



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P. O. Box 339
Honolulu, Hawaii 96809-0339

February 10, 2015

Memorandum

TO: The Honorable Dee Morikawa, Chair
House Committee on Human Services

FROM: Rachael Wong, DrPH, Director

SUBJECT: **H.B. 1196 - RELATING TO HEALTH**
Hearing: Thursday, February 12, 2015; 10:00 a.m.
Conference Room 329, State Capitol

PURPOSE: The purpose of this bill is to require an audit of contracts with the Department of Human Services (DHS) to provide QExA managed care plans to cover eligible individuals who are aged, blind or disabled with regard to late payments to health care providers

DEPARTMENT'S POSITION: The Department of Human Services (DHS) respectfully opposes this bill. The current Med-QUEST Division QUEST Integration contracts, as well as previous QUEST and QExA contracts, require that contracted health plans, pay 90% of claims within 30 days and 99% of claims within 90 days. For the quarter ending December 31, 2014, 95.3% of claims were paid within 30 days and 99.9% were paid within 90 days. The total amount of interest paid by QExA plans for claims paid over 30 days was \$157,032 for October 1, 2014-December 31, 2014.

The Med-QUEST Division believes that all the providers participating in Medicaid programs are very important as they provide vital services for the Department's recipients. Without their participation, the Department would not be able to provide needed medical services in a timely manner which is why we require reporting on the metrics above.

The DHS, however, opposes the need for an audit of contracted health plans. While there are instances of late payments, the reports submitted by plans are closely monitored. When a problem is identified, the MQD has promptly followed up with the particular health plan to research the issue and ensure that the problem is rectified. The timeliness reports and interest payments made by the health plans indicate that the health plans are in contract compliance and meet or exceed federal requirements

Thank you for the opportunity to testify on this measure.

kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Saturday, February 07, 2015 12:37 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: Submitted testimony for HB1196 on Feb 12, 2015 10:00AM

HB1196

Submitted on: 2/7/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Maria Corazon E. Cariaga	Big Island Adult foster home operators	Support	No

Comments: On behalf of the Big Island Adult Foster Home Operators , we are supporting the HB 1196. Late payments should not be happening at all . Because it's unfair for those caregivers delivering their services to the individuals who needed care to the best of their abilities. Payment should be prompt always. Thank you for allowing our group in sending our testimonies. Maria Corazon E. Cariaga BIAFHO (President)

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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February 12, 2015

The Honorable Dee Morikawa, Chair
The Honorable Bertrand Kobayashi, Vice Chair
House Committee on Health

Re: HB 1196 – Relating to Health

Dear Chair Morikawa, Vice Chair Kobayashi and Members of the Committee:

The Hawaii Medical Service Association (HMSA) appreciates the opportunity to testify on HB 1196 which would authorize the State Auditor to audit Department of Human Services contracts related to QUEST expanded care (QExA) managed care . HMSA has comments, and we suggest an amendment for clarity.

January 1, 2015, brought changes to the QUEST managed care contracts program. QExA was replaced with QUEST Integration. Should the Committee decide to move this Bill forward we suggest that the Committee clarify in the Bill that the review is for a specified period prior to the implementation of the QUEST Integration program.

The new QUEST Integration program is barely two months old. We believe there may be very little value in auditing a few months' work of the new program, since the Auditor's report is due 20 days prior to the next legislative session.

Thank you for allowing us to comment on HB 1196, and we ask that you consider our suggestion in your deliberations.

Sincerely,

Jennifer Diesman
Vice President, Government Relations

**Arlene Hanks CCFH
Jonathan & Arlene Hanks
44-124 Mikiola Drive
Kaneohe Hawaii, 96744**

February 10, 2015

**To: House of Representatives
Committee on Human Services
Rep. Dee Morikawa, Chair
Rep. Bertrand Kobayashi, Vice Chair**

Rep. Della Au Belatti	Rep. Jo Jordan
Rep. Richard P. Creagan	Rep. Marcus R. Oshiro
Rep. Mark J. Hashem	Rep. Beth Fukumoto Chang

**Hearing on HB1196
Thursday, February 12, 2015
10:00 A.M.
Conference Room 329
State Capitol
415 South Beretania Street**

Testimony:

Aloha, my name is Jonathan P. Hanks, My wife Arlene and I run a Community Care Family Foster Home. My wife has been a certified CCFH operator since 2000. I've been caring for elderly in our home since 2006, with my wife. I am also certified as an Adult Care Home Operator.

I am in support of HB1196. I feel we should not contract services with Ohana well-care or United Healthcare.

