Goals

- Provide basic information about QUEST Expanded Access (QExA)
- Empower stakeholders to assist clients with basic questions about QExA
- Motivate clients to choose a health plan



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Seminar Goals

Educate stakeholders about:

- Managed care improvements over the current Fee-For-Service Medicaid system
- Distinguishing features of the two health plans
- How clients can access services during and after QExA transition
- Availability of assistance for clients when choosing a health plan



QExA Community Outreach

The State Department of Human Services (DHS) is working with Affiliated Computer Services, Inc. (ACS) to educate community stakeholders and Medicaid clients about QExA and how to choose a health plan.



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QExA Community Outreach

Together we can:

- Promote awareness of QExA
- Motivate members to make a choice
- Educate clients about available healthcare services

Call the QExA Helpline to receive QExA member materials in English, Chinese, Ilocano, Korean, Tagalog, Braille, large print and audiotape.



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QExA Overview

QExA is a Medicaid program DHS created for seniors, 65 and older, and clients of all ages with disabilities.

Commonly called the Aged, Blind and Disabled (ABD) population, these people currently receive care through a Medicaid Fee-For-Service (FFS) system.



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QExA Overview

With QExA, ABD clients will receive service coordination, outreach, improved access and enhanced quality of healthcare services by becoming members of health plans through a managed care delivery system.



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QExA Managed Care

Under QExA managed care, clients:

- Choose their doctor – a primary care provider (PCP) who is responsible for the member's care
- Receive regular check-ups and health assessments
- Have access to specialists in their health plan
- Have access to healthcare 24/7
- Have a Service Coordinator to make sure the client's health needs are met



Managed Care Improvements Over FFS

- Under FFS, clients have to navigate the Medicaid system alone to find a doctor, hospital or other provider who accepts Medicaid
- Under QExA, ABD clients will be helped by a team of healthcare professionals
- Their healthcare will be coordinated by a doctor (PCP) of the client's choosing



Managed Care Improvements Over FFS

Under QExA, clients will benefit from additional health services, including special programs for:

- Expanded Home-Based Care
- Obesity
- Heart disease
- Diabetes



QExA Program Goals

- Improve the health status of ABD clients
- Establish a “provider home” for clients through the use of member-selected primary care providers (PCPs)
- Empower client responsibility by promoting independence and choice



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QExA Program Goals

- Assure access to high-quality, cost-effective care that is provided, whenever possible, in the homes and/or communities of clients
- Coordinate care for clients, including primary, acute, behavioral health and long-term care benefits
- Ensure that clients are able to receive needed care in their choice of settings



QExA Health Plan Benefits

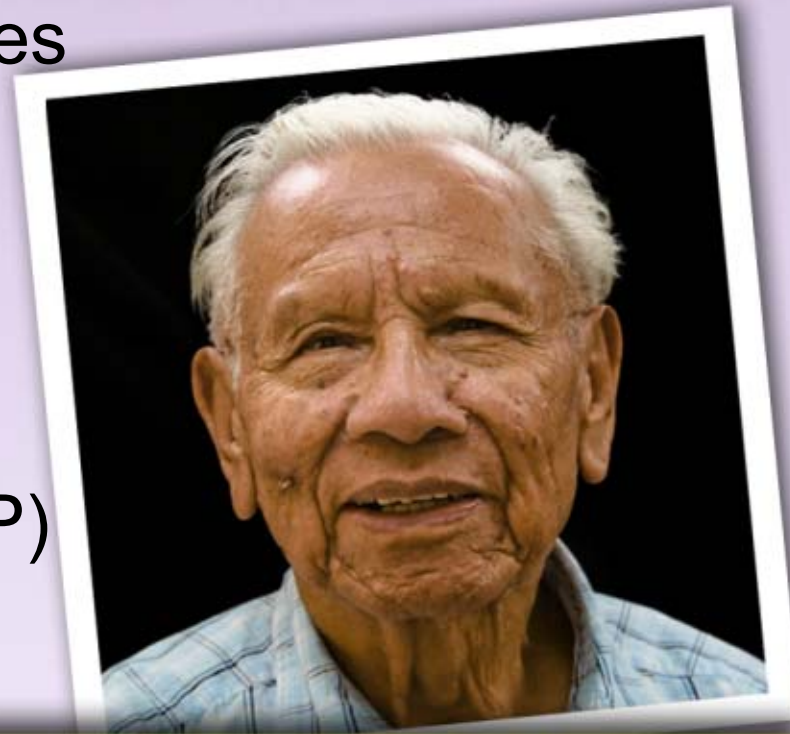
- All the current services covered by Medicaid in either the FFS system or the 1915 (c) waivers are included in QExA
- Self-direction (the client's ability to select service providers) for personal assistance, respite and attendant care services



Populations Included in QExA

All ABD Medicaid clients will be in QExA, including:

- Clients with household incomes of less than or equal to 100% of the Federal Poverty Level
- SSI recipients
- Clients who receive State Supplemental Payments (SSP)



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Populations Included in QExA

