

**LATE**

**STATE OF HAWAII**  
**DEPARTMENT OF HEALTH**  
P. O. Box 3378  
Honolulu, HI 96801-3378  
doh.testimony@doh.hawaii.gov

**Testimony COMMENTING on H.B. 668 H.D. 1**  
**RELATING TO HEALTH**

REPRESENTATIVE JOHN M. MIZUNO, CHAIR  
HOUSE COMMITTEE ON HEALTH

REPRESENTATIVE JOY A. SAN BUENAVENTURA, CHAIR  
HOUSE COMMITTEE ON HUMAN SERVICES AND HOMELESSNESS

Hearing Date and Time: Thursday, February 13, 2020 at 10:00 a.m. Room: 329

1 **Department Position:** The Department of Health (“Department”) respectfully offers the  
2 following comments on this measure.

3 **Department Testimony:** The Department supports a comprehensive primary and behavioral  
4 health care system that minimizes siloes, reduces duplication of effort, and maximizes the  
5 state’s resources through coordinated accessible care. The Department understands and  
6 supports the efforts on the part of the state Medicaid authority to coordinate multiple state  
7 plans in a way that leverages resources for the maximum benefit of the community. While on  
8 the surface, contracting for two plans on the neighbor islands may seem counterintuitive,  
9 however, we understand the strategy and would encourage the committee to look deeper into  
10 the basis for Medicaid doing so.

11 For example, on the neighbor islands, where health care resources are almost always  
12 more limited than on Oahu, having too many plans who are essentially competing for both  
13 members and a limited workforce creates a diffusion of effort to increase access and coordinate  
14 resources. This is because each plan has differences in the services that they offer; differences  
15 in the administrative processes that they use for activities such as credentialing both primary

1 and behavioral health care providers; billing and reimbursement; and differences in provider  
2 reporting.

3           Additionally, competition for the limited workforce on the neighbor islands negatively  
4 impacts provider stability and continuity of care. These conditions actually make it more  
5 difficult to leverage resources such as available providers and services in a coordinated manner  
6 in areas of the state where effective coordination of limited resources is most crucial. They also  
7 reduce the potential to develop administrative simplification and take advantage of economies  
8 of scale to the benefit of the community.

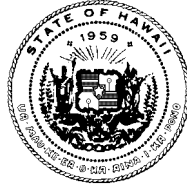
9           These are just some of the reasons why the Department believes contracting with two  
10 plans on the neighbor islands is strategically effective in developing and maintaining a  
11 coordinated system of care that is effective and accessible; and that makes the most efficient  
12 use of available resources. Indeed, focusing on defragmenting systems, coordinating resources,  
13 and how best to achieve this in healthcare has been a common theme over the last several  
14 years, both locally and nationally. In this context, the Department and Medicaid have been  
15 working very closely to “link and sync” efforts so that we can achieve an overall health care  
16 system for the state that is more effective, responsive and sustainable.

17           Thank you for the opportunity to testify.

18 **Fiscal Implications:** Undetermined.



DAVID Y. IGE  
GOVERNOR



PANKAJ BHANOT  
DIRECTOR

CATHY BETTS  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
P. O. Box 339  
Honolulu, Hawaii 96809-0339

February 12, 2020

TO: The Honorable Representative John M. Mizuno, Chair  
House Committee on Health

The Honorable Representative Joy A. San Buenaventura, Chair  
House Committee on Human Services & Homelessness

FROM: Pankaj Bhanot, Director  
Judy Mohr Peterson, Administrator, Med-QUEST Division

SUBJECT: **HB 668 Proposed HD1 – RELATING TO HEALTHCARE**

Hearing: February 13, 2020, 10:00 a.m.  
Conference Room 329, State Capitol

**DEPARTMENT'S POSITION:** The Department of Human Services (DHS) opposes the bill.

**PURPOSE:** The purpose of this bill is to modify the recent DHS Request for Proposals (RFP-MQD-2019-002) for the QUEST Integration (QI) program by changing the terms of the procurement and the outcome of the evaluation process. DHS disagrees with the characterizations and conclusions put forward in this bill. They do not reflect the reality of the QI program or the QI managed care market, most notably, conflating the business of health insurance with doctors. Finally, the bill seeks to legislate the outcome of a procurement process that is proceeding in accordance with the procurement code.

The RFP was clear that two plans would serve statewide and two additional plans would serve Oahu-only. These terms were articulated in the first paragraph of the RFP. DHS understands that there is controversy over the number of plans awarded contracts on the neighbor islands as well as the impact of the awards on communities. We understand and

respect your concern for your communities and constituents. They are our communities and constituents too.

When we issued the QI request for proposals, improving the quality of care for our members was our highest priority. This meant raising the bar for health plans that want to serve our beneficiaries. We focused on health care areas that we know need attention and innovation: investing in primary care and integrating care for people with complex health needs, such as individuals who are chronically homeless. A particular focus was advancing the continuum of care for behavioral health for individuals with substance use disorders and mental health needs.

The decision to award different parts of the State with a different number of plans was intended to advance a program that was responsive to beneficiaries and providers. Every month, there are reports that the doctors and other healthcare providers desperately needed in rural areas are leaving the state. The well-known workforce shortage is getting worse on the neighbor islands, not better. One of the solutions the doctors offer themselves to the exodus of providers is administrative simplification. The number of plans awarded a contract under the QI program was intended to provide this relief. We saw a way of helping providers by cutting down on the paperwork, the phone calls to health plans to get procedures authorized, the credentialing process, and other burdens that get in the way of a doctor providing care to a patient. We did this to help the healthcare workforce in the areas that need it the most.

It may seem simple to suggest that if these providers want to avoid administrative burden that they limit the number of QI health plans with whom they have contracts. DHS respectfully disagrees that this is a solution. To be financially viable on the neighbor islands means that providers, particularly primary care providers, often need to take many patients from all lines of business. Administrative simplification is our way of helping them.

There is controversy over why this is a solution on the neighbor islands and not on Oahu. Oahu is different and the provider landscape is different. Oahu providers have access to more support from physician organizations and similar entities. There are more people on Oahu, which means that the providers have more ability to selectively contract with QI plans. Simply put, the challenges that providers face on Oahu are different than the challenges providers face on the Neighbor Islands. We thought it was important to address this.

We understand this is a disruptive moment and we regret that we are prohibited from providing answers to many questions since we are in protest period. In moments of change and transition, an agency's inability to discuss a procurement can be frustrating to those who want to know more. However, observing the integrity of the procurement process is a bedrock principle for DHS. In a protest, the agency must operate under what is essentially a gag order. The agency cannot discuss the procurement so that we do not prejudice any outcomes while the protest is under review. This is an important protection for everyone to ensure a fair process is observed.

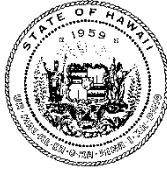
DHS understands that this moment may feel like a crisis because you have questions that we cannot answer because of procurement rules. But this moment is not a crisis. These contracts do not go into effect for almost five months. DHS has been clear that we are preparing for this transition to ensure a timely and seamless process with no gaps in healthcare for our members.

DHS also suggests that the Legislature would create a bad precedent when it seeks to insert itself into a procurement before the entire process has been resolved. Many bidders are disappointed when they lose government contracts. The precedent can be used in the future whenever bidders claim their loss will result in the State's detriment. This will happen again and again. The Legislature will be challenged to withstand the pressure from disappointed bidders, while agencies will operate under a perpetual cloud of politics when exercising their administrative and fiduciary duties. This is not how government should work.

We urge the Legislature to defer this bill.

Thank you for the opportunity to testify.

DAVID Y. IGE  
GOVERNOR



SARAH ALLEN  
ADMINISTRATOR  
BONNIE KAHAKUI  
ASSISTANT ADMINISTRATOR

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

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TESTIMONY  
OF  
SARAH ALLEN, ADMINISTRATOR  
STATE PROCUREMENT OFFICE  
  
TO THE HOUSE COMMITTEES  
ON  
HEALTH  
AND  
HUMAN SERVICES AND HOMELESSNESS

February 13, 2020 10:00am

HB668, HD1  
RELATING TO HEALTHCARE

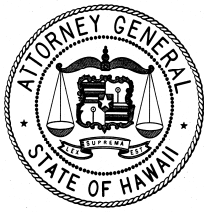
Chairs Mizuno and San Buenaventura, and Vice Chairs Kobayashi and Nakamura, and members of the committees, thank you for the opportunity to submit testimony on HB668, HD1. The State Procurement Office's (SPO) appreciates the intent of the bill, but opposes the language in Section 1, page 3, lines 11 to 13; and Section 2, page 3, lines 14 to 16.

The Hawaii Public Procurement Code, HRS103F, and associated Hawaii Administrative Rules, is an unbiased mechanism to solicit proposals and award contract(s) to the offeror(s) who proposal is determined in writing to be the most advantageous taking into consideration price and evaluation factors set forth in the request for proposal (RFP). No other factors or criteria shall be used in the evaluation.

This bill, if passed, would undermine the Hawaii Public Procurement Code, the procurement process and call into question fairness to the vendors who had submitted proposals in good faith, based on the criteria outlined in the RFP. It would set a precedent that outside forces can influence the evaluation and selection process.

Additionally, mandating selection of contractors on a procurement is outside the legislative purview.

Thank you.



**TESTIMONY OF  
THE DEPARTMENT OF THE ATTORNEY GENERAL  
THIRTIETH LEGISLATURE, 2020**

**LATE**

**ON THE FOLLOWING MEASURE:**

H.B. NO. 668, PROPOSED H.D. 1, RELATING TO HEALTHCARE.

**BEFORE THE:**

HOUSE COMMITTEES ON HEALTH AND ON  
HUMAN SERVICES AND HOMELESSNESS

**DATE:** Thursday, February 13, 2020      **TIME:** 10:00 a.m.

**LOCATION:** State Capitol, Room 329

**TESTIFIER(S):** Clare E. Connors, Attorney General, or  
Erin N. Lau, Deputy Attorney General

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Chairs Mizuno and San Buenaventura and Members of the Committees:

The Department of the Attorney General has concerns regarding this bill and offers the following comments.

By way of background, the Department of Human Services Med-QUEST program (DHS) issued a request for proposals for health plan services, RFP-MQD-2019-002 (RFP). DHS then awarded two health plans a statewide contract and two health plans an Oahu-only contract. One of the health plans that received a contract award for Oahu only submitted a formal notice to protest and is currently exercising its rights to protest. This bill requires the DHS to provide a statewide contract to each of the four health plans awarded contracts, i.e., the two health plans awarded Oahu-only contracts would be awarded statewide contracts under this bill.

This bill specifically requires DHS to provide a statewide contract to all four health plans awarded under the RFP, but the RFP only authorized the award of two statewide contracts. Accordingly, DHS is not able to award four statewide contracts under the RFP. To attempt to comply with this bill, DHS would be required to cancel the RFP and issue a new request for proposals, which would also delay the procurement process. Moreover, even *assuming arguendo* that this bill could be complied with under a new request for proposals, this bill may be challenged as violative of state procurement because it is not a true competitive and open procurement because the

new solicitation may yield additional bidders who can be automatically denied an award simply because those bidders did not bid under RFP-MQD-2019-002, rather than based on the merit and value of their proposals under a new request for proposals.

Additionally, there are a number of potential issues relating to the possible impairment of contracts that might result from this bill requiring four statewide contracts.