In 2006 and previous to Ohana Health Plan, United Healthcare introduced as Medicaid Health plans in Hawaii, we received our payment for care of elderly directly From the Department of Human Services. Our checks were paid to us from Hawaii Medicaid Fiscal Agent, P.O. Box 1206 Honolulu HI, 96807-1206. We never had problems getting paid before "Ohana & Evercare" were introduced in Hawaii in 2008. Since that time caregivers had to deal with many, many, many unnecessary problems from both of these main land based companies.

- 1 -

In 2007-2008, I was elected as officer in A.F. H.A.H. (Adult Foster Homecare Association of Hawaii. I remember in 2007, when representatives from both Ohana Health Plan & United Healthcare came to our Association meetings to try to gain support and to introduce their Health plans. They never held up to the promises that each company initially agreed to.

On October 19, 2010 we had problems with Ohana & United Healthcare due to Clients being automatically placed into Ohana Health Plan before an open enrollment choice form was even sent out. Then, due to eligibility issues Ohana was requesting caregivers to pay amounts back or have they payments withheld. (Attached is a letter dated October 19, 2010 and an Email letter dated October 20, 2010 From Erhardt Preitauer of Ohana well-care).

On Tuesday April 17, 2012, I sent an email letter to Rep. John M. Mizuno regarding a non-payment issue from United Healthcare. For one Client we had not received payment for February & March of 2012. For Another client we had not received payment for March, 2012. We were Shorted 3 Months payment. (Attached is an Email letter to John M. Mizuno dated 4/17/12).

On July 5, 2012, we had a payment issue due to incorrect reporting of clients Medicaid Eligibility (Attached is a Letter dated July 5, 2012, sent to: Ms. Walshaw, State of Hawaii Dept. of Human Services).

On July 8, 2012, I sent an email letter to John M. Mizuno; at that time were owed a total of \$6,799.00 from both Ohana Health Plan and United Healthcare combined (attached is a letter dated July 8, 2012). We still have not received 1 month's payment for care of one of our clients.

I am in Full support of HB1196, I was raised in Hawaii and I feel we should not contract with Ohana Health plan and United Healthcare, Caregivers and the elderly we care for deserve better.

Included in this testimony are 7 pages.

I humbly thank this Committee for this Opportunity to Speak.

Sincerely,

Jonathan P. Hanks

Jonathan & Arlene Hanks Adult Foster Home
44-124 Mikiola Drive
Kaneohe HI, 96744

October 19, 2010

Friends of John Mizuno
P.O. Box 215
Honolulu HI, 96744

Dear John,

We are wondering why Evercare just attempted to transfer our client clients to another Case management agency without the consent of the of the caregiver and choice of the clients. Our residents, & we would like To stay with Aloha Health Care Providers Inc. as our Case Management.

So far, Evercare is always late and the payments are short every month.

Evercare Refused the Co-payment for the clients medications.

One of "Honolulu Magazine's Best doctors", as of last week informed us that he will no longer be Accepting New Evercare and Ohana patients because he hasn't gotten paid.

We received letters from Ohana Health Plan on July 7, 2010 in regards to client Lon Hokama's payment for the months of December 2009, January 2010. The letter from Ohana stated that Lon Hokama was not eligible at the time of service. Ohana is requesting reimbursement in the amount of \$4,261.26 from us. We responded the Ohana Health Plan on August 8, 2010 in regards the months in question and, we enclosed:
2 pages letters from Ohana Health Plan, Well Care.
2 pages from the State of Hawaii Dept of Human Services, Kapolei Med-Quest Unit.
1 page Authorization for Lon Hokama from Well Care W/ effective date 12/9/09
(Authorization #108001355)

On October 16, 2010 we received a letter from Ohana Health Plan requesting the refund of \$4,261.26 to be paid 30 days from the date of the letter Oct.8, 2010.

Please let us know how we can resolve these matters.
We think the State of Hawaii is very fortunate for all that you do in serving our Community.

Sincerely,



Jonathan P. Hanks



Arlene G. Hanks

2/9/2015

Print

Subject: RE Payment Issue, Hanks Foster Home
From: Preitauer, Erhardt (Erhardt.Preitauer@wellcare.com)
To: repmizuno@capitol.hawaii.gov;
Cc: jonathan_hanks@yahoo.com;
Date: Wednesday, October 20, 2010 10:15 AM

Representative Mizuno,

I wanted to let you know that Jonathan and I have worked out the confusion over payment and eligibility that was mentioned in yesterday's meeting. Basically, according to the State system, this member was eligible for Evercare during the months in question instead of Ohana. Thus, he is in the process of billing Evercare and will then give the dollars to 'Ohana, and everything should be square. The challenge is that the member moved from one plan to another on a retro basis, which is often confusing for all parties, as I mentioned yesterday.

