



Anne M. Chipchase, MA, CVM
P.O. Box 3319
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L A T E

December 8, 2008

Committee on Human Services

Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Vice Chair

Committee on Health

Senator David Y. Ige, Chair
Senator Josh Green, M.D., Vice Chair

Aloha. Thank you for the time to tell you my story.

I am currently employed by WellCare/Ohana Health Plan as Supervisor of the Community Outreach team. We are a dedicated team of communications professionals on O`ahu, the Big Island and Maui. We are delighted with the opportunities to meet individuals from every segment of modern Hawai`i's people.

I grew up in a Hawai`i that was substantially different from the state in which we live today. To begin with, we were not a State until I was in high school. In primary school at the old Sacred Hearts' Convent on Bates Street in Nu`uanu in the 1950s, my sister and I were two of a handful of *haole* children in a school of more than 600 girls. It wasn't unusual for the time, but it was a powerful formative experience for me. I was educated on O`ahu, culminating with a Master of Arts degree in Asian Studies with a concentration on China from the University of Hawai`i at Mānoa.

For most of my career, I have worked in senior positions in local advertising agencies. Life changed when I became my Mother's caregiver. It was the most difficult and most rewarding year of my life. And, of all the wonderful things my parents gave me, the time I spent caring for my Mom's physical needs was the greatest gift.

As a former caregiver, I know the challenges, the joy, the rewards and the pain of watching a parent slip from this world to the next. QUEST Expanded Access (QExA) provides benefits that would have, at least, substantially reduced the challenges. Since my Mother's death, I have worked in communications in organizations dedicated to reducing the trauma of frail old age and disease for all concerned.

Throughout my life I have participated as a volunteer in a number of community service boards and activities. Currently, I am:

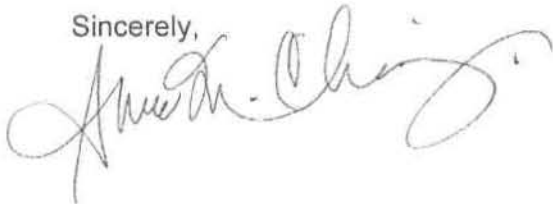
Senator Suzanne Chun Oakland
Senator Les Ihara
Senator David Y. Ige
Senator Josh Green, M.D.
December 8, 2008

Page Two

Board Member and President, Volunteer Resource Center of Hawai'i
Member, Board Member and President, Palolo Lions Club, District 50, Lions
International
Committee Member and Chairperson, Palolo Pride Community Celebration Steering
Committee
Member, Fund Development Committee, AARP Foundation/Women's Leadership
Circle
President, CVM Alumni Association
Board Member and President, AOA Hale Kulanui, primary residence condominium
In Mo'ili'ili, O'ahu
Extraordinary Minister of the Eucharist and Volunteer Sacristan, Cathedral of Our
Lady of Peace
Extraordinary Minister of the Eucharist to residents of Palolo Chinese Home
Member, Capital Campaign, Cathedral of Our Lady of Peace

Thank you, I deeply appreciate the chance to demonstrate how I and my fellow employees at WellCare/Ohana Health Plan have the local knowledge, experience, and sensitivity to use our relationships to improve the quality of life and health for our most vulnerable fellows.

Sincerely,

A handwritten signature in cursive script, appearing to read "Suzanne Chun". The signature is written in dark ink and is positioned below the word "Sincerely,".

COMMUNITIES IN SCHOOLS-HAWAII PROJECT

94-366 Pupupani Street Suite 303 Waipahu, Hawai'i 96797
Phone 808-671-4900 Fax: 808-671-4800 E-Mail: cishawaii@aol.com
"where 'ohana is more than a word"

December 4, 2008

Committee on Human Services
Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Vice Chair

L A T E

Committee on health
Senator David Y. Ige, Chair
Senator Josh Green, M.D., Vice Chair

Aloha Kakou,

Mahalo nui loa for providing me the privilege of addressing an important issue and shared kuleana regarding companies that provide Health Care Information for Services that are vital especially to our ailing and aging kūpuna.

I will address only the issue of the cultural coherent nature of service organizations, be they from Hawai'i or other places. Beyond cultural sensitivity is cultural coherence. Cultural coherence examines the standard of conduct, behavior of those claiming the "cultural knowledge, genealogy, etc." values of a culture set the standard of conduct.

Communities in Schools-Hi has been privileged to provide training in a culturally coherent model based on values and practices of the host culture. We have provided training for over 60 agencies throughout Hawai'i, nationally, and internationally. Unfortunately, today in Hawai'i cultural values of aloha (absolute regard and caring for others), kūpono (operating from goodness, integrity, and balance), kuleana (responsibilities and accountability), and others are verbalized but not necessarily **practiced**. The challenge of operating in a culturally coherent system is that individuals must believe in the values. The values come from inside-out and where at one time we "walked the talk," today, we spend more time talking. We have 4 day conferences on what used to be common sense. The bottom line values of the dominant culture in most organizations are sometimes in conflict with the stated values be they in English or Hawaiian. Truth-telling is seen as whistle blowing and, working without monetary compensation is considered not only ridiculous but "making others look bad."

In our experience with and observation of those who work for 'Ohana Health Plan (Wellcare Healthcare Insurance Company of Arizona) is "Maika'i loa!" Very good. Kama'aina and long-time residents are at every level of the company program in Hawai'i.

Since they used our facilities in recruiting service providers, we were able to observe their style of communications. Their communication with us and with others were consistent and reflecting a true understanding of aloha. They came as "guests" and developed relationships with "hosts" (residents of the community) and were properly connected into the community. They have already contributed by volunteering, attending community functions. This is cultural. This is Hawai'i's way. But not all organizations do it "THIS" way.

Many organizations trying to make it in Hawai'i use money, enticements like a free dinner at a fancy restaurant or such. When the money is gone or the project unsuccessful they leave without a mahalo, often placing clients at greater risk than they began.

December 4, 2008
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The care of people's health, most especially the health of our Kūpuna, is sacred work. If people only do the work as a job they are paid to do, we continue to widen the risk factors of all of us. At this most challenging of times, we must nurture those who operate by the values of Hawai'i and universally understood.

I can only speak of 'Ohana Health Plan's way of operating because of our experience and relationship with them. I also know that the company sought out persons of this character and connection to Hawai'i.

If you have any questions, please feel free to contact me at 671-4900.

Me Ka Pono (Respectfully),

A handwritten signature in black ink, appearing to read "Fay Uyeda", followed by a long horizontal line extending to the right.