Finally, this bill may be challenged as a violation of the constitutional Separation of Powers doctrine. The U.S. Supreme Court has stated that the Separation of Powers principle imposes two basic restraints on Congress: (1) it may not invest itself or its members with either executive or judicial power; and (2) when it exercises its legislative power it must follow the procedures in Article I of the U.S. Constitution. See, Metropolitan Washington Airports Authority v. Citizens for Abatement of Aircraft Noise, Inc., 501 U.S. 252, 274, 111 S. Ct. 2298, 2300 (1991). The Hawaii Supreme Court has recognized that the Separation of Powers principle applies to state government. See, Biscoe v. Tanaka, 76 Hawai'i 380, 383, 878 P.2d 719, 722 (1994). Article V, section 1 of the Hawaii State Constitution vests the executive power of the State in the Governor, and article V, section 5, of the Hawaii State Constitution provides that "[t]he governor shall be responsible for the faithful execution of the laws." Authority to establish the executive branch offices and departments under the supervision of the governor is provided in article V, section 6 of the Hawaii State Constitution. The DHS is established under section 26-14, HRS, and section 346-14, HRS, details the DHS' statutory duties, including the duty to "administer the medical assistance programs for eligible public welfare and other medically needy individuals by establishing standards, eligibility, and health care participation rules, payment methodologies, compliance, and assuring compliance with federal requirements to maximize federal financial participation[.]" Section 346-14(7), HRS. In other words, DHS, under the executive branch, is the single state Medicaid agency and is responsible for administration of the Medicaid program. In accordance with its statutory function to administer the Medicaid program, DHS procured Medicaid services for the State of Hawaii in this RFP, pursuant to the procurement process set forth in chapter 103F, HRS. This bill's mandate for DHS to contract with specific health plans appears to violate the Separation of Powers doctrine

by interfering with the executive branch's constitutional power to execute laws and perform its duties through the DHS to administer the Medicaid program by mandating the DHS to contract with specific health plans.

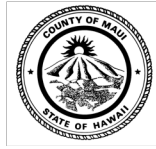
Based on the aforementioned reasons, we respectfully ask the Committee to hold this bill.

Council Chair  
Alice L. Lee

Vice-Chair  
Keani N.W. Rawlins-Fernandez

Presiding Officer Pro Tempore  
Tasha Kama

Councilmembers  
Riki Hokama  
Kelly Takaya King  
Michael J. Molina  
Tamara Paltin  
Shane M. Sinenci  
Yuki Lei K. Sugimura



**COUNTY COUNCIL**  
COUNTY OF MAUI  
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February 12, 2020

Director of Council Services  
Traci N. T. Fujita, Esq.



TO: The Honorable John Mizuno, Chair  
House Committee on Health

The Honorable Joy San Buenaventura, Chair  
House Committee on Human Services and Homelessness

FROM: Keani Rawlins-Fernandez  
Council Vice-Chair

SUBJECT: **TESTIMONY IN STRONG SUPPORT OF HB668 HD1, RELATING TO  
HEALTHCARE FOR HEARING OF FEBRUARY 13, 2020**

Mahalo for the opportunity to testify in **STRONG SUPPORT** of this important measure that seeks to prevent significant impact to our residents, particularly in rural areas.

Molokai is a tight-knit, rural community with many residents who rely on QUEST and the Medicaid services and medications available. Sixty percent (60%) of Molokai and Lana'i residents have Aloha Care, providing their Medicaid covered services.

Currently, a lack of physicians and access to services here on Molokai necessitates our kūpuna, keiki, and severely ill 'ohana flying to Maui and even to O'ahu to see qualified, covered providers to address their medical issues. If the number of health plans available to Medicaid members residing on the neighbor islands is reduced to two out of four contracted plan providers, many of our residents will be left with a further decrease in access to care with increased costs as they search for other providers, physicians and services.

As proposed in this measure, I strongly support and encourage the State Department of Human Services allowing qualified and covered residents the opportunity to choose from any of the four (4) health plans awarded contracts through its RFP-MQD-2019-002 of August 26, 2019.



February 12, 2020  
Page 2

With “the intent to improve health care and to enhance and expand coverage for persons eligible for Medicaid and Children’s Health Insurance Program by the most cost effective and efficient means through the QUEST Integration Program with an emphasis on prevention and quality health care,” please pass this measure for our communities that would be severely impacted by the loss of current QUEST/Medicaid services available.

Mahalo,

*Keani Rawlins-Fernandez*

KEANI RAWLINS-FERNANDEZ

COUCNIL VICE-CHAIR

February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: Cheryl Vasconcellos, Executive Director  
Hana Health

Re: [HB668, HD1 Relating to Healthcare](#)

I am pleased to submit this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

When I first learned that AlohaCare would no longer be providing services to the neighbor islands, I could not believe it. We have been a participating provider with AlohaCare since our inception, almost 23 years ago. The majority of our Medicaid Quest patients are enrolled in AlohaCare. The disruption to our patient's lives caused by this purely bureaucratic decision will be immeasurable no matter how DHS tries to justify it.

This move will have a disastrous effect on Hana Health patients. We already struggle with a limited number of on-island specialty services and assuring our patients get the care they need is difficult in the best of circumstances. Hana is one of the most rural, isolated districts in the state. The trip to Wailuku takes 2.5 hours one way when road conditions are stable – no trees down, rock slides or road work. Imagine what it would be like to further limit access for our patients and double the work load of our staff when trying to coordinate referrals for necessary specialty care.

DHS has been quoted by local news media that their rationale for reducing the number of QI health plans on neighbor islands is to reduce administrative burden to providers. This is ridiculous. AlohaCare has provided reliable and quick claims payment, which goes a long way to supporting stable cash flow which is critically important to a small health center like Hana Health. I cannot say the same for the plan that will be replacing them, where securing payment is onerous at best, takes weeks, not days and the patient referral process is so convoluted it leaves patient care in limbo. Please do not let this happen.

I urge the committees to approve this measure and protect access to quality health care for Hana Medicaid beneficiaries.

Thank you for this opportunity to testify.

February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: Richard J. Taaffe, CEO  
West Hawaii Community Health Center, Kailua Kona, HI

Re: HB668, HD1 Relating to Healthcare

I am pleased to submit this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

On January 22, 2020, the Department of Human Services' (DHS) announced it would award contracts for health plans serving QUEST Integration (QI) beneficiaries starting July 1, 2020. DHS made contract awards to two health plans to serve QI members statewide and two health plans to serve QI members on Oahu only. Allowed to stand, neighbor island QI members will have a choice of two health plans while Oahu QI members will have a choice of four health plans.

As a Medicaid provider on the Big Island, West Hawaii Community Health Center cares for nearly 10,000 Medicaid patients (55% of all our patients). The DHS decision to limit care to only two plans on neighbor islands will have a significant impact on both patients and the Medicaid providers in our community. Specifically, for West Hawaii Community Health Center 40% (4,000 beneficiaries) of our Medicaid patients will be reassigned and will have to navigate the labyrinth of paperwork, policies and practices of a new health plan; if they even both.

Kailua Kona already suffers from a shortage of primary care and specialty medical providers. By limiting Medicaid patients to two choices—HMSA and United Health Care— many patients will have limited providers choices. Reducing competition is certain one way to reduce the Medicaid rolls. It should be noted that many private health providers in West Hawaii do not ACCEPT United Health Care patients. Why is this, you ask? United Health Care business practices do not support or work with providers. United Health Care delays provider reimbursements even when there are clean claims; and, their prior authorization practices are designed to restrict care. One small example of prior authorizations –less than 10% of women

requesting a breast pump ever get it or if they do, it takes 3-4 months and must be ordered from a mainland pharmacy. Regarding United Health Care business/reimbursement practices, West Hawaii Community Health Center consistently has over \$250,000 United Health Care sitting in accounts receivable at 120 days+. This is more than all other Medicaid health plans combined. Even when claims are clean, United Health Care finds ways to delay payment. They will deny bundled claims even when only several out of dozens in a batch need to be revised. West Hawaii Community Health Center has one person assigned just to handle United Health billing for 1,800 patients; all other staff handle multiple plans and many more claims. Administrative costs will only increase exponentially.

Lastly, without competition in the marketplace, United Health Care will seek to reduce and/or implement practices that restrict care. As a for-profit health plan with no roots in Hawaii and dozen lines of business throughout the mainland, Hawaii's Medicaid market is minor to them. I say this with certainty because over the past 8 years, I have personally talked with senior VP's and regional representatives about the challenges and problems we face with them. Many promises are made, nearly all have been broken. As a corporation, they simply don't care.

Bottomline, this decision by DHS to limited choices by discouraging neighbor island health care providers from participating in the Medicaid market. It will force will forces patients to navigate a complex system of limited care options causing massive disruption to their lives and health, including keiki through kupuna, blind, aged and disabled, whose complex health care needs make them vulnerable when care is disrupted. The unintended consequence will be more people without a PCP, more emergency room visits, limited specialty care on the neighbor islands, people delaying care, increased cost to the overall health care system, and ultimately a reduction in the health of our most vulnerable patients.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: JoAnn Bishop Freed  
West Hawai'i Community Health Center, Board of Directors

Re: HB668, HD1 Relating to Healthcare

I am submitting this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

When I heard in January that the Department of Human Services (DHS) announced it would award only two contracts on the Big Island to serve Quest patients and at the same time award four plans to serve patients on Oahu, I just couldn't believe my ears. I am a patient of the West Hawai'i Community Health Center and I know first hand how difficult it is to have to switch health plans. I have no understanding why DHS would treat neighbor islanders differently from Oahu residents especially in an area where it is already extremely difficult to find providers who will take certain plans at all.

Many Big Island residents will not be able to continue their care with their current providers, thus placing their health and their family's health in jeopardy. This just seems totally unfair and unjust. Together, AlohaCare and Kaiser Permanente have the largest neighbor island provider network and Kaiser Permanente is the highest NCQA rated plan in the state. Yet, due to DHS' decision, AlohaCare and Kaiser Permanente will be allowed to provide care to Oahu members only.

I understand that DHS has been quoted by local news media that their rationale for reducing the number of QI health plans on neighbor islands is to reduce administrative burden to providers. I am a Board Member as well as a patient of the West Hawaii Community Health Center and I strongly disagree with this reasoning. I have experienced first-hand AlohaCare's reliable and quick claims payment, which goes a long way to supporting stable cash flow. I can

also attest to AlohaCare's commitment to improving the health of the residents of our community. AlohaCare invests in partnerships that support providers to improve quality of care for QI patients and decrease costs to the QI program. Due to its generous giving to Hawaii's nonprofit organizations, AlohaCare was ranked the fifth most charitable company for 2019 by Hawaii Business Magazine. All of these opportunities will be lost if DHS does not give AlohaCare a contract to serve on neighbor islands.

I am urging you to approve this measure that protects access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

JoAnn Bishop Freed, Secretary  
West Hawaii Community Health Center Board of Directors

## LĀNA'Ī COMMUNITY HEALTH CENTER

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*The Community is our Patient -- men, women, children, uninsured, insured!*

**February 13, 2020**  
**10:00 am**  
**Conference Room 329**

**To:** The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

**From:** D M V Shaw, PhD, MPH, MBA, FACMPE  
Executive Director  
Lāna'ī Community Health Center

**Re:** **HB668, HD1 Relating to Healthcare**

I am pleased to submit this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

On January 22, 2020, the Department of Human Services' (DHS) announced it would award contracts for health plans serving QUEST Integration (QI) beneficiaries starting July 1, 2020. DHS made contract awards to two health plans to serve QI members statewide and two health plans to serve QI members on Oahu only. Allowed to stand, neighbor island QI members will have a choice of two health plans while Oahu QI members will have a choice of four health plans.

This move to will have a disastrous effect on the ability of nearly 50,000 neighbor island Medicaid members to access medically necessary care. Neighbor island Medicaid

*E Ola nō Lāna'ī*

**LIFE. HEALTH. and WELL-BEING FOR LĀNA'Ī**

beneficiaries already struggle with a limited number of on-island physicians in addition to limited income and resources. Forcing beneficiaries to navigate a complex system of limited care options will cause massive disruption to their lives and health. This change will be especially harmful to QI beneficiaries, keiki through kupuna, blind, aged and disabled, whose complex health care needs make them vulnerable when care is disrupted.

In making this decision, DHS is treating the neighbor islands as an afterthought. The RFP process was inherently unfair to patients that do not live on Oahu. The health plans that bid were evaluated by "Statewide" and "Oahu only" capabilities, which means little consideration was given to the unique needs of each neighbor island. DHS did not include in its scoring of each health plan's proposal the size of the plan's physician network on neighbor islands and performance of quality standards. Together, AlohaCare and Kaiser Permanente have the largest neighbor island provider network and Kaiser Permanente is the highest NCQA rated plan in the state. Yet, due to DHS' decision, AlohaCare and Kaiser Permanente will be allowed to provide care to Oahu members only.

