



STATE OF HAWAII
DEPARTMENT OF HEALTH
ADULT MENTAL HEALTH DIVISION
P. O. BOX 3378
HONOLULU, HI 96801-3378

In reply, please refer to:
File:

August 6, 2013

TO: AMHD Funded Public and/or Private Program Services

FROM: Mark A. Fridovich, Ph.D., M.P.A.
Adult Mental Health Administrator

A handwritten signature in blue ink that reads "Mark A. Fridovich".

SUBJECT: Integration and Expansion of Behavioral Health Services for Medicaid Beneficiaries

On July 29, 2013, the Department of Health (DOH) and Department of Human Services (DHS) jointly announced that QUEST Expanded Access (QExA) members currently receiving behavioral health services from the Adult Mental Health Division (AMHD) would begin receiving some of those services through the Community Care Services (CCS) Program. This will begin on September 1, 2013. As an AMHD provider who currently serves QExA members, this change will affect you.

'Ohana Community Care Services is the contractor for the CCS Program, and they will conduct an assessment of all identified QExA members to ensure that all medically necessary behavioral health services are being provided. The assessments are expected to continue for approximately six months. Until a consumer's assessment is completed, 'Ohana will honor all authorizations that had been issued by AMHD so that the consumer can continue to receive services from the AMHD and its contracted providers. **In order to assist you in assuring that claims are submitted to the correct entity, AMHD will post a list on your SharePoint claims site of individuals who are identified as having QExA insurance. Please advise us of any discrepancies with your records.**

For services provided on or after September 1, 2013, AMHD and its contracted providers will bill 'Ohana for services that are covered under the CCS Program. Once an assessment is completed, if the consumer continues to be eligible for the CCS Program, AMHD and its contracted providers will ensure that the consumer is linked to providers contracted with 'Ohana for the CCS Program. If your agency has a contract, the consumer may be assigned to you for continuing services. When appropriate, the consumer will be offered a choice of providers, and consumer preferences will be taken into consideration in assignment of providers for ongoing care. QExA members currently receiving AMHD services will soon receive letters from DHS, and they will also be contacted by CCS Program.

We understand that the transition to the CCS Program may be confusing or stressful for some of our consumers. To the extent that you have consumer consent to communicate with their other service providers, it is AMHD's expectation that you will coordinate with 'Ohana to assist and support your consumers' transition to the CCS Program and, as appropriate, with other providers involved in the consumer's ongoing behavioral health care. **Our goal for this transition is that it will be clinically non-disruptive to the consumer.**

If you have any questions about this transition, you may contact Provider Relations at 808-586-4689. The website AMHD.org will have more information on this transition which may be helpful.

c: Office of Consumer Affairs
Provider Relations