"Aunty" Fay Uyeda
Director Communities in Schools-HI
Lead Trainer 'Ohana Management System

Senator David Ige, Chair, Health Committee
Hawai'i State Senate
415 South Beretania Street
Honolulu, Hawaii 96813

L A T E

Re: Hawai'i's Health Care is Not For Sale

Chair Ige, Vice-Chair Green and Members of the Health Committee:

My name is Dr. Clementina D. Ceria-Ulep, a parishioner of Our Lady of the Mount Catholic Church in Kalihi Valley, a member of Faith Action for Community Equity (FACE). I am also the Healthcare Committee Chairperson for FACE.

Private health insurance in Hawaii has almost always been non-profit where the focus has been on patient care and not on profit. Recently however, the State has awarded a \$1.5 billion Medicaid contract covering 37,000 poor elderly, disabled, and blind to two out of state companies, UnitedHealthCare Inc. and WellCare Health Plans Inc., two very large health maintenance organizations. There have been many concerns raised about this contract but the most important are the following. Both companies are for profit, the focus will be on making money not taking care of patients. Another concern is the lack of choice, patients have to belong to either one. Still another, is the lack the cultural knowledge and awareness of our State by these entities and the patients they will serve. In addition, these 2 companies have not established the network of care providers including doctors and hospitals to care for the 37,000 patients. The State will also be providing a tax rebate of ~\$62 million to these companies, something we can't afford to do in light of our dwindling economy. Finally, concerns have also been raised by the public regarding recent investigation of these companies by numerous states including but not limited to, Florida and California, and the Federal authorities about their suspicious business practices--possible government overpayments, underpayments to providers, denial of benefits, management shortcomings, waste, and fraud investigations.

So, FACE questions , are we as a State willing to allow the most vulnerable members of our community, the aged, blind, and disabled to two outside companies with questionable practices whose focus is making money? What will they do if they don't make money? Leave the state as one of them have been known to do? Who will take care of the weakest member of our community? FACE as an interfaith organization who represents the voiceless and operates on the premise that we are our brothers' keepers do not think we should let this happen....

Hawaii's Health is not for sale!!!...Thank you for the opportunity to testify.



Hawai'i Primary Care Association

345 Queen St., Suite 601, Honolulu, HI 96813
www.hawaiipca.net

To: **Senate Committee on Health**
The Hon. David Ige, Chair

Senate Committee on Human Services
The Hon. Suzanne Chun Oakland, Chair

L A T E

Comments on Implementation of QUEST-Expanded Program

Submitted by Beth Giesting, CEO
December 9, 2008

Thank you for scheduling today's briefing to allow us to gain a better understanding of the status of the QUEST Expanded Access Program (QExA) and to voice our concerns on behalf of the people who will depend on it for their health care.

People who are Aged, Blind, and Disabled—the QExA target population—are by definition medically fragile. Most of these individuals have long-established relationships with one or more physicians, largely specialists; they are more likely to require periodic hospital admissions; and they and their physicians have often gone through a process of trial and error to calibrate and coordinate their prescription drugs. Quite often, their health conditions are serious enough that even a modest lapse in regular care or a slight change in a prescription can have dire consequences. Naturally, this group is extremely anxious about the planned changes to their health care coverage.

The most problematic change for QExA beneficiaries is the requirement that they choose a plan before their various providers have determined in which plan, if either, they will participate. From all accounts, the provider network development process is not going well. We are told that major hospitals and provider groups are refusing to sign contracts. As a result, prospective QExA clients are having to research which plan *may* include their respective providers and, if their providers are in neither, being told to urge their providers to sign contracts. We think this exploits vulnerable people who need care and protection. It additionally puts pressure on providers to sign contracts that are not in their best interest. A much better approach would be to require the plans to certify the adequacy of their networks before requiring beneficiaries to choose a plan. If the plans have good networks, the clients will be well-served and will have the choice they deserve. This approach also reduces unnecessary confusion and paperwork for clients, plans, and Med-QUEST if clients are forced to choose a plan now but will have to change later if their providers are in a different network.

We are deeply concerned that QExA will commence without appropriate networks in place. If it does, in the best-case scenario QExA beneficiaries may have to break their established relationships and start all over again with new providers. This is much more than an inconvenience for fragile patients with complicated medical histories; such a change would require a considerable effort for both the patient and provider to establish a trusting new relationship. Their state of health cannot but suffer from this strain. At worst, the program will not have the capacity to provide the care these clients need. If this is the case, patients may not be able to get timely care because provider capacity is limited and appointments for new patients with complex needs are not available. There is an even greater likelihood for this to happen on neighbor islands where the provider network is already stretched thin. As pointed out above, a hiatus in care is not acceptable for the vulnerable QExA population.

Our organization is especially concerned about the consequences of an inadequate QExA network for Community Health Centers (CHCs) and their patients. Naturally, CHCs are concerned about the availability of appropriate specialty care for their QExA patients. Contracts with managed care plans would require that CHCs be primary care providers responsible for managing referrals to specialists. Since the plans are not able to demonstrate the adequacy of their networks, CHCs are not confident that they can fulfill their contractual obligations to complete referrals for high quality care in a timely manner. In addition, if the number of providers enlisting in networks remains limited, all providers who do sign contracts could be besieged with considerably more patients, with much greater complexity, than they can manage, magnified by the paucity of available specialists. It's a terrible prospect.

While we believe that managed care is a positive model for QExA, the program cannot succeed without the necessary provider infrastructure. We recommend that the Department of Human Services delay enrolling QExA beneficiaries in plans until the plans demonstrate that they have truly adequate provider networks. Such networks must represent a broad and geographically appropriate array of specialty, ancillary, and inpatient care. Contracting with primary care providers, such as CHCs, is also essential to the networks but will be more easily accomplished when other necessary services are firmly in place.

Thank you for the opportunity to present the concerns of the Hawai'i Primary Care Association on this important matter.

The Twenty-Fourth Legislature
Regular Session of 2008

L A T E

THE SENATE

Committee on Human Services

Senator Suzanne Chun Oakland, Chair

Senator Les Ihara, Jr., Vice Chair

Committee on Health

Senator David Y. Ige, Chair

Senator Josh Green, Vice Chair

State Capitol, Conference Room 229
Tuesday, December 9, 2008; 9:00 a.m.

**STATEMENT OF THE ILWU LOCAL 142 ON
QUEST EXPANDED ACCESS**

The ILWU Local 142 appreciates the opportunity to express our views and concerns about the State's awarding of a \$1.5 billion contract for QUEST Expanded Access (QExA) to UnitedHealth Group Inc. and WellCare Health Plan Inc. to provide managed care services with Medicaid funds to the Aged, Blind and Disabled population in Hawaii. We are aware that the contract has prompted a couple of lawsuits and major concerns over the cost and delivery of services to this vulnerable population. We share those concerns.