Nearly 50,000 neighbor island QI beneficiaries will have approximately a month to find a new health plan. This places an undue burden on neighbor island resources where the statewide doctor shortage is most pronounced. This will strain already limited resources available to neighbor island patients, community health centers and other providers, and social service organizations that serve the Medicaid population.

On Maui island alone, all 10,000 Kaiser Permanente QI patients will need to find new doctors. Kaiser Permanente providers will not be able to accept QI patients, who will be forced to seek care elsewhere. The supply of on island care is already limited and local community health centers and other providers do not have the capacity to absorb all of these new patients. This will only increase the need for neighbor island QI beneficiaries to travel to Oahu, at taxpayers' expense. Further, for many QI families, taking time off from work or finding someone to take care of family in order to travel to Oahu for health care is a huge burden and simply not feasible.

This decision will also have negative economic consequences for the entire state and will hit neighbor island families the hardest. A reduction in service means eliminating dozens of health care jobs on the neighbor islands. This is exactly the opposite of trying to help stimulate economic growth with jobs that provide career advancement opportunities and financial self-sufficiency. As it stands now, the QI contract award shifts dollars away from a local nonprofit health plan to a for-profit company from the Mainland.

Lastly, DHS has been quoted by local news media that their rationale for reducing the number of QI health plans on neighbor islands is to reduce administrative burden to providers. I am a provider and I strongly disagree with this reasoning. I have experienced first-hand AlohaCare's reliable and quick claims payment, which goes a long way to supporting stable cash flow. I can also attest to AlohaCare's commitment to improving the health of the residents of its home state. AlohaCare invests in partnerships that support providers to improve quality of care for QI patients and decrease costs to the QI program. Due to its generous giving to Hawaii's nonprofit organizations, AlohaCare was ranked the fifth most charitable company for 2019 by Hawaii Business Magazine. All of these opportunities will be lost if DHS does not give AlohaCare a contract to serve on neighbor islands.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for the opportunity to provide testimony.



Edward Thompson, III

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From: Cindylou Figuerres <skuzhllminksvxl@ujoin.co>  
Sent: Wednesday, February 12, 2020 10:46 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: cfiguerres@lanaihealth.org <Cindylou Figuerres>

Message:

AlohaCare has been the premier MedQuest insurance for Lanai. I have even had my children covered under AlohaCare up until a few years ago. As an employee of the Lanai Community Health Center, I believe this change will be detrimental to our patients. We hope that we can continue to have AlohaCare provide services to the residents of Lanai.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Cindylou Figuerres

Associate Executive Director

Lanai City

Hawaii



February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: Mary Oneha, APRN, PhD, FAAN  
Waimānalo Health Center

Re: HB668, HD1 Relating to Healthcare

I am pleased to submit this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

On January 22, 2020, the Department of Human Services' (DHS) announced it would award contracts for health plans serving QUEST Integration (QI) beneficiaries starting July 1, 2020. DHS made contract awards to two health plans to serve QI members statewide and two health plans to serve QI members on Oahu only. Allowed to stand, neighbor island QI members will have a choice of two health plans while Oahu QI members will have a choice of four health plans.

This move to will have a disastrous effect on the ability of nearly 50,000 neighbor island Medicaid members to access medically necessary care. Neighbor island Medicaid beneficiaries already struggle with a limited number of on-island physicians in addition to limited income and resources. Forcing beneficiaries to navigate a complex system of limited care options will cause massive disruption to their lives and health. This change will be especially harmful to QI beneficiaries, keiki through kupuna, blind, aged and disabled, whose complex health care needs make them vulnerable when care is disrupted.

In making this decision, DHS is treating the neighbor islands as an afterthought. The RFP process was inherently unfair to patients that do not live on Oahu. The health plans that bid were evaluated by "Statewide" and "Oahu only" capabilities, which means little consideration was given to the unique needs of each neighbor island. DHS did not include in its scoring of each health plan's proposal the size of the plan's physician network on neighbor islands and performance of quality standards. Together, AlohaCare and Kaiser Permanente have the largest neighbor island provider network and Kaiser Permanente is the highest NCQA rated plan in the state. Yet, due to DHS' decision, AlohaCare and Kaiser Permanente will be allowed to provide care to Oahu members only.

Nearly 50,000 neighbor island QI beneficiaries will have approximately a month to find a new health plan. This places an undue burden on neighbor island resources where the statewide doctor shortage is most pronounced. This will strain already limited resources available to neighbor island patients, community health centers and other providers, and social service organizations that serve the Medicaid population.

On Maui island alone, all 10,000 Kaiser Permanente QI patients will need to find new doctors. Kaiser Permanente providers will not be able to accept QI patients, who will be forced to seek care elsewhere. The supply of on island care is already limited and local community health centers and other providers do not have the capacity to absorb all of these new patients. This will only increase the need for neighbor island QI beneficiaries to travel to Oahu, at taxpayers' expense. Further, for many QI families, taking time off from work or finding someone to take care of family in order to travel to Oahu for health care is a huge burden and simply not feasible.

This decision will also have negative economic consequences for the entire state and will hit neighbor island families the hardest. A reduction in service means eliminating dozens of health care jobs on the neighbor islands. This is exactly the opposite of trying to help stimulate economic growth with jobs that provide career advancement opportunities and financial self-sufficiency. As it stands now, the QI contract award shifts dollars away from a local nonprofit health plan to a for-profit company from the Mainland.

Waimānalo Health Center is submitting this testimony in support of the AlohaCare patients served by FQHC's on the neighbor islands and the partnerships we have formed with those health centers. AlohaCare invests in partnerships that support providers to improve quality of care for QI patients and decrease costs to the QI program. Due to its generous giving to Hawaii's nonprofit organizations, AlohaCare was ranked the fifth most charitable company for 2019 by Hawaii Business Magazine. All of these opportunities will be lost if DHS does not give AlohaCare a contract to serve on neighbor islands.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

**HB-668**

Submitted on: 2/12/2020 11:57:28 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Nadine Pauole	Molokia General Hospital	Support	No

Comments:

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Mahalo,

Nadine Pauole

Testimony of  
Jonathan Ching  
Government Relations Manager

Before:  
House Committee on Health  
The Honorable John H. Mizuno, Chair  
The Honorable Bertrand Kobayashi, Vice Chair

House Committee on Human Services & Homelessness  
The Honorable Joy A. San Buenaventura, Chair  
The Honorable Nadine K. Nakamura, Vice Chair

February 13, 2020  
10:00 a.m.  
Conference Room 329

**Re: HB668 Proposed HD1, Relating to Healthcare**

Chair Mizuno, Chair San Buenaventura, and committee members, thank you for this opportunity to provide testimony on HB668 Proposed HD1, which prohibits the Department of Human Services from taking any action to reduce the number of QUEST Integration managed care health plans to which neighbor island residents have access and preserves Medicaid members' right to choose among all four health plans awarded contracts under RFP-MQD-2019-002.

**Kaiser Permanente Hawai'i SUPPORTS HB668 Proposed HD1.**

Kaiser Permanente Hawai'i is Hawai'i's largest integrated health system that provides care and coverage for approximately 259,000 members. Each day, more than 4,500 dedicated employees and more than 600 Hawai'i Permanente Medical Group physicians and providers come to work at Kaiser Permanente Hawai'i to care for our members at our 21 medical facilities statewide, including Moanalua Medical Center, providing high-quality care for our members and delivering on our commitment to improve the health of the 1.4 million people living in the communities we serve.

We support HB668 Proposed HD1 because it would allow Medicaid members statewide to have the right to choose among all four Medicaid health plans awarded contracts in RFP-MQD-2019-002.

Thank you for the opportunity to provide testimony on this important measure.



Ph: (808) 446-2032  
Fax: (833) 565-3144  
PediatricTherapiesHawaii@gmail.com  
PediatricTherapiesHawaii.com

To: Hawaii State Legislature

Regarding: Ensure neighbor island residents have access to health plans

Position: Strongly Support

I am writing to express my concerns for the changes that are expected to take place on July 1, 2020 regarding Med-Quest for Maui County. I am a Pediatric Physical Therapist on Maui who works with children of all ages with developmental disabilities and delays. Pediatric Therapies Hawaii offers both Physical and Occupational Therapy services for children and accept all insurances. I started this practice 2 years ago due to the dire need that this community had for these services. Over the last 2 years, I have learned that not all Medicaid programs are created equal and the coverage offered by AlohaCare greatly outweighs that of what other insurance companies offer, especially compared to HMSA and United Healthcare. These other insurance companies severely limit the therapy services for this population as well as adaptive equipment that they need for daily functional mobility and physical health. AlohaCare covers approximately half of the children that I serve and has been amazing in making sure that these children have the equipment and therapy services that they need. I cannot say the same about the big corporations (HMSA & United Healthcare).

Limiting people's choice of Medicaid Providers to only 2 insurance companies, especially the biggest corporations, who often put profits ahead of quality healthcare, will be detrimental to this community. This creates almost a monopoly for these 2 companies, and when families are unhappy with their coverage, they have little power to do anything about it. Services are already so limited in Maui County and this will make them even more limited. Currently, there are no Speech Therapists who work with either of these insurance companies so all the kids (and adults) who have Quest and need speech therapy, will no longer be able to receive that service like that currently do. There are also fewer other healthcare providers who accept HMSA Quest and United Healthcare Community Plan (Quest), including Physical and Occupational Therapists, which further limits access to healthcare that should be a right of everyone in our community.

I urge you to reconsider this decision to limit Medicaid to only 2 insurance companies in the outer Hawaiian islands. The people of Hawaii need better access to healthcare, not more limitations, which is exactly what this will do. AlohaCare is a great asset to people of Maui County and taking it away will be detrimental to our community, especially our keiki. Please pass this bill that will not allow the Department of Human Services to make these Medicaid changes.

Sincerely,

Dr. Amy Peterson  
Executive Director/Physical Therapist  
Pediatric Therapy Hawaii



February 12, 2020

**Testimony Regarding House Bill 668 Proposed HD1 Relating to Healthcare**

Testifier: Dave Heywood  
Health Plan CEO  
UnitedHealthcare Community Plan of Hawaii

Committee: COMMITTEE ON HEALTH  
Representative John M. Mizuno, Chair  
COMMITTEE ON HUMAN SERVICES & HOMELESSNESS  
Representative Joy A. San Buenaventura, Chair

Hearing: Date: Thursday, February 13, 2020  
Time: 10:00 a.m.

Measure: HB 668 Proposed HD1

**House Bill 668 HD1 – Relating to Healthcare (Requiring DHS to allow 4 Health Plans for the Neighbor Islands in the new QUEST Integration Contract)**

Chair, Vice Chair and Members of the Committees:

UnitedHealthcare Community Plan of Hawaii (“UHC”) respectfully submits the following comments in response to HB 668 Proposed HD1:

1. HB 668 Proposed HD1 seeks to require the Department of Human Services (“DHS”) to award four statewide contracts to provide QUEST Integration managed care services to eligible Medicaid members in the State of Hawaii. Such a mandate raises significant concerns as it would be contrary to DHS’s stated intent, contrary to the terms of Request for Proposals (“RFP”) issued by DHS for these services, and undermines the competitive procurement process required by Chapter 103F, HRS.
2. On August 26, 2019, DHS issued the RFP, with the intent of securing contracts with four Health Plans for the provision of managed care services. The RFP expressly stated that DHS would award two statewide contracts, and two Oahu-only contracts, which is consistent with the federal managed care regulations (42 C.F.R. § 438.52) requiring states to give Medicaid beneficiaries a choice of at least two managed care health plans (except in rural areas where only one plan is required under certain circumstances).