- ABD clients living in long-term care facilities, such as nursing homes (including Medically Needy with Spend-Down eligibility)
- ABD clients enrolled in Home- and Community-Based Services



Populations Excluded from QExA

State of Hawaii Organ and Tissue Transplant Program (SHOTTT) participants

PACE Maui



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Clients Eligible for Medicaid and Medicare

- Many clients are “dual eligible” for Medicaid and Medicare
- QExA **is not** a Medicare program
- QExA **is** a Medicaid program
- The launch of QExA, therefore, will **not** affect a client’s Medicare coverage
- However, there **is** an opportunity to choose a QExA health plan that can coordinate Medicare coverage through the same or an affiliated company
- Therefore, it is especially important for dual-eligible clients to actively choose a health plan that best meets their needs



Services Covered by QExA Health Plans

- Hospital visits: emergency, inpatient, outpatient
- Visits to Primary Care Providers or other providers
- Lab tests and X-rays
- Prescription drugs
- Durable medical equipment and supplies
- Home health services
- Hospice services
- Vision services
- Preventive care services
- Maternity and family planning
- Rehabilitation services



Services Covered by QExA Health Plans

- Transportation services
- Urgent care services
- Service Coordinators
- Personal Assistance Services – Level 1
- Behavioral Health Services
 - Acute care for psychiatric illnesses
 - Crisis services 24/7
 - Substance Abuse Treatment
 - Psychiatric or psychological evaluations
- Long-Term Care Services
 - Home- and Community-Based Services
 - Institutional Services



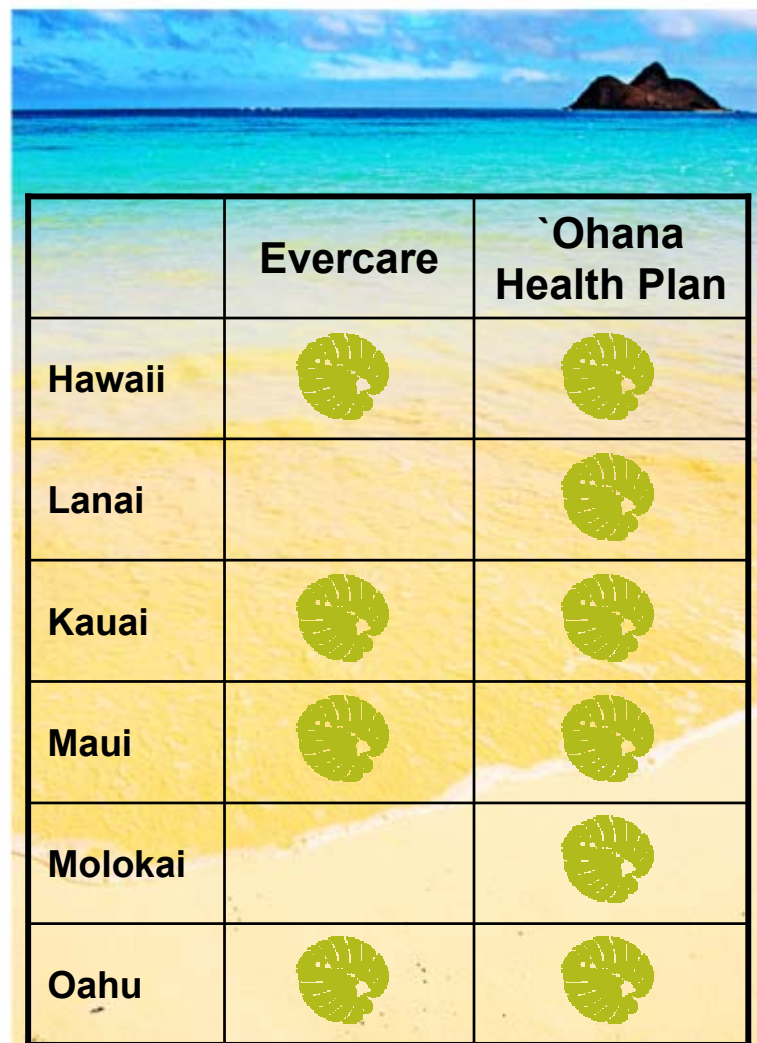
Extra Services Coordinated by QExA











- Dental services
- School health services
- Department of Health (DOH) “Zero to Three” program
- DOH case management for clients with developmental disabilities and/or mental retardation
- DOH mental health services
- Some Medically Needy Spend-Down services



QExA Health Plans

- There are two QExA health plans offered on Oahu, Kauai, Maui and the Big Island
- Clients should select a plan quickly to make sure they get their first choice
- `Ohana Health Plan is the only choice for Lanai and Molokai residents



	Evercare	`Ohana Health Plan
Hawaii		
Lanai		
Kauai		
Maui		
Molokai		
Oahu		



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Features of Each Health Plan

- Both plans provide all healthcare services covered by Medicaid
 - The providers in each health plan may be different
 - Each health plan may offer some extra benefits
- Information about the health plans is contained in the New Enrollment Packet for clients



Factors to Consider in Choosing a Health Plan

QExA clients should ask these questions :

- Does the health plan have doctors or other providers they want to continue to see?
- Does the health plan have a hospital or pharmacy they want to use?
- Does the health plan provide services they need?