The ILWU represents 20,000 workers statewide who are employed in a number of industries--like tourism, sugar, pineapple, longshore, and what we refer to as "general trades," a catch-all for miscellaneous industries and worksites. Our members have medical coverage, either through collective bargaining or under the Prepaid Health Care Act. However, some of our former members, including those who are retired, may be eligible for Medicaid and thus would be affected by the State's awarding of the contract to convert delivery of Medicaid services from fee-for-service to managed care. This, we understand, includes payments for those in long-term care.

Recently, we met the granddaughter of an ILWU retiree on Lanai who has been receiving long-term care services on Lanai. The granddaughter was concerned because she was informed that the hospital, operated by Hawaii Health Systems Corporation, and the doctors, affiliated with Straub, will not be participating with either of the two State-contracted plans. The family is unsure about what they should do. Can the retiree continue to receive long-term care services at the hospital on Lanai? Will they be required to pay more for the retiree's care if his providers are non-participating? What will happen if one or both of the plans decides not to continue operating in Hawaii? No one seems to have the answers to these questions.

The State needs to be certain that the two plans, United HealthGroup and WellCare, have adequate networks of physicians and hospitals to provide needed care to this population. The patients should not be left without coverage because their providers choose not to participate with the plans. The issue of provider networks should have been clarified *before* the contract was awarded.

The State also needs to be certain that the two for-profit companies awarded the contract did not have an unfair advantage in the bidding process. The bids of these companies should have included taxes required of all other for-profit businesses in Hawaii or become non-profit entities themselves.

The ABD/Medicaid population needs considerable services and attention. They should not be unwitting victims in this transition from fee-for-service to managed care Medicaid. The Governor and the State Department of Human Services must be held accountable. With all the questions raised and the challenges made so far, a seamless transition may not be possible unless the State begins to cooperate with all the stakeholders.

Thank you for the opportunity to testify on this matter.

TO THE SENATE COMMITTEES
ON
HUMAN SERVICES AND HEALTH

L A T E

THE TWENTY-FOURTH LEGISLATURE
INTERIM OF 2008

December 9, 2008
9 a.m.

**TESTIMONY FOR INFORMATIONAL BRIEFING TO HEAR CONCERNS
RAISED BY THE CLERGY CAUCUS OF FAITH ACTION FOR COMMUNITY
EQUITY RELATING TO THE QUEST EXPANDED ACCESS PROGRAM,
UNITED/EVERCARE, AND WELLCARE/'OHANA**

TO THE HONORABLE SUZANNE CHUN OAKLAND, THE HONORABLE DAVID
IGE, AND MEMBERS OF THE COMMITTEES ON HUMAN SERVICES AND
HEALTH:

Thank you for the opportunity to submit my testimony in support of the Quest
Expanded Access Program and WellCare/'Ohana Health Plan.

My name is Christine Hokulani Kamaka and I have lived on Oahu all my life.
For the past 10 years, I have lived in the Moanalua /Salt Lake area. I am a graduate of
Nanakuli Intermediate and High School and am currently a part time student participating
with classes at the UH Leeward Community Campus working on my CSAC and
Associates Degree.

I have gained 4 years of experience working with the homeless population
through U. S. Vets Initiative. Within the 4 years, I have gained experience with outreach,
providing community based services. I have been a liaison between the Department of
Human Services, Veteran Affairs and other Non-Profit agencies to link clients with
resources that will meet their needs. These individuals often receive government
entitlements, VA assistance and/or public assistance. The clientele include persons with
disabilities, medical, behavioral, legal, financial and substance abuse issues. I have

advocated for these individuals and felt the frustration and disappointment of the clients with our healthcare system. Besides working with this population, I have also advocated for my grandmother who had also been disabled and going through changes with services which made things tough for her to get the care that she not only needed but deserved.

I decided to work with Wellcare/'Ohana because I truly believe in the company's mission to provide quality services to our community and meet our member's needs. Knowing that our Service Coordinators will be going to visit members in their homes and thus be able to determine the appropriate care provides me with comfort to know that what happened to my grandmother can be prevented.

Based on my training, my personal and professional experiences I believe, along with my fellow colleagues, that we will be able to make the POSITIVE change that our State needs. It would be in the best interest of the People and the State of Hawaii to utilize what we have to offer. I am honored to be part of this company, along with my colleagues and all of the experiences that we possess as a team, to bring change to our community and in most case our family.

Thank you for the opportunity to testify.

L A T E

To: Senator David Ige, & Senator Susan Chun Oakland, Chair
Senator Carol Fukunaga, Vice Chair

My name is Mercedes Ramiro-Anderson. I am a social worker and owner of Ramiro-Anderson Case Management Agency. I provide case management services for the clients under the Residential Alternative Community Care Program. This is a program for the elderly and disabled individuals.

I am testifying in support of the Health Plans, Evercare & Ohana Care to serve the AGED, BLIND, & DISABLED population in Hawaii.

I have great hope that this population will be served well by them.

Two years ago, while I was visiting my daughter who lives in Seattle, Washington, I also visited the EVERCARE OFFICE in Seattle. I felt very fortunate to have been invited to do so. The invitation was extended to me by Julie Johnston from EVERCARE. She had been the person whom I and the other case managers of the RACC program been talking with regarding the EVERCARE Health Plan.

While at Seattle, I was taken to one of the EVERCARE FACILITY. I met nurses and many other care providers who were all very friendly and ready to tell me all about their work. I was very impressed of how I was welcomed and well regarded that I felt I could do the same quality of work they do.

I was also introduced to the Director _____ . He in turned introduced me to one of the RN's whom I learned later was a care coordinator. Julie Johnston was, of course, there to. I was very interested to see the program and how it works. I was impressed of what I learned. We talked about client's care & coordination, how comprehensive and how accessible the care providers are to the client.

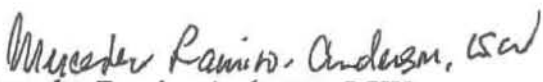
I thought of this program and how I could apply it to the clients I serve. I believe that this program could benefit my clients, and others who are in need of such services.

I believe the AGED, BLIND, & DISABLED (ABD) population will receive better service coordination, and improve access to their health care.

I believe the AGED, BLIND & DISABLED POPULATION WILL BENEFIT FAR GREATER THAN THEY ALREADY HAVE THROUGH A SYSTEM OF TEAMWORK, AND COLLABORATION OF HEALTH CARE PROFESSIONALS OF THEIR CHOOSING.

I have great hope for the Health Plans to serve the ABD population well. And I am excited that I will be a part of their effort to do so.

Thank you very much.


Mercedes Ramiro-Anderson, LSW
Ramiro-Anderson Case Management Agency, Inc.