3. In accordance with the terms of the RFP, and Chapter 103F, HRS, both of which require a competitive bidding process to award the QUEST Integration contracts, DHS administered a competitive procurement over the course of five months. Proposals were submitted by four health plans, and on January 22, 2020, DHS awarded two statewide contracts, and two Oahu-only contracts as expressly provided in the RFP. We are unaware of any objections, complaints or concerns expressed by legislators, Medicaid members, providers, or health plans related to the number of statewide contracts prior to the award announcement, nor have we heard any objections, complaints or concerns from Medicaid members or providers since the award announcement.
4. DHS is the State agency designated to administer the Hawaii Medicaid program under Title XIX of the Social Security Act, and HRS section 346-14, and therefore is particularly well-suited to evaluate the Medicaid program and the needs of the Medicaid members. DHS has explained that its decision to award only two statewide contracts was based on conversations with people on each island, and a goal to reduce confusion and give beneficiaries, health care providers, and community organizations more leverage and opportunity to come together and better use the same amount of resources, or bring even more resources to the community.
5. We understand and support the RFP as issued by DHS and its focus on improving service and support to Medicaid members as well as providers. Members with special healthcare needs, chronic conditions, and those receiving long term services and support require significant health plan support including field based health plan nurses, social workers and community health workers. For the neighbor islands, a consolidation to (2) health plans will enable those health plans to further consolidate and improve staffing and other resources to support the most vulnerable and needy Medicaid members.
6. Additionally, for the Islands of Kauai, Molokai, Lanai and Hawaii, the provider networks are virtually identical among the (4) health plans currently available, and two of those health plans were awarded new QUEST Integration contracts and will remain. Therefore, we expect that the transition will not be disruptive for those members who need to change health plans. For the Island of Maui, we are confident in our ability to work with our current providers and any and all interested providers on Maui in the transition for the new QUEST Integration contract. Further, on all islands, for those members who change health plans during the regular annual open enrollment period, DHS/Med-QUEST Division facilitates a very structured transition process to ensure continuity of care as members change from one health plan to another. Therefore, we disagree with the concerns expressed in Proposed HD1, and support DHS's discretion to select the number of QUEST Integration contracts for each island.



7. Further, we note that HB 668 Proposed HD1 would require DHS to award four statewide contracts despite an RFP and competitive procurement process that was based on the award of only two statewide, and despite the fact that offerors would have tailored their proposals and the services they offered based at least in part on an expectation that only two statewide contracts would be awarded. A change in the structure of the Medicaid Program at this point in time raises concerns about whether such a mandate is permitted under state procurement law.

In summary, UnitedHealthcare Community Plan of Hawaii has significant concerns about HB 668 Proposed HD1 and believes such legislation is unnecessary. The procurement process and the Medicaid Program requirements, including the number of contracts, were expressly stated by the State of Hawaii in the RFP. DHS's decision to select two statewide health plans was certainly within its direction, and as the single state agency administering the Medicaid program, DHS has the experience and expertise to know how best to serve the Medicaid beneficiaries in the State of Hawaii. We do not believe that there will be any adverse impact to Medicaid members, providers, or the overall community resulting from a reduction in statewide contracts. To the contrary, we see potential for improvement in the form of enhanced services and benefits as well as the ability for additional, more focused resources, and specialization by the health plans - in particular for the neighbor islands.

Sincerely,

Dave Heywood  
Health Plan CEO  
UnitedHealthcare Community Plan of Hawaii



February 11, 2020

COMMITTEE ON HEALTH  
Rep. John M. Mizuno, Chair  
Rep. Bertrand Kobayashi, Vice Chair

COMMITTEE ON HUMAN SERVICES & HOMELESSNESS  
Rep. Joy A. San Buenaventura, Chair  
Rep. Nadine K. Nakamura, Vice Chair

Re: HB668 HD1 Ensure neighbor island residents have access to health plans

**In Support**

Dear Rep. Mizuno, Rep. Kobayashi, Rep. Buenaventura, Rep. Nakamura and members of the Committees:

Limiting the number of health plans available to Medicaid members can only have negative consequences:

- ↓ Many patients will lose their current providers
- ↓ It will disrupt treatment already in progress with those providers
- ↓ It is likely to worsen the physician shortage on the Neighbor Islands, already a major cause for concern
- ↓ It will inevitably result in delays and expenses necessary for outreach to patients and reassignment to new providers
- ↓ It will likely increase state expenses including costs needed to deal with crises that the change will provoke

GreenWheel Food Hub works to support better health outcomes among Hawaii's citizens, and supports the passage of this bill.

Larry Geller  
Nanette Geller  
Project Co-Directors  
GreenWheel Food Hub

Edward Thompson, III

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From: Brett Carey <drbrettcarey@icloud.com>  
Sent: Wednesday, February 12, 2020 8:52 AM  
To: Rep. Bertrand Kobayashi  
Subject: HB 668

Aloha Kakou,

I am writing in reference to HB668. I am currently the only physical therapy practice in Kona that accepts ALL Medicaid plans.

I am writing to let you know that my preference is that United Quest and Ohana Quest plans DO NOT\* receive renewed contracts with the State.

These two carriers are extremely unreliable with payments and authorizations. They often authorize visits and later refuse to pay for services.

We have no problems with AlohaCare and HMSA Quest and wish for their contracts to be renewed.

Thank you,

**Dr. Brett Carey DPT**  
**CEO & Co-Founder: ( KPTMG)**  
**Kalo Physical Therapy Multispeciality Group**

cell: 808-987-6795





ALOHACARE

February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: Paula Arcena, Executive Vice President, External Affairs

Re: HB668, HD1 Relating to Healthcare

I am pleased to submit this testimony in **strong support** of HB668, HD1 ensuring neighbor island residents have access to health plans.

We support this measure because it will avoid disrupting access to medically necessary health care for neighbor island QUEST Integration (QI) members and avoid unnecessary costs.

On January 22, 2020, the Department of Human Services' (DHS) announced it would award contracts for health plans serving QI beneficiaries starting July 1, 2020. DHS awarded contracts to two health plans to serve QI members statewide and two health plans to serve QI members on Oahu only.

AlohaCare, was awarded an Oahu only contract. Allowed to stand, AlohaCare and Kaiser Permanente will no longer be able to serve neighbor island QI members, only Oahu members.

Last year, AlohaCare and Kaiser Permanente formed an affiliation which resulted in AlohaCare submitting a proposal as the prime health plan with Kaiser Permanente as its subcontractor. AlohaCare has a statewide network and currently serves beneficiaries on all islands. Kaiser Permanente currently services Maui Island and Oahu QI beneficiaries. Our affiliation allowed Kaiser Permanente to meet the RFP requirement for statewide bids and in order to continue serving its QI members on Maui Island and Oahu.



# ALOHACARE

Due to this contract change, nearly 50,000 QI members who reside on neighbor islands will be required to seek a new health plan. Members will need to find a new physician because the doctor they had with AlohaCare or Kaiser, does not contract with the two plans that were awarded statewide contracts. Together AlohaCare and Kaiser Permanente have the largest QI neighbor island provider network. On the island of Maui, 10,000 Kaiser Permanente patients with QI coverage will need to find a new provider.

Due to the physician shortage, we feel that the current workforce of physicians on the neighbor islands will not have the capacity to accept these members as patients. The lack of on-island care will put health care farther out of reach and increase costs for to the Medicaid program to administer this change as well as pay for travel to Oahu for routine and specialty care.

In 2018, AlohaCare implemented our Neighborhood Model to create a community support system for our members and providers across the islands. We hire staff who live in the Neighborhood they serve. Having locally based staff allows us to provide high-touch, relationship-based services. Our staff build trust with members, a key factor in engaging Medicaid beneficiaries to take care of their health, and provide more intensive support.

Our staff also provide a higher level of service to providers and understand the local practice and referral patterns. Ensuring our staff truly know the community improves their ability to identify and address barriers. It also helps them effectively support and integrate with the providers and community organizations.

AlohaCare supports the financial stability and viability of our state's limited physician workforce by providing efficient claims payments and a transparent prior authorization process. We have invested significantly in partnerships with providers to improve the quality of care for QI members and decrease costs to the QI program. We have implemented our \$5 million Waiwai Ola Grant program to fund innovations in primary care, provider incentive programs for quality patient outcomes, Access to Care grants which have helped bring nearly 80 providers to Hawaii and scholarship funding to support education and training for individuals who aspire to a career in Hawaii's health care industry.

AlohaCare believes strongly in supporting the missions of our fellow nonprofit organizations to serve Hawai'i's low-income populations. Our commitment has earned recognition as the fifth most charitable Hawai'i company for 2019 by Hawai'i Business Magazine.

1357 Kapiolani Blvd., Suite 1250, Honolulu, Hawaii 96814

Call: 973-0712 • Toll-free: 1-877-973-0712 • Fax: 808-973-0726 • [www.AlohaCare.org](http://www.AlohaCare.org)



# ALOHA CARE

As a community founded and governed local non-profit, we are grateful to have the opportunity to serve our community statewide through our work to improve individual and community health.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

## **About AlohaCare and Kaiser Permanente**

Both AlohaCare and Kaiser Permanente have participated in QUEST since the program's inception and both serve multi-generational families from keiki to adults to kupuna and persons living with disabilities. Together we serve more than 38,000 QUEST members on neighbor islands. AlohaCare and Kaiser Permanente bring decades of experience in providing integrated health care services and will now be able to share best practices in providing high-quality care to Hawai'i's Medicaid beneficiaries.

AlohaCare was founded in 1994 by Hawai'i Community Health Centers (CHCs) to provide high-quality health care services to Hawai'i's medically underserved populations and to ensure that communities have a voice in how their needs are served. They are the only community governed health plan in the state. Currently, AlohaCare is the second largest QUEST Integration plan statewide.

As the top quality QUEST plan in the State for the past 15 years, Kaiser Permanente will be working closely with AlohaCare to continue to serve its QUEST members on Oahu. Kaiser Permanente members will have access to AlohaCare's member benefits including free adult basic dental coverage.

1357 Kapiolani Blvd., Suite 1250, Honolulu, Hawaii 96814

Call: 973-0712 • Toll-free: 1-877-973-0712 • Fax: 808-973-0726 • [www.AlohaCare.org](http://www.AlohaCare.org)

**HB-668**

Submitted on: 2/12/2020 9:58:47 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Larry E Stevens	Aloha Care	Support	No

Comments:

**I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.**

**We need health care plans to be competitive.**

**I am member of a support team for a patient of Aloha Care. The harm it would do to my 92 year old friend and neighbor of 40 years can not be understated. For her to change providers and have to get a new service coordinator, new home aid workers, and perhaps new or no doctors would be inhumane and in the long run wasteful for the State. Disrupting service could easily turn into more costly treatment (ie. health would decline and need for better services required).**

Thanks,

Larry E. Stevens

email: [stevens.larry4@gmail.com](mailto:stevens.larry4@gmail.com)



February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: Clayton McGhan, MHA  
Ali`i Health Center  
78-6831 Ali`i Drive. Ste, 418  
Kailua-Kona, Hi 96740

Re: HB668, HD1 Relating to Healthcare

I am pleased to submit this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

On January 22, 2020, the Department of Human Services' (DHS) announced it would award contracts for health plans serving QUEST Integration (QI) beneficiaries starting July 1, 2020. DHS made contract awards to two health plans to serve QI members statewide and two health plans to serve QI members on Oahu only. Allowed to stand, neighbor island QI members will have a choice of two health plans while Oahu QI members will have a choice of four health plans.

This move to will have a disastrous effect on the ability of nearly 50,000 neighbor island Medicaid members to access medically necessary care. Neighbor island Medicaid beneficiaries already struggle with a limited number of on-island physicians in addition to limited income and resources. Forcing beneficiaries to navigate a complex system of limited care options will cause massive disruption to their lives and health. This change will be especially harmful to QI beneficiaries, keiki through kupuna, blind, aged and disabled, whose complex health care needs make them vulnerable when care is disrupted.

In making this decision, DHS is treating the neighbor islands as an afterthought. The RFP process was inherently unfair to patients that do not live on Oahu. The health plans that bid were evaluated by "Statewide" and "Oahu only" capabilities, which means little consideration was given to the unique needs of each neighbor island. DHS did not include in its scoring of each health plan's proposal the size of the plan's physician network on neighbor islands and performance of quality standards. Together, AlohaCare and Kaiser Permanente have the largest neighbor island provider network and Kaiser Permanente is the highest NCQA rated plan in the state. Yet, due to DHS' decision, AlohaCare and Kaiser Permanente will be allowed to provide care to Oahu members only.

Nearly 50,000 neighbor island QI beneficiaries will have approximately a month to find a new health plan. This places an undue burden on neighbor island resources where the statewide doctor shortage is most pronounced. This will strain already limited resources available to neighbor island patients, community health centers and other providers, and social service organizations that serve the Medicaid population.

