
SENATE CONCURRENT RESOLUTION

URGING THE DEPARTMENT OF HUMAN SERVICES TO ADDRESS THE IMPACT OF
POSITIVE ENROLLMENT IN THE RECENTLY ISSUED QUEST REQUEST
FOR PROPOSAL.

1 WHEREAS, on March 13, 2006, the Department of Human
2 Services issued a Request for Proposal regarding the QUEST
3 program; and

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5 WHEREAS, Section 30.500 of the Request for Proposal
6 requires positive enrollment for all current QUEST
7 beneficiaries, to occur between August 1 and August 20, 2006;
8 and

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10 WHEREAS, "positive enrollment" would require all 165,000
11 QUEST beneficiaries to select a QUEST plan and a Primary Care
12 Provider; and

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14 WHEREAS, current QUEST beneficiaries have already selected
15 a QUEST plan and Primary Care Provider; and

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17 WHEREAS, requiring these vulnerable populations to comply
18 with the positive enrollment requirements may cause confusion,
19 delay needed health care procedures, disrupt case management, or
20 result in the loss of contact between patients and their current
21 Primary Care Providers;

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23 WHEREAS, positive enrollment may result in an indeterminate
24 spectrum of negative outcomes, including additional costs and
25 administrative burdens on QUEST providers; now, therefore,

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27 BE IT RESOLVED by the Senate of the Twenty-third
28 Legislature of the State of Hawaii, Regular Session of 2006, the
29 House of Representatives concurring, that this body urges the
30 Department of Human Services to address the impact of positive
31 enrollment in the recently issued QUEST Request for Proposal;
32 and

1 BE IT FURTHER RESOLVED that the Department of Human
2 Services is requested to ensure the following safeguards and
3 quality control measures to address previously stated concerns
4 of potential disruption of service:

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- 6 (1) Amending the Request for Proposal (RFP) so that each
7 Medicaid QUEST recipient will have 60 days to
8 positively choose their health plan;
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- 10 (2) Granting each Medicaid QUEST recipient an additional
11 90 days, from October 1 through December 31, 2006 to
12 change their health plan for any reason;
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- 14 (3) Ensuring that if a person is auto-assigned to a new
15 plan and it shows up by mistake for a visit at their
16 previous plan's provider, there will be no disruption
17 in receiving medical services, even if that physician
18 is not in the new plan, and also ensuring that the
19 client will receive treatment at that time, for which
20 the Department will pay the bill;
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- 22 (4) Ensuring that the client will also have the
23 opportunity during a visit to a provider to
24 immediately opt out of the auto-assigned health care
25 plan and back into the previous plan or into another
26 plan; and
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- 28 (5) Ensuring that the Department will conduct a public
29 awareness campaign and contract with advocacy,
30 outreach, and other community groups to educate
31 Medicaid QUEST recipients about their new plan
32 options.
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34 BE IT FURTHER RESOLVED that the Department of Human
35 Services in addressing the impacts of positive enrollment, is
36 hereby requested to present a report to the Legislature
37 forthwith but not later than May 1, 2006 on the following
38 possible impacts of positive enrollment:

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- 40 (1) Accessibility and ease of use by QUEST clients,
41 including possible disruption of service;
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- 1 (2) Administrative problems which may result as a result
2 of positive enrollment, including but not limited to:
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 - 4 (a) The possibility of administrative confusion
5 in implementation of positive enrollment;
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 - 7 (b) The possibility of impeded integration of
8 positive enrollment information systems,
9 networks, and intake application forms;
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 - 11 (c) Loss of contact or impeded contact with
12 primary care providers; and
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- 14 (3) Overall degradation of health care in the State of
15 Hawaii.

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17 BE IT FURTHER RESOLVED that a certified copy of this
18 Concurrent Resolution be transmitted to:

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- 20 (1) The Governor of the State of Hawaii;
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- 22 (2) The Director of the Department of Human Services; and
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- 24 (3) The Chairpersons of the House and Senate Standing
25 Committees on Health and Human Services.
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