TO THE SENATE COMMITTEES
ON
HUMAN SERVICES AND HEALTH
THE TWENTY-FOURTH LEGISLATURE
INTERIM OF 2008

L A T E

December 9, 2008
9 a.m.

**TESTIMONY FOR INFORMATIONAL BRIEFING TO HEAR CONCERNS
RAISED BY THE CLERGY CAUCUS OF FAITH ACTION FOR COMMUNITY
EQUITY RELATING TO THE QUEST EXPANDED ACCESS PROGRAM,
UNITED/EVERCARE, AND WELLCARE/OHANA**

TO THE HONORABLE SUZANNE CHUN OAKLAND, THE HONORABLE DAVID
IGE, AND MEMBERS OF THE COMMITTEES ON HUMAN SERVICES AND
HEALTH:

Thank you for the opportunity to submit my testimony on this matter. My name is Marion Healy. I live in Maunaloa on the island of Moloka'i. I have lived on Moloka'i full-time since January 2006. I am an RN with twenty-six years of experience in both hospital and home and community based settings. Before moving to Moloka'i I worked as a Case Manager for the frail elderly in a waiver program in the Central Valley of California. My clients were from various ethnic backgrounds and many were immigrants.

In February of 2006 I became a Nurse Case Manager for the Nursing Homes Without Walls Program on Moloka'i. I would still be doing this job today but my position was temporary, due to end in June 2008. I have been working for Residential Choices, Inc. since April 2008 and have been taking care of the same clients I did for NHWW. I was hired by Wellcare/Ohana in October 2008 as a Field Service Coordinator. My role is to facilitate the care and services for the Aged, Blind and Disabled Medicaid clients on Moloka'i. I am excited about my role because I will be able to help more clients than I have in the past.

My main concern is that the clients get the services and supplies they need in a timely manner. QExA will allow this to happen more efficiently. I have had clients on Moloka'i who were not able to get supplies, medical equipment or equipment serviced on Moloka'i because vendors would not pay the shipping costs or pay the airfare to come to repair equipment like wheelchairs. With Wellcare/Ohana Health Plan I am confident that my clients will be able to get the supplies and equipment they need. Ohana is committed to making sure the clients get the services they need in an efficient manner.

There are no long-term facilities or Adult Day Care centers on Moloka'i. Many of the clients living in their homes would be in Nursing facilities on any other island. The people of Moloka'i are resilient and are used to taking care of their own. I have a client who is a paraplegic who repairs his own wheelchair because the vendor who provided the wheelchair to him will not come over from Maui to service the chair. He is also out of ostomy supplies and the vendor from Oahu will not send them to him because of the cost of shipping.

Wellcare/Ohana has contracts with these vendors and will be monitoring their services closely so that the clients will not have to go through what they have had to in the past.

Thank you for reviewing my testimony.

Sincerely,

A handwritten signature in cursive script that reads "Marion Healy BSN, RN". The signature is written in black ink and is positioned above the typed name.

Marion Healy BSN, RN

L A T E

December 9, 2008 9:00am, CR 229
Senate Committee on Health and
Senate Committee on Human Services
Informational Briefing on QExA
Fax to: Senate Sergeant-At-Arms Office at 586-6659 or 1-800-586-6659 from N.I.

Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Shannon M. Matsui Vehikite, an employee of Evercare and a local resident of the State of Hawaii since birth; for the past 37 years. I grew up on the island of Maui, obtained my high school diploma from Maui High School and my Masters of Social Work from the University of Hawaii, Manoa, outreach program. I have over 8 years of State health care experience on Maui as a social worker with the Nursing Home Without Walls program. I was hired by Evercare to work on the QExA Program as a Field Service Coordinator and my role is to help manage the often complex care of our Medicaid patients on Maui.

I joined Evercare because I saw a large need in the care and management of this fragile population of patients. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,


Shannon M. Matsui Vehikite, MSW

TO THE SENATE COMMITTEES
ON
HUMAN SERVICES AND HEALTH

L A T E

THE TWENTY-FOURTH LEGISLATURE
INTERIM OF 2008

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**INFORMATIONAL BRIEFING TO HEAR CONCERNS RAISED BY THE
CLERGY CAUCUS OF FAITH ACTION FOR COMMUNITY EQUITY
RELATING TO THE QUEST EXPANDED ACCESS PROGRAM,
UNITED/EVERCARE, AND WELLCARE/OHANA**

**TESTIMONY OF JOHNNINE VILLANUEVA IN SUPPORT OF THE QUEST
EXPANDED ACCESS PROGRAM AND WELLCARE/OHANA**

TO THE HONORABLE SUZANNE CHUN OAKLAND, THE HONORABLE DAVID
IGE, AND MEMBERS OF THE COMMITTEES ON HUMAN SERVICES AND
HEALTH:

Thank you for the opportunity to submit my testimony on this matter.

My name is Johnine Villanueva and I live in Royal
Kunia, Waipahu. I have lived in Hawaii for 15 years after
moving back home from California. I am a graduate of
Waipahu High School and a college graduate from Honolulu
Community College and the University of Phoenix. I am also
an online faculty member for University of Phoenix teaching
online.

I have gained 2 ½ years of experience in managed care
from Queens Community Based Programs. Queens Community
Based Programs is contracted by the State of Hawaii to
manage their overflow of Nursing Home Without Walls (NHWW)

clients. These clients include Persons with Disabilities and clients with HIV. I have first-hand experience on our healthcare system and what happens when the client's needs are not being met. I have experienced from our client's frustration, anger, and disappointment in our State and in our Healthcare system. Often times the client's feel that they do not have a quality of life.

I left my stable job at Queens Community Based Programs to work with Wellcare/Ohana because I truly believe in Wellcare/Ohana's mission to provide quality case management and service people in the community to meet their needs. The State of Hawaii needs a positive CHANGE to let the people in the community know that they will have the expert help they need in a timely and professional manner. Wellcare/Ohana is there to meet their physical as well as their psychosocial needs. I feel that everyone is waiting for this change and tired of the "status quo." They want to see things happen so they can feel confident again about our healthcare system.

Wellcare/Ohana was given the tools to reform the healthcare system, and it would be in the best interest of the people of Hawaii to utilize those tools.

Wellcare/Ohana will meet the physical and emotional needs of the community by giving them the quality of life that

they deserve. I can proudly say that I am happy to be a part of a company that will do great things for the people and the State of Hawaii.

Positive **CHANGE** is what this State can look forward to. Thank you for giving me the opportunity to testify.