On Maui island alone, all 10,000 Kaiser Permanente QI patients will need to find new doctors. Kaiser Permanente providers will not be able to accept QI patients, who will be forced to seek care elsewhere. The supply of on island care is already limited and local community health centers and other providers do not have the capacity to absorb all of these new patients. This will only increase the need for neighbor island QI beneficiaries to travel to Oahu, at taxpayers' expense. Further, for many QI families, taking time off from work or finding someone to take care of family in order to travel to Oahu for health care is a huge burden and simply not feasible.

This decision will also have negative economic consequences for the entire state and will hit neighbor island families the hardest. A reduction in service means eliminating dozens of health care jobs on the neighbor islands. This is exactly the opposite of trying to help stimulate economic growth with jobs that provide career advancement opportunities and financial self-sufficiency. As it stands now, the QI contract award shifts dollars away from a local nonprofit health plan to a for-profit company from the Mainland.

Lastly, DHS has been quoted by local news media that their rationale for reducing the number of QI health plans on neighbor islands is to reduce administrative burden to providers. I am a provider and I strongly disagree with this reasoning. I have experienced first-hand AlohaCare's reliable and quick claims payment, which goes a long way to supporting stable cash flow. I can also attest to AlohaCare's commitment to improving the health of the residents of its home state. AlohaCare invests in partnerships that support providers to improve quality of care for QI patients and decrease costs to the QI program. Due to its generous giving to Hawaii's nonprofit organizations, AlohaCare was ranked the fifth most charitable company for 2019 by Hawaii Business Magazine. All of these opportunities will be lost if DHS does not give AlohaCare a contract to serve on neighbor islands.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

Sincerely,



Clayton McGhan  
Executive Director  
Ali'i Health Center

**HB-668**

Submitted on: 2/12/2020 1:53:40 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Sanford Hill	No Shame Hawaii	Support	No

Comments:

Please pass HB668

If this bill is not passed I'm going to be forced to change from Aloha care to HMSA. I'm 68, live in senior housing and depend on Aloha care to take care of my serious medical needs. I have a years long relationship with my Aloha care case manager who understands my medical situation and always takes care of my medical needs. I do not want to be forced to change to another provider.

I object to how this huge change has been quietly done without any notice to the people affected until it is too late. I only just found out about it talking to my Aloha care case manager. Is Quest just going tell the poor, elderly, and disabled that they have to change insurance companies no matter if it creates hardships?

There will be gaps in health care services because each insurer is different. I will have to go through a whole process with another insurance company to HOPEFULLY get the same care I currently get from Aloha Care. This medicaid change will cause chaos in my life and thousands of others. It seems the people making this change don't care at all. I mean It doesn't affect their life.

Insurance providers are not the same, let the people decide which provider meets their needs best.



**HO'ŌLA LĀHUI HAWAI'I**  
*P.O. Box 3990; Līhu'e, Hawai'i*  
*Phone: 808.240.0100 Fax: 808.246.9551*

February 12, 2020

**COMMITTEE ON HEALTH**

Rep. John M. Mizuno, Chair

Rep. Bertrand Kobayashi, Vice Chair

**COMMITTEE ON HUMAN SERVICES & HOMELESSNESS**

Rep. Joy A. San Buenaventura, Chair

Rep. Nadine K. Nakamura, Vice Chair

**Testimony in Support of HB 668. HD1**

*Ensure Neighbors Islands have Access to Health Plans*

Thursday February 13, 2020, 10:00am, Conference Room 329

Ho`ola Lahui Hawaii the only Federally Qualified Health Center and Native Hawaiian Health Care System on Kauai is strongly **SUPPORTING** this bill to assure that neighbor islands especially Kauai have access to all health plans currently funded through MEDQUEST. We currently work well with all plans and value our relationships with them equally.

It simply isn't fair that a neighbor island would be limited to 2 health plans while Oahu residents have a choice of 4 health plans. It is confusing to patients and highly challenging for organizations already delivering care to now ensure that their patients have continued coverage.

This change will disrupt care to vulnerable populations who are most in need of stable insurance coverage with providers they are currently seeing. It is highly inefficient to change the current system and to date no satisfactory explanation has been given regarding this drastic change in our Medicaid program.

We are very much concerned that the burden of this change will hurt our patients and cause additional unnecessary work for our staff. This change we feel will be chaotic and detrimental to the community.

Respectfully Requested,

David Peters  
Chief Executive Officer

**HB-668**

Submitted on: 2/12/2020 2:44:53 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Heather Bucao	AlohaCare	Support	No

Comments:

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Why restrict their options to only 2? This will drastically disrupt access to care where the physician shortage is most pronounced. Please support this bill to make sure neighbor island Medicaid patients have access and choice of health care plans as Medicaid patients have on Oahu.

February 13, 2020  
10:00 am  
Conference Room 329

**LATE**

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: David Derauf, MD  
Board President, AlohaCare  
Executive Director, Kokua Kalihi Valley Comprehensive Family Services

Re: HB668 HD1 Relating to Healthcare

I am pleased to submit this testimony in **strong support** of HB668 that protects neighbor island Medicaid members' ability to access health care.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care. If allowed to stand, this decision will diminish the choices of neighbor island QI members by offering them only two health plans, while Oahu QI members will have the opportunity to choose from any of the four health plans offering Medicaid insurance. That alone creates an inequitable and completely unnecessary situation.

DHS' decision derails a 25-year effort to unite health centers statewide in providing community-centered care. All community health centers share the same mission to provide health care to those who most need our services. Prohibiting AlohaCare and Kaiser Permanente from serving neighbor island patients will drastically limit the contractor provider networks available on neighbor islands. Rather than seeking to remove patients' access to providers, we should be striving to keep patients engaged with their health by maintaining the provider relationships they already have.

With a statewide physician shortage that is felt most heavily on neighbor islands, DHS' decision doesn't just burden patients — it takes a toll on the providers that are available. As the executive director of a community health center on Oahu, I have seen firsthand the troubles that occur when the demand for services exceeds the ability of providers to offer quality care. Patient needs go unmet. Providers face enormous stress that affects their own health. If nearly 50,000 neighbor island QI beneficiaries are forced to change their health plan, it will strain

already limited resources available to neighbor island patients. Local community health centers and other providers do not have the capacity to absorb all of these new patients. We do not want to see this happen to our community health centers on neighbor islands.

As the president of AlohaCare's board of directors, I can attest to AlohaCare's commitment to improving the health of the residents of its home state. AlohaCare's reliable and quick claims payment goes a long way toward supporting stable cash flow for providers. AlohaCare invests in partnerships that support providers to improve quality of care for QI patients and decrease costs to the QI program. Due to its generous giving to Hawaii's nonprofit organizations, AlohaCare was ranked the fifth most charitable company for 2019 by Hawaii Business Magazine. All of these opportunities will be lost if DHS does not give AlohaCare a contract to serve on neighbor islands. As it stands now, the QI contract award shifts dollars away from a local nonprofit health plan to a for-profit company from the Mainland.

Together, AlohaCare and Kaiser Permanente have the largest neighbor island provider network and Kaiser Permanente is the highest NCQA rated plan in the state. Yet, due to DHS' decision, nearly 50,000 neighbor island Medicaid members will be left without access to medical care. Many QI members are elderly, mentally or physically disabled, have children with special needs and live in poverty. Forcing them to navigate a complex system of limited care options will cause massive disruption to their lives and health.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

February 12, 2020

The Honorable John M. Mizuno, Chair  
The Honorable Bertrand Kobayashi, Vice Chair  
House Committee on Health

**LATE TESTIMONY**

The Honorable Joy A. San Buenaventura, Chair  
The Honorable Nadine K. Nakamura, Vice Chair  
House Committee on Human Services & Homelessness

Re: HB 668, Proposed HD1 – Relating to Healthcare

Dear Chair Mizuno, Chair San Buenaventura, Vice Chair Kobayashi, Vice Chair Nakamura, and Members of the Committees:

The Hawaii Medical Service Association (HMSA) appreciates the opportunity to testify on HB 668, Proposed HD1, which prohibits the Department of Human Services (DHS) from taking any action to reduce the number of QUEST Integration managed care health plans to which neighbor island residents have access and preserves Medicaid members' right to choose among all four health plans awarded contracts under RFP-MQD-2019-002.

HMSA respectfully opposes this measure. The Department of Human Services Med-QUEST Division (MQD) conducted the procurement process in an open and fair manner as prescribed by state law and rules. As the award is currently being protested, we believe that the Legislature should not intervene. It should let the procurement process work.

HMSA is ready to take on new members throughout the state and serve them on July 1, 2020. Changing health plans does not mean that people will have to change providers. HMSA has the largest provider network in the state with over 8,574 providers serving QUEST Integration members. We are working with provider partners across the state to provide access and quality care to our members. We have also reached out to Kaiser to discuss working with them on Maui.

MQD's Request for Proposal (RFP) also created competition among health plans. The RFP asked health plans for ways to improve the program and add benefits that would not cost the state money. This RFP increases access, quality of care, better coordination of care as well as added benefits and value to the state at no additional cost.

Please keep in mind that everyone had prior notice. All the health plans and many providers knew that the RFP was going to only award two health plans statewide contracts. At no time did anyone ask any questions or protest that decision when the RFP came out in August 2019.

Lastly, mandating four health plans statewide undermines the bidding process. Offerors, in good faith, structured their proposal based on two health plans serving a statewide population. To now mandate four health plans statewide adversely impacts the cost projections and benefit structures offered in each health plan's proposal. It also undermines the procurement code, and could delay the procurement process.





An Independent Licensee of the Blue Cross and Blue Shield Association

For these reasons we respectfully ask that the committees defer this measure. Thank you for the opportunity to testify on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Pono Chong", with a stylized flourish at the end.

Pono Chong  
Vice President, Government Relations

**LATE**

**HB-668**

Submitted on: 2/12/2020 4:21:40 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Miki	Small primary care practice on Maui	Support	No

Comments:

I support HB668, HD1. I strongly support continuing to allow AlohaCare and Ohana Health Plan to be health plan options for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

AlohaCare and Ohana Health Plan provide excellent service coordination for patients, and patients will be lost without them trying to navigate in the complex medicaid system. Frankly, we the small provider office can not put aside any more time for non-medical activities such as arranging patient transportations, applying for social services, connecting patients with resources, etc. AlohaCare and Ohana Health Plan service coordinators are more involved with each patient and accessible to us providers.

Also both plans offer basic dental coverage even for adults. Many of our patients chose these plans because of this benefit. Not having access to basic dental care because of which island they live on is completely unfair and potentially violating the fair access to care among the medicaid recipients. The primary care providers would certainly see more adult patients with toothaches due to delayed dental care, and we cannot turn them around. There's nothing more the primarycare could do other than a temporary pain relief with non-narcotics.

Rather than scaling down the number of contracted insurance providers, I would like to see the streamlined process for all sorts of prior authorization processes (medications, services, referrals, transportation) across the insurance providers. Make all the formulary the same across the insurances. There is a list of medicaid approved medications but it's up to each insurance company to decide what medications it'll have on its formulary. Currently, medicaid patients with the same illness may get different medications. Patient A on Insurance A will get medication A, and Patient B on Insurance B will get medication B although his doctor thinks Medication A would work better for Patient B. The doctor has to plead with Insurance B to authorize the use of Medication A (this often has a limited length like 6 month). There are other ways to streamline and avoid confusion and hassles for the providers.

Lastly, there are providers who specifically do not participate in HMSA and United Healthcare for one reason or another. What will happen to these providers? I guess they have to relocate to somewhere else.

Please work toward keeping AlohaCare and Ohana Health Plan for the sake of our patients and us providers. Thank you very much.

**HB-668**

Submitted on: 2/11/2020 8:25:41 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
mary drayer	Individual	Support	No

Comments:

i am so relieved that someone is challenging DHS on this crazy idea - mahalo - mahalo - mahalo

maui already has an extreme shortage of doctors - and i can't imagine the ones we have at HMSA absorbing all the Kaiser Quest beneficiaries. I have seen comments on FaceBook that 50% of pediatric Kaiser patients are on Quest - and i believe that - as my mo'opuna are some of them.

again - i am grateful for your intervention in this DHS action - i really can't think what even prompted them to do it...i assume money is somewhere in there - but leave health care alone - especially for those who cannot afford the crazy cost of it!