As always, thank you for your support and leadership.

Mahalo,

Erhardt

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Print

Subject: United Healthcare Medicaid payments not received.
From: jonathan hanks (jonathan_hanks@yahoo.com)
To: repmizuno@capitol.hawaii.gov;
Cc: Mizuno1@capitol.hawaii.gov;
Bcc: roho@affinitylaw.com;
Date: Tuesday, April 17, 2012 11:04 AM

Dear Representative John M. Mizuno,

My wife, Arlene G. Hanks and I run an adult foster home business where we care for three medicaid clients. I worked as an officer with Adult Foster Homecare Association of Hawaii in 2007-2008. Our home is located at 44-124 Mikiola Drive, Kaneohe HI , 96744. My wife received her first State of Hawaii Department of Human Services Community Care Foster Family Home Certificate in 1986. Since former Gov. Linda Lingle introduced "Evercare and Ohana", caregivers have had nothing but problems, especially receiving their payments. Previous to Evercare and Ohana coming to Hawaii we didn't have these problems. In our home our (3) medicaid clients are very happy and well taken care of. Yesterday, April 16, 2012 I was unable to pay our mortgage due to the fact that we have not received our payments from United Healthcare. For one of our clients we have not received payments for February & March. For another client we have not received the payment for March. We depend on these payments, United Healthcare and Ohana are completely undependable and I feel, should be removed from Hawaii. I thank you for your time and understanding.

Jonathan P. Hanks

-5-

Jonathan & Arlene Hanks

44-124 Mikiola Drive

Kaneohe HI, 96744

247-8426 Home

247-8526 Fax

July 5, 2012

Attention: Ms. Walshaw

State of Hawaii Department of Human Services

Kapolei MQD Unit

601 Kamokila Blvd, RM 415

P.O. Box 29920

Honolulu HI, 96820

Hello Ms. Walshaw,

The Clients Medicaid Eligibility print out as of today 7/5/12, which states the clients decrease for his cost- share is showing that it is not effective until 7/2012 instead of 5/2012. This incorrect information online is causing shortage in caregiver's payments from HMO.

Included is: 11 pages, Social Security award letter .

1 page : State of Hawaii , Department of Human Services letter from R. Walshaw.

We appreciate your assistance to this matter.

Thank you.

Jonathan P. Hanks & Arlene G. Hanks

Jonathan & Ariene Hanks
44-124 Mikiola Drive
Kaneohe HI, 96744
247-8426 HM
247-8526 Fax

Friends of John Mizuno
P.O. Box 215
Honolulu HI, 96744

July 8, 2012

Dear Representative John M. Mizuno,

We care for three Medicaid Adult Foster clients in our Home.

William R. Kawalaea, after being covered by United Healthcare for 5 years, lost his coverage due to a small amount of money that surfaced by a retirement insurance plan he didn't even know he had. Med-quest placed William into Ohana Health Plan for April & May, 2012, automatically, before his choice form was received in June. This caused problems with the billing of two of his doctors. Currently, we have not been paid from Ohana Health Plan for his care for the months of April & May 2012. We are owed \$1,194.60 for the month of April, 2012 and \$1,234.42 for the month of May. William was able to have his Health plan restored to United Healthcare beginning June, 2012. Unfortunately, due to the fact that Ohana has not paid for April & May, Med-quest will not approve his P.A. request for June thus holding up the June payment from United Healthcare. For June 2012, we are owed \$1,194.60 from United Healthcare for his care.

Lon T. Hokama originally came to our home as a Private pay client. When he was approved and became a Medicaid client he had a Cost-Share. On April 26, 2012 Lon T. Hokama was approved by Social Security for Long Term Care Services with No-Cost Share. There is a reporting Discrepancy with Medicaid Online; it is reporting that Lon T. Hokama's decrease for his Cost-share is effective on 7/1/2012, when it should read effective 5/1/2012. United Healthcare will only pay what is reported on Medicaid Online. This incorrect information caused a Shortage of \$787.00 that was not paid to us for the Month of May, 2012. We were paid \$447.42 by United Healthcare for the month of May, 2012 for the Care of Lon T. Hokama. We need this to be resolved so that we can bill for \$787.00 that we were shorted for May & June's payment of \$1,194.60 that is owed. Last Month for the Care of our three Medicaid Clients we received a Grand total of \$1,681.84 from United Healthcare and no payment from Ohana Health plan. Currently we are owed \$6,799.00, from Ohana Health plan and United Healthcare Combined.