TO THE SENATE COMMITTEES
ON
HUMAN SERVICES AND HEALTH

L A T E

THE TWENTY-FOURTH LEGISLATURE
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UNITED/EVERCARE, AND WELLCARE/'OHANA**

**TESTIMONY OF YVONNE LEE SANTOS IN SUPPORT OF THE QUEST
EXPANDED ACCESS PROGRAM AND WELLCARE/'OHANA**

TO THE HONORABLE SUZANNE CHUN OAKLAND, THE HONORABLE DAVID
IGE, AND MEMBERS OF THE COMMITTEES ON HUMAN SERVICES AND
HEALTH:

Thank you for the opportunity to submit my testimony in support of the Quest
Expanded Access Program and WellCare/'Ohana Health Plan.

My name is Yvonne Lee Santos and I currently reside in Ewa Beach, Hawaii. I
was born and raised in Hawaii and I am a graduate of Waipahu High School. I attended
the University of Hawaii at Leeward Community College where I earned an Associate's
in Liberal Arts degree and pursued a Bachelor's and Master's degree in Social Work
from the University of Hawaii at Manoa, School of Social Work program. I am currently
a Licensed Social Worker in the State of Hawaii with 7 years of combined experience in
outreach and community-based services. I provided outreach services to homeless
individuals on the Waianae Coast, assisting these individuals with identifying and
decreasing barriers to obtain health care and other social services. These individuals
often received government entitlements and/or public assistance and many times needed

someone to actively advocate for them and assist them with navigating through community resources. I have also had the opportunity to gain valuable knowledge and experiences through my previous place of employment, which provided case management services to persons with disabilities and HIV. These individuals were Medicare ABD and/or Medicaid recipients. In addition to my professional experience, I am also a caregiver to my father who is disabled. I have witnessed his frustration with the many changes within the government programs and services, which required additional support to assist with overcoming its challenges.

I believe that QExA is good for Hawaii's seniors and persons with disabilities because it will provide a network of support to these individuals to meet their health care needs. I also believe that Wellcare/Ohana will be able to meet the needs of this population, using a culturally sensitive approach to provide quality health care. As a service coordinator of Wellcare/Ohana, I will be providing face to face contacts to assess the needs of our members in their home environment to determine and ensure appropriate interventions. We are committed to assist our members in navigating and identifying the most appropriate services to promote managing members in the community, instead of institutionalization.

I believe that with my professional and personal experiences, along with the experiences of my colleagues of Wellcare/Ohana, we will be able to make a positive difference in the community that we serve.

Thank you for the opportunity to testify.

TO THE HAWAII STATE SENATE COMMITTEES ON
HUMAN SERVICES AND HEALTH
THE TWENTY-FOURTH LEGISLATURE

L A T E

INTERIM OF 2008

December 9, 2008

9 a.m.

**INFORMATIONAL BRIEFING TO HEAR CONCERNS
RAISED BY THE CLERGY CAUCUS OF FAITH ACTION FOR COMMUNITY
EQUITY RELATING TO THE QUEST EXPANDED ACCESS PROGRAM,
UNITED/EVERCARE AND WELLCARE/'OHANA
TESTIMONY OF Stacy Pereira IN SUPPORT OF THE QUEST EXPANDED ACCESS
PROGRAM AND WELLCARE/'OHANA
TO THE HONORABLE SUZANNE CHUN OAKLAND, THE HONORABLE DAVID IGE
AND MEMBERS OF THE COMMITTEES ON HUMAN SERVICES AND HEALTH:**

Good Morning, my name is Stacy Pereira. I was born/raised/and lived in Hawaii for 38 years. I graduated with my Masters in Social Work (MSW) on May 2005. Upon graduating, I have 3 years of experience in assisting family members. The community that I had worked with ranged from the local community to the military community.

My ethnic background is Asian Pacific islander. My father is Japanese. My mother is Hawaiian mixed. My family raised me to be open-minded and respectful to everyone. I was fortunate to be exposed to the following cultures: Filipino, African American and Japanese.

It was beneficial to have lived here in Hawaii all my life. People that were not familiar with Hawaii appreciated my knowledge of the culture. I tried to give a sense of "aloha." Not only did this make a good impression about Oahu, I felt that it reflected me also.

The values I grew up with were further enhanced in my education. In the MSW program, the National Association of Social Workers (NASW) code of ethics was stressed. In the NASW code of ethics, it encouraged social workers to be culturally sensitive.

In regards to work experience, I have always worked in public relations. In the beginning stage of my working experience, I had encountered various cultures. I was very comfortable with my clients and didn't have any trouble blending in.

I was offered a position with 'Ohana Health Plan on November 4, 2008. My first exposure to the agency came on November 14th. There was 10 day training. The topics ranged from the Company's Overview, cultural sensitivity through special needs clients.

In summary, I was very impressed with the training that Oahu health Plan had implemented. They covered various areas and want to promote a well know ledged team. The atmosphere is very motivating and makes it a great place to work at.

Stacy Pereira, MSW

Service Coordinator

'Ohana Health Plan

Plaza at Mill Town

94-450 Mokuola Street, Suite 106

Waipahu, HI 96797

A health plan offered by WellCare Insurance of Arizona, Inc.



L A T E

December 9, 2008 9:00am, CR 229
Senate Committee on Health and
Senate Committee on Human Services
Informational Briefing on QExA
Fax to: Senate Sergeant-At-Arms Office at 586-6659 or 1-800-586-6659 from N.I.
Email: testimony@capitol.hawaii.gov

Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Jodi Lining, an employee of MDX Hawai'i and a lifelong resident of the State of Hawaii. I have over 20 years of health care experience in Hawaii in a variety of roles including human resource management and provider recruitment, contracting, credentialing, education and servicing. Evercare subcontracted with MDX Hawai'i to work on the QExA Program because of our background and expertise in the local health care environment. As the Provider Services Manager, my role is to ensure that Evercare has a quality network of participating providers ready to serve the healthcare needs of the Medicaid Age, Blind and Disabled population.

As a partner of Evercare, I am excited about the opportunity to help our local community by improving access to healthcare and streamlining the provision of those services. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,


Jodi J. Lining
Manager, Provider Services



L A T E

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Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Terri Melendy, and am an employee of MDX Hawai'i. I have been a resident of the State of Hawaii for ten years. I have over 20 years of health care experience in a variety of roles including Provider Services Coordinator, Claims Examiner, and Customer Service. I was hired by MDX Hawai'i to work on the QExA Program as Provider Services Coordinator and my role is to service the provider needs of our community not limited to contracting, but also claims inquiry, resolution and provider education.

I joined MDX Hawai'i because I enjoy working with the people of our community. MDX Hawai'i has had many years of experience in delivering quality healthcare for the people of Hawai'i. I stand behind their mission in providing exceptional service. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,

A handwritten signature in black ink, appearing to read 'Terri Melendy', written in a cursive style.