There have been many actions taken by the legislature that i have had issue with - so i am pleasantly surprised and happy to see this Bill 668. Pray it passes and we can all breathe easier knowing our keiki and others are safe. Malama Pono...

mary drayer - wailuku, maui

**HB-668**

Submitted on: 2/11/2020 8:49:59 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
kimberly kihei lani	Individual	Support	No

Comments:

Molokai needs choices. We have limited access as it is. Lots of people here that would be forced to change don't have phones and would be lost and confused...and therefore hurt by the changes.

I have Aloha care and want that as an option

**HB-668**

Submitted on: 2/11/2020 9:49:33 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Sheri Yamashita	Individual	Support	No

Comments:

I support this bill because I believe neighbor island deserve to have more choices when it comes to their health insurance. I have many friends who have Aloha Care as their insurance and they don't want to switch health insurance because they are happy with their current health insurance.

**HB-668**

Submitted on: 2/11/2020 9:56:23 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Bruce	Individual	Support	No

Comments:

I support this bill because it's important for the neighbor islands to have health choices something which people in Honolulu are use to.

**HB-668**

Submitted on: 2/11/2020 10:51:33 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Shaeralee-Tiare Manosa	Individual	Support	No

Comments:

Aloha! My name is Shaeralee Manosa and I live on the island of Molokai. I have had Aloha Care since 2002. In 2004, my daughter had been diagnosed with seizures and Aloha Care was very helpful in assisting me through the travelling process and other medical questions I had issues with.

My grandmother had Ohana Care and they too were very helpful when it came to getting help for my grandmother up until her passing in 2018. My mother now has Ohana Care and the staff and customer service are able to communicate with her. I feel that is important because I live on a separate island from my mother. Knowing she has found a medical provider that can speak and understand her as well as they do takes that much stress off my shoulders.

The most important thing about Aloha Care and Ohana Care is that they are local. This is important in that, they speak and understand our local community very well. It doesn't feel like we are speaking to a machine, or speaking to a foreigner (outsourcing). I don't understand why our health system would throw 2 mainland companies into our choices and take away our local choice, especially to us outside islands.

Please consider this Bill as it is a very important part of our society. We Support Local Always. Mahalo



**HB-668**

Submitted on: 2/11/2020 11:07:18 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
ella	Individual	Oppose	No

Comments:

My primary care Dr doesn't accept HMSA quest which is the reason I switched to Alohacare. Finding another Dr here will be impossible who will understand and know my medical condition. I fly out to see my specialist monthly, sometimes every other month. I depend on my medical, my current Dr and Specialist as I was just declared permanent disabled. Molokaimdoesnt have much options. Please keep Alohacare available for us.

February 12, 2020 HB668

To: Chair, Vice Chair and Members of the Health Committee

RE: HB 668 relating to Medicaid (Quest) services to Neighboring Island in the State of Hawaii

I strongly support HB 668 because there is an inequity in the amounts of Medicaid (Quest) for those entitled to such funds on the Neighboring Islands. Granted, the Island of Oahu which holds 80% ( or greater) of the State's population, this does not justify those living on Neighboring Islands have less access to the aforementioned funds. A Need is a Need. I strongly support HB 668. Thank you for your consideration.

Respectfully,

Kenichi K. Yabusaki, Ph.D.

**HB-668**

Submitted on: 2/12/2020 8:18:13 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Kandis	Individual	Support	No

Comments:

Myself, my husband and 4 children have Aloha care and have a representative living on island that enables us the help to getting us to specialist that we need on the island of Oahu and Maui. United health Care and hmsa are hard to get in touch with being that they are mainland companies. I testify that we need both aloha care and ohana who have reps here. Tammy for aloha care who lives here and Ginger Lavoie who lives on Maui who comes here. Also, aloha care and ohana provide extra dental benefits for adults the other two don't offer that.

**HB-668**

Submitted on: 2/12/2020 9:18:24 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Nicole Peltier	Individual	Support	No

Comments:

I strongly support HB668 HD. Please ensure that the Outer Island Quest Integration members have the same 4 choices in health plans that O'ahu does. Access to health care is already difficult on the outer Islands, limiting plan choices to two will only further increase the disparity in healthcare.

Sincerely,

Nicole Peltier, BSN, RN

**HB-668**

Submitted on: 2/11/2020 8:34:20 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Leah Delgado	Individual	Support	No

Comments:

I have many severe health conditions that affect me daily. I require numerous specialists and intensive care. I finally was able to switch to Aloha Care. With which I am pleased with. When I was with another carrier it was so incredibly stressful to get off island appointments, to get transportation in time for my flights going home from off island appointments, for much needed medication that keeps me alive. I do NOT want to lose my carrier, it's so hard being young and as sickly as I am, I try to take care of my family as best as I can, that is a challenge all in itself, let me tell you, but to have to worry if I am able to get to see the Dr. When an appointment is available. Sometimes there is a opening and I NEED to get in I NEED a RESPONSIBLE company that makes few errors so that I can get that much needed care, I dont need any more stress added on to me when it comes to healthcare. I BEG AND PLEAD for us to have the right to choose more than 2 carriers. Not everyone fits in the same "box" .. what is right for some may not be right for all...but we all deserve to choose a health carrier that works for each one of us individually and not be under tremendous stress in doing so...I am BEGGING all of you, please to consider our voice in letting us choose !

Leah Delgado

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 8:20 AM  
To: HLTtestimony  
Subject: FW: I support HB668 HD1

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From: Kristina M <dravin808@gmail.com>  
Sent: Wednesday, February 12, 2020 7:02 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: I support HB668 HD1

I support HB668, HD1. Been a Kaiser member for 40 years and they provide my family and I the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the staff, nurses and doctors. We love our extended family who keep us healthy and the ease of being able to see/talk to one quickly. This is about making sure that all of us have access to good health care and don't have to drive so far or fly to see one. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Sincerely,  
Kristina

Sent from my iPhone

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 8:20 AM  
To: HLTtestimony  
Subject: FW: Protect Neighbor Islands' Access to Health Care

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From: Lynn Krupa <lysutupwqymiod@ujoin.co>  
Sent: Tuesday, February 11, 2020 9:07 PM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: Protect Neighbor Islands' Access to Health Care

From: [krupa.lynn@gmail.com](mailto:krupa.lynn@gmail.com) <Lynn Krupa>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Lynn Krupa

Honolulu

Hawaii

Edward Thompson, III

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From: Lynn Krupa <bzlajwqlcqxlhji@ujoin.co>  
Sent: Tuesday, February 11, 2020 9:07 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: krupa.lynn@gmail.com <Lynn Krupa>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Lynn Krupa

Honolulu

Hawaii



Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 8:20 AM  
To: HLTtestimony  
Subject: FW: Insurers for quest

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From: Marnie Honeycutt <marniehoney@hotmail.com>  
Sent: Wednesday, February 12, 2020 7:47 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: Insurers for quest

It is hard to believe that our state is canceling the insurance for so many of our marginalized populations. On the BI, it has been hard for our people to find doctors. Now, you are planning to remove their insurance? What about protecting those that cannot speak up for themselves? There is no plan in place to catch the thousands that will fall through the cracks! Please reconsider your bureaucratic need to tidy up the books. Think of the lives this will challenge... maybe even end!

Marnie Honeycutt, LCSW

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Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 9:05 AM  
To: HLTtestimony  
Subject: FW: HB 668

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From: solofool76@gmail.com <solofool76@gmail.com>  
Sent: Wednesday, February 12, 2020 8:45 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: HB 668

AlohaCare Provider

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Michael Fishman  
Sent from my iPhone

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 8:19 AM  
To: HLTtestimony  
Subject: FW: ALOHACARE

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From: Rose Salmo <rsalmo85@gmail.com>  
Sent: Tuesday, February 11, 2020 5:03 PM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: ALOHACARE

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island. Mahalo for your time!

✿✿ose

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 8:19 AM  
To: HLTtestimony  
Subject: FW: HB668,HD1

From: Kimberlee DeMello <skd91demello@gmail.com>  
Sent: Tuesday, February 11, 2020 9:06 PM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: HB668,HD1

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Thank you,  
Shannon & Kimberlee DeMello

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 10:13 AM  
To: HLTtestimony  
Subject: FW: HB 668, HD1

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From: Danielle Burgart <danileigh9@yahoo.com>  
Sent: Wednesday, February 12, 2020 9:56 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: HB 668, HD1

We have a hard enough time on Maui getting in to see doctors. Forcing 10k Kaiser quest members to find doctors outside of the Kaiser system is going to do great harm not only to those patients but everyone else on Maui who needs to see a doctor. People could die! The ER will be swamped with those who cannot get a timely appointment with a new PCP. To allow the state to cut out health plans on the neighbor islands would be extremely irresponsible. I urge you to oppose the changes to Medicaid. People's lives are at stake.

[Sent from Yahoo Mail for iPhone](#)

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 10:13 AM  
To: HLTtestimony  
Subject: FW: I support Aloha Care!

From: Deja Florendo <dejaflorendo@gmail.com>  
Sent: Wednesday, February 12, 2020 9:17 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: I support Aloha Care!

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island. I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

I strongly oppose limiting Aloha care to only the island of Oahu. I want to keep Aloha Care as my family's Health care provider.

Sincerely

Deja K Florendo

Edward Thompson, III

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From: Jeanette Oshiro <wenlhtnagtnrrsc@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:04 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: joshiro@queens.org <Jeanette Oshiro>

Message:

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced. Molokai has very limited medical services available on island. We often require patients to go off island to access medical care. We need as many insurance options available to carry the load of care and travel coordination to prevent burden on 1 or 2 companies. If only 1 or 2 companies receive the contract, then I'm afraid patient care will be comprised and patients will not receive timely medical services.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Jeanette Oshiro

RN, Manager Paul G. Stevens, MD Outpatient Clinic

Kaunakakai

Hawaii

Edward Thompson, III

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From: Vanisa Lynn Waguk <akvsdepztkujomw@ujoin.co>  
Sent: Wednesday, February 12, 2020 10:48 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: vwaguk@lanaihealth.org <Vanisa Lynn Waguk>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Vanisa Lynn Waguk

Medical Assistant

Lanai

Hawaii



Edward Thompson, III

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From: Shanna Willing <pkczykrutifdomy@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:11 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: shanna.willing@gmail.com <Shanna Willing>

Message:

· My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island. Also AlohaCare is the only Health plan that actually corresponds and listens to our needs, we have had great service with them and we should be able to continue the service with the health plans we choose.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Shanna Willing

Kaunakakai

Hawaii

Edward Thompson, III

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From: Tanisha Magaoay <zizskeqnmklshga@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:06 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: magaoays@hawaii.edu <Tanisha Magaoay >

Message:

My family gets health care at Lanai Community Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Lana'i. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Tanisha Magaoay

Community Health Worker

Lanai City

Hawaii

Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 10:13 AM  
To: HLTtestimony  
Subject: FW: Support of HB668

From: Tianna Hendrickson <tiannamarie33@gmail.com>  
Sent: Wednesday, February 12, 2020 10:00 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Subject: Support of HB668

Aloha!

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Tianna Hendrickson

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"everything you can imagine is real"  
-pablo picasso



Edward Thompson, III

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From: HSHtestimony  
Sent: Wednesday, February 12, 2020 10:35 AM  
To: HLTtestimony  
Subject: FW: I don't want to lose my AlohaCare

From: Vida B <vidaboyd@aol.com>  
Sent: Wednesday, February 12, 2020 10:22 AM  
To: HSHtestimony <hshtestimony@capitol.hawaii.gov>  
Cc: Tdereis@AlohaCare.org  
Subject: I don't want to lose my AlohaCare

To whom it may concern

I support HB668, HD1. I receive excellent care and my health needs are well met. I want to continue with AlohaCare.

Healthcare is more than just meds and tests - its the people we deal with that can make life better - and AlohaCare makes our lives better. Every interaction I have with them I am happier and happier. I'm sorry to say I don't feel the same about my previous plan.