Members can call the QExA Helpline to find out which plans their providers are in.



How to Enroll in a Health Plan

There are four easy ways to enroll in a health plan:

1. Call the QExA Helpline (free interpreter services available):
 - **1-866-928-1959**
 - **TTY 1-866-928-1958**
2. Complete the QExA Choice Form and mail or fax the form to **1-866-535-7620**



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How to Enroll in a Health Plan

3. Attend a QExA seminar in your community
 - Call the Helpline to find out seminar dates, times and locations
4. Meet face-to-face with a QExA Enrollment Counselor in your community
 - Call the Helpline to schedule an appointment



Important Dates for QExA

- **February 1, 2009** – Everyone in QExA will begin to access healthcare, including home- and community-based services, by contacting their health plan
- **April 30, 2009** – End of the initial 90-day grace period when members can change health plans

QExA clients can change their PCP anytime by contacting their health plan



Enrollment Counselor Contacts

QExA Helpline

1-866-928-1959
(TTY 866-928-1958)

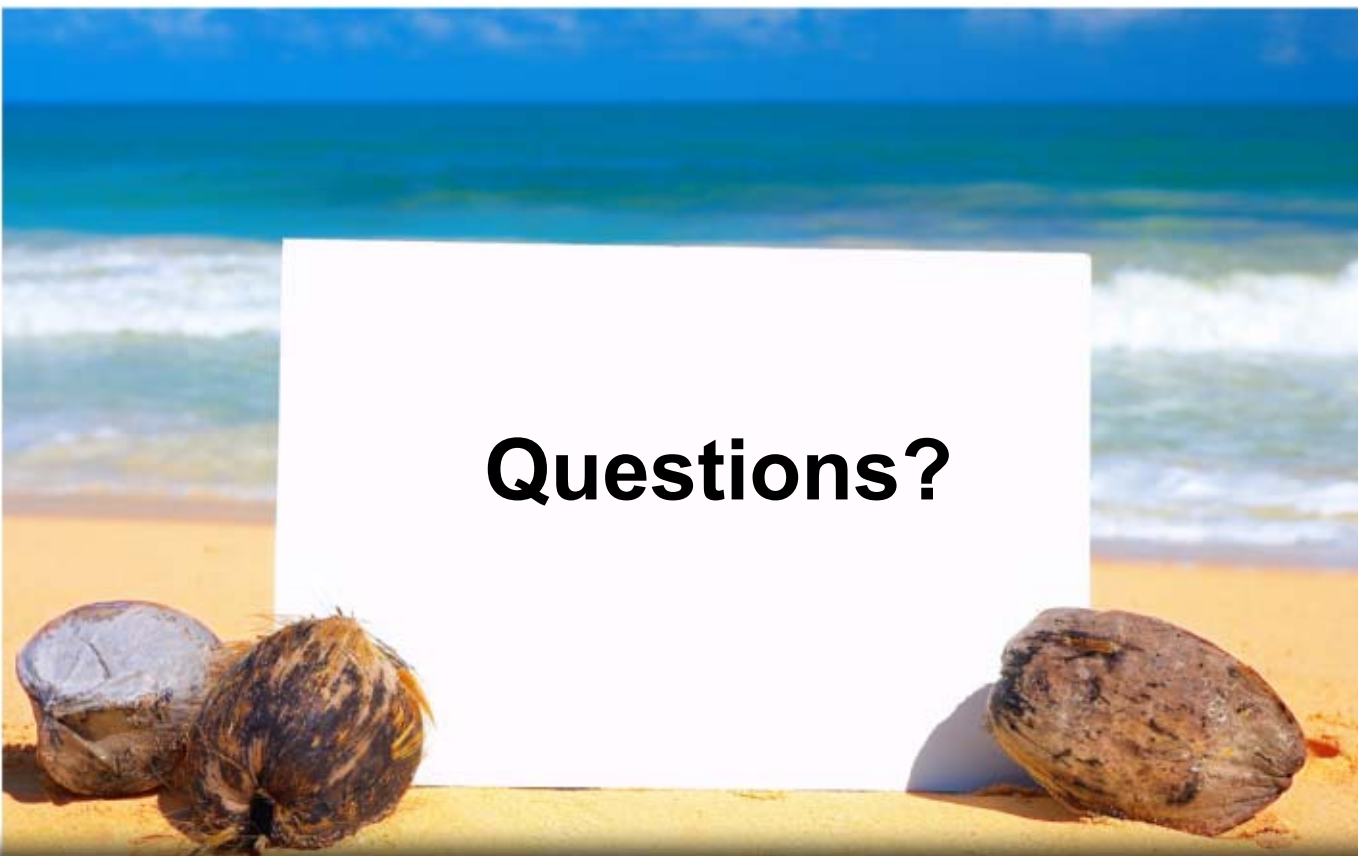
8 a.m. to 5 p.m.

Monday through Friday

Visit us the Internet at
www.qexa.org



Mahalo!



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