Terri Melendy
Provider Services Coordinator



EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

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L A T E

Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Shannon Marie AuwaeVrechck and am an employee of MDX Hawai'i and a lifelong resident of the State of Hawaii. I grew up in Ewa Beach and graduated from Saint Francis High School. I also received my undergraduate degree at the University of Hawai'i. I have over 24 years of health care experience in Hawaii in a variety of roles including Customer Service, Project Management, Health Plan Contracting, Developing Educational Classes for Diabetes Management both for patients and for health care providers, as well as providing direct patient care as an Occupational Therapy Assistant to the Aged and disabled population.

I was hired by MDX to work on the QExA Program as a Provider Services Coordinator and my role is to build the provider network for the QExA Program, as well as to service providers with claims issues and to address concerns/questions they may have. I have also recently been offered and accepted the position of Training Supervisor where I would be responsible for educating providers on the health plan.

I joined MDX Hawai'i because they have a long tradition of helping the people of Hawai'i, as they were formerly a part of the Queen's Health Care Systems. While no longer a part of the Queen's Health Care Systems, their passion and commitment to helping the people of Hawai'i still remains strong. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,

Shannon Marie Auwae Vrechck
 Provider Services Coordinator
 Training Supervisor
 MDX Hawaii



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L A T E

Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Joslyn Gibbs and am an employee of MDX Hawaii and a lifelong resident of the State of Hawaii for 28 years. I have over 3 years of health care experience in Hawaii in a variety of roles including being a Provider Inquiry Associate working in the heavy volume call center at ACS, assisting providers in getting their claims paid. I also have worked at Kapiolani Health as a Patient Accounts Clerk sorting and distributing the medical claims. I was hired by MDX Hawaii to work on the QExA Program as Provider Service Coordinator and my role is to develop and implement a robust provider network. Also am responsible for orientation and training activities for a great affiliated provider networks as appropriate. I also help in developing and maintaining orientation and training materials for presentations and am responsible for provider recruitment, contracting, servicing and retention.

I joined MDX Hawaii because I wanted to assist in the improvement of our community and those within it, through the QExA Program. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,

A handwritten signature in black ink, appearing to read "Joslyn Gibbs".

Joslyn Gibbs
Provider Services Coordinator



EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

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Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Patricia Lauvao an employee of Evercare and a lifelong resident of the State of Hawaii. I was hired by Evercare to work on the QExA Program as Customer Service Representative and my role is to take in all calls concerning the QExA Program.

I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,

A handwritten signature in cursive script that reads "Patricia Lauvao".

Patricia Lauvao

EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

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Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Christopher Waiters and am an employee of MDX Hawai'i and a have been a resident of the State of Hawaii for 15 years. I have over 4 years of health care experience in Hawai'i in a variety of roles including customer service and claims processing. I was hired by MDX Hawai'i to work on the QExA Program as Customer Service Representative and my role is to provider answers for benefits questions, claim processing, provider participation and various other customer service functions.

I joined MDX Hawai'i because I feel a need to help improve healthcare and assisting people with healthcare needs. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Waiters", written over a light blue horizontal line.

Christopher Waiters



L A T E

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Testimony in SUPPORT of the QExA Program

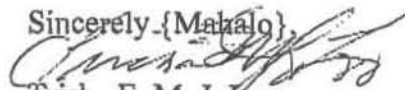
Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Trisha Loo and am an employee of Evercare and a lifelong resident of the State of Hawaii/have been a resident of the State of Hawaii for 35 years. I have over 15 years of health care experience in Hawaii in a variety of roles including Manager of Customer Service, Contracts Manager, Vice President of Sales, Provider Service Coordinator, and Medical Assistant/Ophthalmic Technician. I was hired by Evercare to work on the QExA Program as Manager of Customer Service and my role is to provide oversight and ensure all aspects of Customer Service for the plan is met.

I joined Evercare because I have years of experience in healthcare and wanted to be an integral part of implementing a plan that is well overdue for this population and the general community. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely, {Makaio}


 Trisha E. M. J. Loo
 Manager, Customer Service
 MDX Hawai'i

L A T E



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Senate Committee on Health and

Senate Committee on Human Services

Informational Briefing on QExA

Fax to: Senate Sergeant-At-Arms Office at 586-6659 or 1-800-586-6659 from N.I.

Email: testimony@capitol.hawaii.govTestimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am K. Kawika Aki-Vick and am an employee of Evercare and a lifelong resident of the State of Hawaii. I have over 18 years of health care experience in Hawaii in a variety of roles including HMSA, Hawaiian Islands Medical as well as Medicaid. I was hired by Evercare to work on the QExA Program as a Customer Service Representative and my role is to assist members and providers with claims and benefit information.

I joined Evercare because of my extensive background in Medicaid. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely and Mahalo,

A handwritten signature in black ink, appearing to read 'K. Kawika-Aki-Vick', written over a circular stamp.

K. Kawika-Aki-Vick

LATE



EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

December 8, 2008

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Jane Mah-Ejercito and am an employee of Evercare and a have been a resident of the State of Hawaii for many years. I have over 20 years of health care experience in Hawaii in a variety of roles related to Provider Services. I was hired by Evercare to work on the QExA Program as Data Base Coordinator and my role is to maintain the QExA provider network.

I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,

A handwritten signature in black ink, appearing to read "Jane Mah-Ejercito". The signature is fluid and cursive, with a large loop at the end.

Jane Mah-Ejercito



EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

L A T E

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Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Evelyn Misech and an employee of MDX Hawaii and have been a resident of the State of Hawaii for 26 years. I have over 18 number of years of health care experience in Hawaii specifically performing and overseeing day-to-day Accounting duties and financial reporting of the company including certain payroll functions. I am also responsible for audits, reviews and reporting requirements of our clients.

I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,

Evelyn Misech



December 8, 2008

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Testimony in SUPPORT of the QExA Program

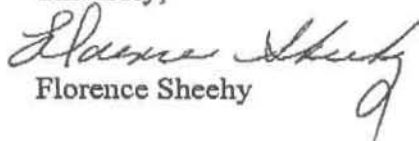
**Dear Chairs Suzanne Chun Oakland and David Igc and Members of the Senate
Committees on Human Services and Health:**

I am Florence Sheehy and am an employee of Evercare and have been a resident of the State of Hawai'i for 23 years. Including the years that I have lived in Hawai'i, I have over 40 years of health care experience.

I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,


Florence Sheehy

L A T E

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Testimony in SUPPORT of the QExA Program

**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Leslie Millen and am an employee of Evercare and have been a resident of the State of Hawaii for 8 years. I have 8 years of health care experience in Hawaii in a variety of roles including critical care, diagnostics, home health care and case management. I was hired by Evercare to work on the QExA Program as a Field Service Coordinator.