AlohaCare is worth supporting - please rethink this proposed change and restructure to allow AlohaCare to continue to help us.

That will be truly supportive of patient's needs.

Thank you for your attention

Vida Boyd Kindon

HC2- 5694

Keaau Hi 96749

February 13, 2020  
10:00 am  
Conference Room 329

To: The Honorable Rep. Joy A. San Buenaventura, Chair  
The Honorable Rep. Nadine K. Nakamura, Vice Chair  
Committee on Human Services and Homelessness

The Honorable Rep. John Mizuno, Chair  
The Honorable Rep. Bertrand Kobayashi, Vice Chair  
Committee on Health

From: Joseph Humphry MD FACP CPHIS  
Lana'i Community Health Center

Re: HB668, HD1 Relating to Healthcare

I am pleased to submit this testimony in **strong support** of HB668, HD1 relating to the Department of Health and Department of Human Services to ensure neighbor island residents have access to health plans.

On January 22, 2020, the Department of Human Services' (DHS) announced it would award contracts for health plans serving QUEST Integration (QI) beneficiaries starting July 1, 2020. DHS made contract awards to two health plans to serve QI members statewide and two health plans to serve QI members on Oahu only. Allowed to stand, neighbor island QI members will have a choice of two health plans while Oahu QI members will have a choice of four health plans.

As the medical director of Lana'i Community Health Center (LCHC), my staff and our patients will be directly impacted by DHS selection of only two health plans for neighbor islands that include United Health Care. (UHC) We currently have very few UHC Quest patients in our Quest pool, but a significant number of OhanaQuest, the other mainland for-profit health plan. Our ratio of Ohana members to AlohaCare is about 1/10. This ratio is not accidental but reflects a very concerted effort on our part to move our most complex and sickest patients to AlohaCare to reduce our administrative burden dealing with the mainland administration impacting travel and referrals. It is not only unwise, but unsafe to assign these patients to UHC. When travel is not approved in a timely manner, patients fail to get specialty care. We are down to a single health plan, HMSA. We will continue our efforts to direct **all** our patients to a local health plan if the current ruling by DHS is left in place.

To provide a better understanding of the for-profit monster health plans, I would like to relate my experience yesterday with the provider rep from MDX, Chris. You need to understand that UHC and Humana do not provide some of the direct services in Hawaii, but

outsource to MDX Hawaii (<https://www.mdxhawaii.com/>) MDX maintains the provider network for these health plans in Hawaii. Chris showed up unannounced yesterday in the middle of a busy clinic morning. I asked him to return during my lunch hour.

He presented the "quality program" administered by MDX Hawaii, for Humana and UHC. The program does not focus on any quality measures, but an incentive program to pay providers to do an adult health appraisal (AHA) on the MDX form and submit it to MDX for a \$80 payment per person in addition to being able to bill for the visit. I needed to sign up for the incentive. (The reason for the unscheduled visit) The option if LCHC did not sign up, MDX would send a nurse practitioner to Lana'i to do a AHA in the patient's home. We very much support having patients receive an AHA, but double entry of data for money or a change of workflow for 46 patients on the MDX list (They provided preprinted forms for each identified patient) does not improve quality. Nor does having a MDX nurse practitioner make a single visit to a patient's home.


This rather bizarre behavior of having an unexpected personal visit from MDX has an explanation. Payment reform at the health plan level has shifted from the government paying a flat rate for every patient to payment based on risk adjusting coding. (The *Risk Adjustment Coding and HCC Guide* brings together hard-to-find information about risk adjustment (RA) coding and hierarchical condition categories (HCCs) (<https://www.optum360coding.com/product/48766>) ) The UHC/MDX AHA is designed to maximize the HCC coding increasing payment and profit. It has nothing to do about providing high quality care. This practice is a tip of the iceberg in being a small rural health center confronted by a monster. Given the choice of refusing to participate in the NDX program and enduring our patient's question on why a strange provide would show up at their house to do an exam, (our Asian population are very accommodating every if they have no clue why people call them) We signed up.

And just for the committee's information, UHC has previously been fined over \$800,000 for fraud in reporting HCC codes. UHC also had a bumper year last year with 14 billion dollars in profit. (<https://www.healthcarediver.com/news/unitedhealth-reports-nearly-14b-in-2019-profit/570474/>) If the cost of fraud is only \$800,000 dollars and profits are 14 billion, hiring MDX to do AHA makes lots of sense for the stockholders. I would remind the committee that 14 billion dollars is more than to total amount spent on healthcare in Hawaii.

The opinions expressed in this testimony are my own and have not been reviewed by LCHC.

I urge the committees to approve this measure and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Thank you for this opportunity to testify.

  
Joe Humphry, MD FAQP CPHIMS

**HB-668**

Submitted on: 2/12/2020 11:18:49 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Rayce Manners	Individual	Support	No

Comments:

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

**HB-668**

Submitted on: 2/12/2020 11:24:36 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Albert Manners	Individual	Support	No

Comments:

**I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.**



**HB-668**

Submitted on: 2/12/2020 12:53:47 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Leslie Labao	Individual	Support	No

Comments:

Aloha,

We support HB668, HD1. Our child is covered under Med-QUEST and we heard that we might have to switch health care plans. We are very concerned about what this means for my child and if we will have the same access to doctors that we have now. Our understanding is that our child will have to be enrolled under either HMSA or United HealthCare now? Why is our choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island. Does this mean we will have to come out of pocket for her medical needs? We already have to fly to neighboring island for limited medical care here. Limiting us more is just unfair for my child. We've gone through so many hurdles trying to get her the proper care she needs and for it to be all taken away is so disheartening. Please so NOT make us change health care plans. Please think of all the children this is going to unpack.

Mahalo,

The Labao Family

**HB-668**

Submitted on: 2/12/2020 1:09:33 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Tiffany Arneson	Individual	Support	No

Comments:

Aloha,

I support HB668, HD1. My children are covered under Med-QUEST and I heard that they might have to switch health care plans. I am very concerned about what this means for my keikis and if we will have the same access to doctors that we already have.

My third daughter was diagnosed with Kabuki syndrome, yes something I have never heard of before either, but the doctors and a panel of specialist at Kaiser diagnosed her and helped me to understand the syndrome, what to expect, as well as how to deal with all of her ongoing health issues. They are an awesome group of doctors who care about my daughter and whom my daughter has trust in, and it is because we see them on a regular basis. They have all seen her now for 17 years, so I also trust them as well.

My understanding is that my kids will have to be enrolled under either HMSA or United Healthcare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors/specialist on this island.

Mahalo for your time,

Tiffany Arneson

**HB-668**

Submitted on: 2/12/2020 1:25:16 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Amy Sanchez	Individual	Support	No

Comments:

Aloha,

My name is Amy Sanchez and I am a mother of a child with down syndrome who has other medical needs. We live on Maui and our health insurance is Ohana. It's been very helpful. They have agreed to help cover my sons private physical therapist. My son along with down syndrome has hypotonia. He can't control his muscle tone very well and has been making excellent progress since having his private physical therapist. Most other insurances won't cover this but ohana does.

Ohana also covers our flight and our ground transportation. This is extremely helpful and has been a blessing because I'm a stay at home mom and don't work nor do I have the money to spend for every ground transportation I need to get from the airport, his drs office which sometimes is in two different areas and back to the airport. Yes uber and lift are cheaper choices than a taxi but sometimes the cheaper option which is a regular size car most times can't fit my sons equipment. The van that ohana sends us through teleride does.

Being with my current provider helps my son a lot and makes things a bit easier for me as well. Because I'm not constantly worrying of how I'm going to pay for the private physical therapist or get from one Dr visit to the other when it comes to his appointments in oahu.

So please don't change things and let us keep the insurances we have. I know I am not the only mother or parent/ guardian who relies on their current medical insurance to get the help they need for either themselves or children like in my case.

Mahalo for reading.

Sincerely,

Amy Sanchez

Edward Thompson, III

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From: Dr. Frederick A. Nitta, M.D., Inc. <xurzfqvbyptfsqc@ujoin.co>  
Sent: Wednesday, February 12, 2020 1:39 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: nittafrederick@gmail.com <Dr. Frederick A. Nitta, M.D., Inc.>

Message:

The decision to reduce the number of health plans servicing the neighbor islands is disingenuous at best. To say that providers and patients wanted less insurance carriers for the outer islands is not true. As one of the few Quest providers in Hawaii that is open to all insurances, accepting new patients, not prescreening patients, accepting drug addicted patients, and allowing the Quest plans to auto assign any patient to me, I can tell you that nobody from DHS or Quest ever asked, inquired, or did anything to warrant the statement that providers and patients wanted less insurers. If Hawaii allows this to go through, then you can see that in the end, there probably will be only one insurance carrier left in Hawaii for the Quest patients. I do not believe that this would be good for patients, providers, the state, and eventually anyone with private insurance. I also do not believe that the decisions made were transparent, nor were they independent. Please stop such a terrible plan from going forward. If you are trying to save money, then ask, and I am sure my suggestions would save you millions of dollars every year while at the same time, offering quality care for those most in need. Sincerely, Dr. Frederick A. Nitta, M.D., Inc.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Dr. Frederick A. Nitta, M.D., Inc.

Obstetrician, Gynecologist, PCP, General Practitioner

Hilo

Hawaii

Edward Thompson, III

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From: Ivy Yamashita <ndgsmkaavzhiyvs@ujoin.co>  
Sent: Wednesday, February 12, 2020 1:49 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: iyamashita@queens.org <Ivy Yamashita>

Message:

As someone who has worked with AlohaCare and their staff, I totally SUPPORT Bill HB 668. The staff are the most friendliest staff to work with in helping our patients in QEC. AlohaCare is local and is here to help the LOCAL community. We are now faced to contact mainland insurance staff where they do not understand the local style whereas AlohaCare treats everyone like their name sake says ALOHA!!!!

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ivy Yamashita

Senior Patient Service Representative

Honolulu

Hawaii

Edward Thompson, III

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From: Kathy Puaa <jdlxmgkuvjnfobc@ujoin.co>  
Sent: Wednesday, February 12, 2020 1:52 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: puaakathy51@gmail.com <Kathy Puaa>

Message:

My ohana are covered under AlohaCare and I heard that we might have to switch health care plans. I'm very concerned about what this means for my ohana and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kathy Puaa

Retired

Kaunakakai

Hawaii

Edward Thompson, III

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From: Tricia Evans <qvrpboogjsajmju@ujoin.co>  
Sent: Wednesday, February 12, 2020 12:56 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: triciamkevans@yahoo.com <Tricia Evans>

Message:

· I don't understand how DHS thought this was a better system for us here on Maui. Please support this Bill HB 668. · I have been a longtime member of Kaiser Permanente on Maui and I do NOT want to switch health plans. I have a good relationship with all my doctors at Kaiser and I cannot believe that DHS would make a decision that would force me to find all new doctors and deal with a new health plan. Please support this bill to protect my choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Tricia Evans

Kahului

Hawaii



Edward Thompson, III

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From: Mindy Baker <fjwwxjlaeapqfnc@ujoin.co>  
Sent: Wednesday, February 12, 2020 12:50 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: mbroksby@gmail.com <Mindy Baker >

Message:

I currently live and work on Oahu, but I was born and raised on Maui and I definitely understand the struggles with limited resources on the neighbor islands. AlohaCare works diligently to provide the needed services with providers and community agencies.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Mindy Baker

Registered Nurse

Honolulu

Hawaii

Edward Thompson, III

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From: Tara Vellella <ilzynkpyfrczhkj@ujoin.co>  
Sent: Wednesday, February 12, 2020 12:02 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: tvellella@imuafamilyservices.org <Tara Vellella>

Message:

I provide care to families that are members at AlohaCare and Kaiser and I am concerned how this will affect each of these families we service. This is a vulnerable population and consistency is key as these families have so many other concerns. Getting proper healthcare to address patients needs is hard enough, the more options for these families the better.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Tara Vellella

Behavior Analyst

Kahului

Hawaii

Edward Thompson, III

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From: Daylia Tangonan <exgegdkonpssplj@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:59 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: dayliatangonan@gmail.com <Daylia Tangonan>

Message:

I get health care at Molokai Community Health Center through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Daylia Tangonan

Customer Service Agent

Kaunakakai

Hawaii

Edward Thompson, III

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From: Maile Reis <qitarnsjvglzyth@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:52 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: mailereis@gmail.com <Maile Reis>

Message:

My family gets health care from Dr. Netzter and also Dr. Capelli Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Kauai. Please support this Bill HB 668. Aloha Care has added dental rider program and thats great for my child /grandchild(Since dental is soo expensive and even with 2 jobs cant even afford cleaning). Now DHS wants to take it away? Aloha care has been with my family for over 24 years and they are wonderful and lots of aloha!! UHC (through experience ) sucks!