Mahalo, we appreciate your assistance,

Jonathan & Ariene Hanks

kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Tuesday, February 10, 2015 4:53 PM
To: HUS testimony
Cc: okanocarehome@yahoo.com
Subject: Submitted testimony for HB1196 on Feb 12, 2015 10:00AM

HB1196

Submitted on: 2/10/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Stacey Okano	Individual	Comments Only	No

Comments: It is imperative that this bill is passed. Many of our care homes and adult foster homes have dealt with having to wait for months on end to receive their payments. It causes a great deal of burden on the caregiver attempting to manage without. Imagine if you did not receive your paycheck for months on end thru no fault of your own. How would you pay your mortgage, utilities, buy food or fill your auto with fuel? We chose to work in this field to give back to our seniors and as such we should receive our monthly reimbursement for services rendered in a timely fashion. Please vote to pass this bill. Mahalo for your support.

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:51 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Bernadette Carlson	Individual	Support	No

Comments:

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Almira Acasio	Individual	Support	No

Comments:

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Clarita Maneja	Individual	Support	No

Comments:

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Dino Cacpal	Individual	Support	No

Comments:

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Edgar Alba	Individual	Support	No

Comments:

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Elizabeth Galanto	Individual	Support	No

Comments:

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To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Emilie Domingo	Individual	Support	No

Comments:

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From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 7:04 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Evelyn Isabelo	Individual	Support	No

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Filipina Ganancial Andres	Individual	Support	No

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To: HUS testimony
Cc: cariagacora@yahoo.com
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HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Frances Marie E. Carisga	Individual	Support	No

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HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Fred Gacula	Individual	Support	No

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HB1196

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Submitted By	Organization	Testifier Position	Present at Hearing
Grace Andres	Individual	Support	No

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To: HUS testimony
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Submitted By	Organization	Testifier Position	Present at Hearing
Grace Jadulang	Individual	Support	No

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HB1196

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Submitted By	Organization	Testifier Position	Present at Hearing
Jeffrey Arellano	Individual	Support	No

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Submitted By	Organization	Testifier Position	Present at Hearing
Jessie Gacula	Individual	Support	No

Comments:

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HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Joane Cariaga	Individual	Support	No

Comments:

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From: mailinglist@capitol.hawaii.gov
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To: HUS testimony
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HB1196

Submitted on: 2/11/2015

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Submitted By	Organization	Testifier Position	Present at Hearing
Josephine Ganancial	Individual	Support	No

Comments:

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Sent: Wednesday, February 11, 2015 7:09 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Liberty Albano	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:56 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Ligaya Fernandez	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:33 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Maria Corazon E. Cariaga	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:39 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Marisol Galzote	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:54 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Mildred da la Cruz	Individual	Support	No

Comments:

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From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:52 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Myrna Caro	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:53 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Rachel Castro	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:41 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Randy Galzote	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:36 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Relly Cabuyadao	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 7:18 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Robert Andres	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 6:50 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Teresita Cacpal	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 7:03 AM
To: HUS testimony
Cc: cariagacora@yahoo.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Zita Gomes	Individual	Support	No

Comments:

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kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 11:18 AM
To: HUS testimony
Cc: alanrspector@gmail.com
Subject: Submitted testimony for HB1196 on Feb 12, 2015 10:00AM



HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Alan R. Spector, LCSW	Individual	Support	No

Comments: My name is Alan R. Spector, LCSW. I am a resident of Kaneohe and I run my own private psychotherapy practice in Kailua and provide treatment services to clients with mental illness, including clients with Quest health plans. I have experienced extensive administrative hassles with Ohana Health Plan and United Health Care when it comes to getting my claims paid in a timely fashion and correctly. As of this writing, I am happy to say that I have not had any recent claims problems with United Health Care during 2014 and 2015, however, Ohana Health Plan has been a chronic problem. When I see a client who has Medicare as his or her primary health plan and Ohana Health Plan Quest as the secondary, Ohana frequently either underpays me or outright denies the claim. In every instance, this was due to errors on Ohana's part and failure to follow their contract with State of Hawaii as well as following their own internal guidelines for processing of claims. I've learned that Ohana has an outside contracted vendor in Florida that handles the claims processing and frequently allegedly makes mistakes. In every instance, the fault lied with Ohana and the mistakes were eventually corrected, but not without a significant amount of advocacy on my part, something that uses up my limited time and takes me away from providing patient care. The staff at Ohana's local office have been very responsive to my concerns and have helped to get my claims correctly processed, however, their efforts haven't prevented this problem from re-occurring. For the record, I have never experienced any claims payment issues with HMSA Quest and Aloha Care Quest.