I joined Evercare because of it's excellent reputation and commitment to the people of Hawaii. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,



Leslie Millen, RN
Field Service Coordinator
Evercare Hawaii

L A T E



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December 8, 2009

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Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Paul Yamashita and am an employee of MDX Hawai'i, formerly the Queen's Health Plans and born and raised in Hawai'i. I have over 30 of years of health care experience in Hawaii in a variety of roles including chief physical therapist at Kuakini Hospital, HMSA director and vice president, Queen's Health Plans director and president, health care consultant and vice president of MDX Hawai'i. I was hired by MDX Hawai'i in part to work on the QExA Program and my role is to assist in developing a network of doctors, hospitals, nursing facilities, care homes and other ancillary providers to service the QExA membership.

I support Evercare because in my healthcare experience I see the valuable patient programs Evercare can bring to our community. Having taken care of both my parents and mother-in-law until their deaths, I know first hand, the needs of the fragile elderly. Evercare's programs to support this population is what we need in Hawai'i. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of this program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo for your concern and interest in this very important program for our community.

Paul Yamashita

A handwritten signature in black ink, appearing to read "Paul Yamashita".

Vice President
MDX Hawai'i



EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

LATE

December 8, 2008

The Honorable Suzanne Chun Oakland, Chair
Senate Committee on Human Services

The Honorable David Ige, Chair
Senate Committee on Health

RE: Testimony in SUPPORT of the QExA Program


Dear Chairs and Members of the Senate Committees on Human Services and Health:

I am Jeri Ann Doi Kakuno, an employee of MDX Hawai'i and a lifelong resident of the State of Hawaii. I attended and graduated from Kalani High School and the University of Hawai'i at Manoa. I have 30 years of health care experience in Hawaii in a variety of roles including Benefits and Claims Administration, Communication, Customer Service, Marketing and Sales, as well as Provider Relations. Evercare subcontracted with MDX Hawai'i to work on the QExA Program because of our background and expertise in the local health care environment. As Director of Operations, my role is to ensure all of our "customers" – client, member, provider, stakeholders or general public – receive excellent and quality services from us.

Being a partner of Evercare, I am extremely gratified to be involved with QExA because just prior to his passing, my father, who was elderly and disabled, was assisted by the State. He had exhausted his savings and mine were being depleted as well. The State helped us through an extremely difficult time. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,


Jeri Ann Doi Kakuno
Director of Operations



December 8, 2008

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Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Bruce Kau and am an employee of MDX Hawai'i and a lifelong resident of the Territory and State of Hawai'i, having attended Kalani High School and the University of Hawai'i at Mānoa. I have over twenty of years of health care experience in Hawai'i in a variety of roles including Information Technology. I was hired by MDX Hawai'i to manage their Information Systems, including the systems that support the QExA program.

I joined MDX Hawai'i because I believe in caring for the health needs of the people of Hawai'i. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawai'i.

Mahalo a me ke Aloha,

A handwritten signature in black ink, appearing to read 'Bruce Kau', written over a white background.

Bruce Kau
Information Technology Manager



EXCELLENCE IN HEALTHCARE INFORMATION TECHNOLOGY

L A T E

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Testimony in SUPPORT of the QExA Program

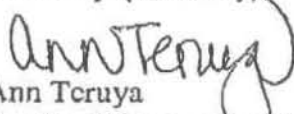
**Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate
Committees on Human Services and Health:**

I am Ann Teruya and am an employee of MDX Hawaii and was born and raised in Hawaii. I have over 17 years of health care experience in Hawaii in a variety of roles including a systems analyst position at Hawaii Pacific Health and a practice management role at MDX Hawaii. Although I am not involved with Evercare activities at MDX Hawaii on a daily basis, I have contributed to the program by making contact with the physicians that have our EMR and practice management systems. I truly believe that all physicians should become participating members of this program to provide the best services to their existing and new patients.

I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice. As with many in Hawaii, I have aged members of my family and extended family who will benefit strongly from the QExA program.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely {Mahalo},


Ann Teruya
Practice Management Coordinator

From: Keanini, Pamela [pamela_keanini@uhc.com]
Sent: Monday, December 08, 2008 10:11 AM
To: testimony
Subject: QExA Letter of Support

L A T E

December 9, 2008 9:00am, CR 229
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Senate Committee on Human Services
Informational Briefing on QExA
Fax to: Senate Sergeant-At-Arms Office at 586-6659 or 1-800-586-6659 from N.I.
Email: testimony@capitol.hawaii.gov

Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Pamela Keanini and am an employee of Evercare and a lifelong resident of the State of Hawaii/have been a resident of the State of Hawaii for 59 years. I have over 30 numbers of years of health care experience in Hawaii in a variety of roles including ER nurse, Telemetry nurse, Long Term Care and Supervisor. I was hired by Evercare to work on the QExA Program as Field Service Coordinator and my role is to go and assess the patients to see what services are needed and Coordinate the services and care for the patient being sure that the patient gets the best possible care.

I joined Evercare because I have been a nurse for a long time and I wanted to make a difference in the care of the patients... I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely {Mahalo},

Pamela L. Keanini RN

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12/8/2008

From: Ta, Eiko S [eiko_ta@uhc.com]
Sent: Monday, December 08, 2008 9:40 AM
To: testimony
Subject: Testimony in SUPPORT of the QExA Program

L A T E

December 9, 2008 9:00am, CR 229
Senate Committee on Health and
Senate Committee on Human Services
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Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Eiko Ta and am an employee of Evercare and I have been a resident of the State of Hawaii for fifteen years. I have over five years of health care experience in Hawaii in a variety of roles including Clinical Research Coordinator. I was hired by Evercare to work on the QExA Program as a Field Service Coordinator and my role is to who will develop a plan of care for the member, and monitor the delivery of care.

I joined Evercare because I am a registered nurse and we are providing a health care delivery system that is compatible with the cultural framework and community environment of members and their families. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in community settings of their choice.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Sincerely,

Eiko S. Ta

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12/8/2008

L A T E

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December 9, 2008 9:00 am, CR 229
Senate Committee on Health and
Senate Committee on Human Services
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Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

My name is Piilani Smith-Kozibroda and I am an employee of Evercare. I am a native Hawaiian who was born and raised in Hawaii and have lived in this state for over 60 years. I have over twenty years of health care experience in Hawaii in a variety of roles including 1) being the primary caregiver to my elderly mother before she passed away, 2) Social worker/case manager for the Adult Foster Care Program, 3) a member of the Patient Protection Committee who I advocate for the rights of the patients at the Hawaii State Hospital, 4) I also sit on the steering committee for The Compassionate Friends of Honolulu, being a strong supporter in the caring of parents who have lost their children, 5) and a breast cancer survivor which I am also a strong advocate for the American Cancer Society. I was hired by Evercare to work on the QExA Program as a Field Service Coordinator and my role is to assist our Kupuna with their health care needs as many of our Kupuna are unable to sort through the maze of what is required to get assistance for good health care. I only wish that my mother had a chance to be assisted with what the Field Service Coordinators do at the present time.

