



Med-QUEST Division
P.O. Box 700190
Kapolei, HI 96709

Ren aninnis ren pekin chiaku non fosun fonuomw
kopwe kokori 1(800) 316-8005.
Ne kwaikuj jibañ kin kajin eo am, kir lok 1(800) 316-
8005.
Ma komw anahne sawas ni mahsen en Pohnpei, eker
delepwohn nempe 1(800) 316-8005.
Faanra gabaadag ni nge ayweg gem be' nima non nu
wa'ab, mu call nag e 1(800) 316-8005.
A chomousbech a ngesu el tekoi er a beluam e
momkedong er a 1(800) 316-8005.
Pang nu ke 1(800) 316-8005 kom fin enenu kasruh in
kas Kosrae.
To get help in your language call 1(800) 316-8005.

Aloha

Hawai'i's economy has slowed. The State must decrease spending. The health benefits you are receiving from the Department of Human Services (DHS) will end on August 31, 2009.

DHS is creating a new health insurance program called Basic Health Hawai'i. It will start on September 1, 2009. You will be disenrolled from your current QExA program. You will be automatically enrolled in Basic Health Hawai'i. The enclosed flyer shows your new benefits.

A QUEST health plan will provide your Basic Health Hawai'i benefits. You must choose a health plan. Otherwise you will be assigned to a health plan. You can call the QExA Helpline to talk about your choices. The health plans available on your island are AlohaCare, HMSA, and Kaiser. Please make a choice. You can choose by completing the enrollment form. You can also make your choice over the phone. Call the toll-free QExA Helpline at 1(866) 928-1959. Make your choice no later than August 21, 2009.

This letter applies to you if you:

- Are currently enrolled in a QExA program, and
- Are 19 years of age or older, and
- Are not pregnant, and
- Live in Hawai'i, and
- Are not eligible for the Federal Medicaid program.

If you are pregnant, contact your eligibility worker. You can get a special program for your pregnancy. If you are under age 19, you will still receive the health benefits that you now get from DHS.

If you have any questions, call the QExA Helpline. You can get help in your language for free.

QExA Helpline Toll-Free, 1(866) 928-1959

Open 8:00 a.m. to 5:00 p.m., Monday – Friday
V/TTY line Toll-Free for hearing impaired users, 1(866) 928-1958
Visit us on the web at www.qexa.org

Appeal Rights:

- If you do not agree with these changes, you may request an informal review. Call Med-QUEST Customer Service at the toll-free number 1(800) 316-8005. You may also request a hearing by writing. Send your request to Med-QUEST Division, Attn: HCSE/MPS, P.O. Box 700190, Kapolei, HI 96709. We must get it within 90 days of the date of this notice.
- If you request a hearing, you may speak for yourself or have a lawyer, friend, relative or someone else speak for you, to say why you are not satisfied with the change to your benefits.
- You may be able to get free legal help from the Legal Aid Society of Hawai'i.
- If you request a hearing, your current medical services will not continue. However, you will receive Basic Health Hawai'i benefits.

Applicable Authority: Hawaii Administrative Rules §17-1703-10; 17-1714-2; 17-1714-28; Hawaii Revised Statutes §346-14(15)



BASIC HEALTH HAWAII



What is Basic Health Hawai'i?

Basic Health Hawai'i is a health insurance program. It is for non-pregnant adults, age 19 or older. You must be a qualified alien or non-immigrant. You must live in Hawai'i. You must not be eligible for Federal Medicaid programs.

Basic Health Hawai'i Benefits

Per Benefit Year

- 12 Outpatient physician visits per year
- 10 Inpatient hospital days per year and inpatient physician visits for medically necessary medical care, surgery, psychiatric care and substance abuse treatment
- 6 Mental health visits per year
- 5 generic medication prescriptions per month to include insulin, plus specific contraceptives and diabetes supplies
- Emergency room services

Do I Have To Pay For These Services?

No

Also, Dental Services

Per Benefit Year

Only for Dental emergencies to eliminate dental pain, infection and acute injuries.

To ask questions, call Med-QUEST Customer Service:

- Statewide (toll-free) 1-800-316-8005
- Statewide V/TTY Users (toll-free) 1-800-603-1201

Free interpreter available to provide help

Ren ariinnis ren pekii chiaku non fosun fonuomw kopwe kokori 1(800) 316-8005.[0]
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