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HB 1196

LATE TESTIMONY

LATE TESTIMONY



ADULT FOSTER HOME OF THE PACIFIC
P.O. Box 971450 Waipahu, HI 96797

Re: HB1196 – Testimony in Support

NOTICE OF HEARING

DATE: Thursday, February 12, 2015

TIME: 1030 a.m.

PLACE: Conference Room 329

State Capitol

415 South Beretania Street

Dear Chair Rep. Dee Morikawa, Vice Chair Rep. Bertrand Kobayashi, Rep. Della Au Belatti, Rep. Richard Creagan, Rep. Mark J. Hashem, Rep. Jo Jordan, Rep. Marcus R. Oshiro, Rep. Beth Fukumoto Chang

My name is Elma V. Tierra, and I strongly support **House Bill 1196**. I have been working in a Community Care Foster Family Home settings for 13 years. My job requires to take care my elderly, disabled, & fragile patients 24 hours a day, 7 days a week with no days off or holidays off. Based on a 365 days a year, I get paid \$41.06 a day that comes out to \$1.71 per hour which makes me one of the lowest paid employee in Hawaii.

I have a large amount of mortgage to pay every month. In addition to the mortgage, utilities, gasoline, & other necessities for everyday living like- personal needs for our elderly clients (laundry soap, bath soap, toilet tissue, toothpaste to name a few). If I don't receive my payment on time from the State all my financial responsibilities will be in trouble. There are several cases that our payments are delayed for 3 to 6 months, & if this continuous to happen it might result in closure of adult foster homes. Most of the institution charge interest if we couldn't make our payments on time.

Whether we get paid on time or not, we still have to provide care for our clients. We are doing our part by caring for those in need, all we ask is for the State is to do their part and compensate us for our work in a timely manner.

For these reasons I strongly support **HB1196**. Thank you for your support & considerations.

Respectfully yours,

Elma V. Tierra

President, Adult Foster Home of the Pacific

LATE TESTIMONY.

kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 8:38 PM
To: HUS testimony
Cc: wannetteg@aol.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015
Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
WANNETTE GAYLORD	Individual	Support	No

Comments:

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LATE TESTIMONY

kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 10:11 PM
To: HUS testimony
Cc: rwamil10@yahoo.com
Subject: Submitted testimony for HB1196 on Feb 12, 2015 10:00AM

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
rufelia s tomas	Community Care Family Foster Home	Comments Only	No

Comments: HB 1196 as current caregiver of CCFFH I continue to experience delayed payment and that is very unfair to us caregivers. We are providing 24 hours care 365 days a year and our clients has needs and caregivers as well. There should be a penalty paid if we are not paid on time.

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From: mailinglist@capitol.hawaii.gov
Sent: Wednesday, February 11, 2015 10:43 PM
To: HUS testimony
Cc: fajotinacare@aol.com
Subject: *Submitted testimony for HB1196 on Feb 12, 2015 10:00AM*

HB1196

Submitted on: 2/11/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Lilia P. Fajotina	Individual	Support	Yes

Comments:

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LATE TESTIMONY

kobayashi2-Lynda

From: mailinglist@capitol.hawaii.gov
Sent: Thursday, February 12, 2015 7:53 AM
To: HUS testimony
Cc: fajotinacare@aol.com
Subject: Submitted testimony for HB1196 on Feb 12, 2015 10:00AM
Attachments: Testimonyforlatepayments 2015.doc

HB1196

Submitted on: 2/12/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Lilia P. Fajotina	Individual	Support	Yes

Comments:

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From: mailinglist@capitol.hawaii.gov
Sent: Thursday, February 12, 2015 9:16 AM
To: HUS testimony
Cc: rasumibcay@aol.com
Subject: Submitted testimony for HB1196 on Feb 12, 2015 10:00AM

HB1196

Submitted on: 2/12/2015

Testimony for HUS on Feb 12, 2015 10:00AM in Conference Room 329

Submitted By	Organization	Testifier Position	Present at Hearing
Ramon Sumibcay	Individual	Support	Yes

Comments: Audit is necessary to evaluate efficient use of taxpayers's money and to ensure contractors are held accountable to the fullest.

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