I joined Evercare because I believe that their mission is to help our Kupuna live healthier lives and to continue living successfully in the community. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay

in community settings of their choice. Many of our elderly members have no idea where and who to turn to should they become ill and need assistance.

In closing, I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of a program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo,

Piilani Smith-Kozibroda, MSW, CC
Field Service Coordinator
Evercare Hawaii

From: WLieberman@aol.com
Sent: Monday, December 08, 2008 7:52 AM
To: testimony
Subject: Testimony in Support of the QExA Program

L A T E

December 9, 2008 9:00am, CR 229
Senate Committee on Health and
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Testimony in SUPPORT of the QExA Program

Dear Chairs Suzanne Chun Oakland and David Ige and Members of the Senate Committees on Human Services and Health:

I am Walter B. Lieberman and I have two daughters who work in health care, one a physical therapist and one an occupational therapist. I assisted one in setting up her practice and had the opportunity to observe first hand the need for such services which will be provided by this program. I am also very involved with the well being of my aging in laws at this time, which only confirms the need for such a program.

I support the Quest Expanded Access (QExA) program and Evercare because I believe the QExA will allow Evercare to bring to Hawaii valuable patient programs that will benefit the aged, blind and disabled in our community. I am very supportive of the QExA Program and the State's goal to provide seamless access to services across all benefits and services through a comprehensive care coordination program and to help members stay in their homes or other community settings of their choice.

I strongly support implementation of the QExA Program and applaud the efforts of the State and numerous key community stakeholders who have been actively engaged in the design of this program over the last several years. I believe the QExA Program holds great promise in improving access to care and quality outcomes for aged, blind and disabled individuals in Hawaii.

Mahalo for your concern and interest in this very important program for our community.

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TO THE HAWAII STATE SENATE COMMITTEES ON

L A T E

HUMAN SERVICES AND HEALTH
THE TWENTY-FOURTH LEGISLATURE
INTERIM OF 2008

December 9, 2008
9 a.m.

**INFORMATIONAL BRIEFING TO HEAR CONCERNS
RAISED BY THE CLERGY CAUCUS OF FAITH ACTION FOR COMMUNITY
EQUITY RELATING TO THE QUEST EXPANDED ACCESS PROGRAM,
UNITED/EVERCARE AND WELLCARE/'OHANA**

**TESTIMONY OF Yvette Kamakalulehuaokalani Dudoit-Alop IN SUPPORT OF
THE QUEST EXPANDED ACCESS PROGRAM AND WELLCARE/'OHANA**

TO THE HONORABLE SUZANNE CHUN OAKLAND, THE HONORABLE DAVID
IGE AND MEMBERS OF THE COMMITTEES ON HUMAN SERVICES AND
HEALTH:

Thank for the opportunity to submit my testimony on this matter. My name is Yvette Dudoit-Alop. I was born in Hawaii and I have lived here all my life. Currently, I reside in Mililani. I have attended 2 campuses within the University of Hawaii campuses, Med-Assist School of Hawaii, and Hawaii Pacific University. I attained my certificates as Nurse Aid at Waianae Health Academy and Medical Assistant. In addition, I received a Bachelor Science in Nursing in 2006 and received my RN Licensure.

During my high school, I had the chance to volunteer at a Long Term Care Facility. The first day at the facility was very painful. I witnessed clients stationed in their wheel chair outside their rooms with no one to talk to. Activities were done in an activity room but activities were only held for a couple of hours. A few of the nursing staff hardly interacted with the residents. During my experience at the facility, I realized that I wanted

to work in the medical field. I enjoyed helping the staff and getting to know the clients at the facility.

At the age of 18, I left home to be a live-in caregiver/choreworker for a client diagnosed with Cerebral Palsy. I had a chance to work at the Special Education Center of Hawaii as a program assistant. I spent some time working at Lanakila Meals on Wheels delivering hot meals to Leeward clients. As a medical assistant, I worked at KSBE in the dormitory at Hale Ola and 6 years at an OBGYN clinic in Waipahu. As medical assistant at the clinic, I witnessed a large amount of health issues from patients living in Waianae. Some health conditions could be prevented with health education and prevention measures. I started to have rapport with these clients and families. Sometimes, we would “talk story” in the examining room, and then by time they left the office, I knew everything about their family from their name of the keiki’s school they were attending to health problems with a family member. During this time, I knew I needed to return to school to be RN. My goal was finish my nursing degree and work as Community Health Nurse in Waianae or Waimanalo. I wanted to work with the Hawaiian Population for the reason of increase rise of health care concerns such as Diabetes, Cardiovascular, and Respiratory Disease. In 2007, I was hired a Community Health Nurse/ Case Manager at Waianae Coast Comprehensive Health Center. I provided Outreach Services to Homeless in the Waianae Coast as well as medical case management in the community. I enjoyed the time I had spent at WCCHC and working with residents. However, I wanted to continue to work in other communities and continue to service the Waianae Residents.

WellCare/Ohana has given me opportunity to continue with working with residents in Waianae as well with clients in the Leeward Area. With WellCare/Ohana,

clients will be able to navigate with health care system with an assigned service coordinator. Clients will have personalized health care planning from their service coordinator with services coordinated with their primary care physician. The Service plan addresses not only medical needs but social and spiritual needs as well. Planning services not only touches the medical aspect but just as well as the psychological and spiritual side. In addition, the service coordinators are working closely along with their family, spouse, primary care giver and surrogate. As a service coordinator, I will be coordinating care with other providers such as Medicare, DOH, Healthy Start, Zero-to-three, and Mental Health Services. We will also provide assistance in resolving any concerns about care delivery or providers. WellCare/Ohana is a right health plan based on my experience in the community health setting for the reason the plan enhances the member's quality of life by providing disease management, service coordination for every member, custom care plan, 24/7 Health Advisor Health Hotline, local employees within the community, self-directed personal assistance programs.

In conclusion, I had the opportunity in working in various health care settings as a caregiver, program assistant, medical assistant, and a community health nurse.

WellCare/Ohana is a health plan that provides assistance for home health care services, behavioral health services, collaborating with clients and health care providers to maintain the health of the client with the assistance of me as a service coordinator.

Thank you,