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Maile Reis

Kealia

Hawaii

Edward Thompson, III

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From: Kelsey Coelho <wgbeqxyuqonctqh@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:41 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: kelseyskfitz@gmail.com <Kelsey Coelho>

Message:

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kelsey Coelho

Medical Office Admin

Kapaa

Hawaii

Edward Thompson, III

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From: Ann Puaa <ncrmzgouzsllxpe@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:35 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: apdtst@yahoo.com <Ann Puaa>

Message:

· AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. Especially for us here at Molokai Community Health Center, the staff all knows us, and I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ann Puaa

Patient Service Associate/Medical Assistant

Kaunakakai

Hawaii

Edward Thompson, III

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From: Stephen Ferguson <ymzdeqvqszxhege@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:36 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: coachfergie808@gmail.com <Stephen Ferguson>

Message:

SUPPORT bill HB 668 HD1

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Stephen Ferguson

Lana'i Builders

Lana'i City

Hawaii

Edward Thompson, III

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From: Denise Ropa <siahloaqfmrmpwa@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:29 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: dropa@lanaihealth.org <Denise Ropa>

Message:

PLEASE SUPPORT BILL HB 668 HD1

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Denise Ropa

Certified Community Health Worker

Lana'i City

Hawaii



Edward Thompson, III

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From: Sheries Spencer <pkxsgligwipwwrd@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:29 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: sspencer@molokaichc.org <Sheries Spencer>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Sheries Spencer

Kaunakakai

Hawaii

Edward Thompson, III

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From: Alika Kahananui <plyynfkqpcvnmx@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:24 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: aleeka001@gmail.com <Alika Kahananui>

Message:

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Alika Kahananui

LANAI CITY

Hawaii

Edward Thompson, III

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From: Trisha Lamay <pkbhtbeongrgmhu@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:23 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: lamaytrisha@gmail.com <Trisha Lamay>

Message:

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard time making appointments, and having to change their healthcare plans will make it more difficult.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

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Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Trisha Lamay

LANAI CITY

Hawaii

Edward Thompson, III

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From: Alan Terada <gjauzhfajkczorh@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:19 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: teradaa@gmail.com <Alan Terada>

Message:

I was the Manager of the Queen Emma Clinics for 15 years and am now the manager of the Wound and Hyperbaric center here at the Queen's Medical Center, Punchbowl. I have had many patients come to us for specialty care because they were not able to get access to it on their island. AlohaCare has a broader network of specialists than most other plans and eliminating them from the neighbor islands would make the specialty situation even worse. It has also been extremely difficult to deal with the plans based on the mainland with regards to obtaining authorizations. It is tremendously frustrating for my staff to deal with time zone differences and interacting with people across the country. We get a much quicker response when dealing with people that are on island. Please consider supporting this bill. It is in the best interest of all the people of Hawaii. Not to mention, all of the local jobs that will be lost if AlohaCare does not get a statewide contract.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Alan Terada

Clinic Manager

Honolulu

Hawaii

Edward Thompson, III

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From: John Misailidis <Inlcvrknlcaqgsm@ujoin.co>  
Sent: Wednesday, February 12, 2020 2:00 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: jmisailidis@queens.org <John Misailidis>

Message:

I provide health care at the Queen Emma Clinics. We provide a lot of AlohaCare patients from Oahu, as well as from the neighbor islands. Please support this bill to make sure we have access and choice of health care plans. ·

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

John Misailidis

MD

Honolulu

Hawaii

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:10 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668, HD1

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**From:** Brittany Pacheco <3rittany@live.com>  
**Sent:** Tuesday, February 11, 2020 4:37 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668, HD1

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans. We should have the right to have choices in regards to our healthcare!

Thank you.

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:42 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW:

**Categories:** Red category

**From:** JULIE ANN TRAXLER PESON <juliedevera44@gmail.com>  
**Sent:** Wednesday, February 12, 2020 1:16 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:**

I support HB668, HDI, I can attest that Aloha Care give's my family the best health care and i want to continue using them. There's more to health-care than just medicine. It's about the people, the nurse's , the doctor's and all the patient's they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that changes just because DHS though it would make it easier if there were less health care plan's.

Edward Thompson, III

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From: Donna Sheather <bjukjkbepkjjaw@ujoin.co>  
Sent: Wednesday, February 12, 2020 2:33 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: dsheather@queens.org <Donna Sheather>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Donna Sheather

Social Worker

Honolulu

Hawaii



Edward Thompson, III

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From: Lori Bianchin <qmawnkajxrnetqq@ujoin.co>  
Sent: Wednesday, February 12, 2020 2:37 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: lbianchin@queens.org <Lori Bianchin>

Message:

It is important to keep the choices available, especially since the neighbor islands are already limited, namely for specialty medical care. Allowing more plans will allow the choice quality of care options for those on the Medicaid insurance (the population who is financially needy being a barrier to obtain quality care).

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Lori Bianchin

Social Worker

Honolulu

Hawaii

Chair John Mizuno  
Committee on Health  
Chair Joy San Buenaventura  
Committee on Human Services & Homelessness

Robert Yamashita  
1753 Huli Street,  
Honolulu, Hawaii 96817

Thursday, February 13, 2020

Chair Mizuno, Chair San Buenaventura, and Members of the Committees:

My name is Robert Yamashita and I am a Hawai'i resident who was born and raised on Oahu. I have lived in Nu'uano for 36 years. I am submitting written testimony in support of the proposed H.D.1 of HB 668. Prohibiting the Department of Human Services in decreasing the amount of choices for neighbor island residents who utilize Medicaid health care plans and keeping the available four Medicaid options are necessary steps in aiding rural communities in Hawai'i.

The rural population in Hawai'i comprises approximately 20% of Hawai'i's total population, which is a sizable amount of families and individuals who will be adversely affected if their health care options are reduced. Rural communities on the neighbor islands already struggle with a shortage of physicians and psychiatric personnel, and limited access to health care facilities. Reducing the amount of plans will create another barrier for people who are in need of medical assistance or emergencies. Kupuna and other residents who live alone will have issues navigating the changes.

I strongly feel that increasing options and giving choices is a strength in empowering individuals in regards to healthcare. Again, I support the proposed H.D.1 of HB 668.

Mahalo for the opportunity to submit testimony in support of this measure,

Robert Yamashita

**HB-668**

Submitted on: 2/12/2020 2:45:01 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Brandi Chanthathep	Individual	Support	No

Comments:

I support HB668, HD1. I get health care at Malama I Ke Ola Community Health Center through Ohana Health Plan and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

I support HB668, HD1. I strongly support continuing to allow Ohana Health Plan to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

**HB-668**

Submitted on: 2/12/2020 2:10:39 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Paula Richard	Individual	Support	No

Comments:

Dear **Joint committees of Human Services and Homelessness and Health,**

I support HB668, HD1.

**AlohaCare** gives my family the **best health care** and we want to continue using them. My 30 son with cerebral palsy loves his doctor and therapists. We don't want to change that. We have a relationship with them and have never had the services and support we do now. Don't take that away.

This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans. Please don't let the neighbor islands who already live with less accessibility to services and support have even more restrictions imposed upon us.

Very Sincerely,

Paula Richard

**HB-668**

Submitted on: 2/12/2020 3:04:03 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Erik K. Evangelista	Individual	Support	No

Comments:

From:

Erik K. Evangelista

P.o. Box 472

Mt. View, HI 96771

Email: [eevangel53@gmail.com](mailto:eevangel53@gmail.com)

To:

State of Hawaii

Hawaii State Capitol

February 12, 2020

Dear State of Hawaii Government,

My name is Erik K. Evangelista, I have been a member of AlohaCare for a number of years. When trying to find accepting providers it hasn't been easy. Now I may lose them because the state of Hawaii has reduced the contract down to two providers for neighbor islands. I would prefer to stay with my providers if at all possible because they are aware of my healthcare needs and the constraints of Medquest. The current state of

healthcare in Hawaii, not enough Doctors and specialists to meet the current needs of the community. I have seen this first hand as I could not find a provider on Hawaii Island AlohaCare found a provider on Oahu and made travel arrangements.

We need to support local providers as well as local medical insurances, to trust mainland companies with approving healthcare needs of island residents doesn't seem time efficient or cost effective. By approving mainland medical insurance plans they are not local stakeholders they may think they know what is best for Hawaii, but they don't live here and deal with the needs of the community on a daily basis.

The State of Hawaii needs to become more self sufficient through education, agriculture, and business. The State of Hawaii says, "support local", is this just a slogan? I believe this should also apply to the contracts for Medquest. They said they streamlined the process by contracting only two medical insurance providers for Neighbor Islands. I believe this is a step backwards and will bottleneck the State of Hawaii's Medquest program and proper care for participants like myself. I think current participants should be Grandfathered in with care plans.

Businesses in Hawaii have more to lose than businesses on the Mainland, if we support local businesses doesn't it mean better revenue for the state?

I would prefer for the State of Hawaii Medquest care plans to be based in Hawaii due to possible time constraints, different time zones, and possibly differences in cultural specific care needs. I believe Hawaii's healthcare needs would be better managed locally within the state versus from some entity looking to profit off of the State of Hawaii. What revenue might be generated or taxed shouldn't it stay here in Hawaii?

If multiple plans exist shouldn't they all have standards set by the State of Hawaii where we have a diversification of choices, if all care plans follow the standards shouldn't they all be awarded contracts for Medquest?

I ask that Hawaii Medquest or Hawaii's healthcare be State of Hawaii(centric) and not Oahu(centric). The State Capitol makes decisions that I hope Medquest participants won't have to pay with their lives. The lifeblood of Hawaii is it's residents, if their

healthcare needs are not met we as a community cannot progress towards being the best healthy and productive Hawaii we can be.

I hope to remain with my current care plan if at all possible.

Thank you for your time and consideration on this matter.

Aloha

Erik K. Evangelista

[eevangel53@gmail.com](mailto:eevangel53@gmail.com)

Edward Thompson, III

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From: K Aceret <ipombknvjzdcpmj@ujoin.co>  
Sent: Wednesday, February 12, 2020 2:20 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

Categories: Red category

From: kaceret1@gmail.com <K Aceret>

Message:

My family gets health care at Lanai Community Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Lanai. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

K Aceret

LANAI CITY

Hawaii



## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

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**From:** Daylia Tangonan <hiopzyutobbkixv@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:59 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** dayliatangonan@gmail.com <Daylia Tangonan>

**Message:**

I get health care at Molokai Community Health Center through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

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Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Daylia Tangonan

Customer Service Agent

Kaunakakai

Hawaii

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Register to submit testimony online at <https://www.capitol.hawaii.gov/login/register.aspx>  
or email:  
[hshtestimony@capitol.hawaii.gov](mailto:hshtestimony@capitol.hawaii.gov)

**Legislation: HB 668, HD1**  
**Hearing: 2/13/20, 10am**  
**Committee: Joint committees of Human Services and Homelessness and Health**

**Community Health Center Patients**

I support HB668, HD1. I get health care at \_\_\_\_\_ Community Health Center through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

**AlohaCare Keiki**

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

**AlohaCare Member**

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

**AlohaCare Provider**

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.



Register to submit testimony online at <https://www.capitol.hawaii.gov/login/register.aspx>  
or email:  
[hstestimony@capitol.hawaii.gov](mailto:hstestimony@capitol.hawaii.gov)

**Legislation: HB 668, HD1**  
**Hearing: 2/13/20, 10am**  
**Committee: Joint committees of Human Services and Homelessness and Health**

### **Community Health Center Patients**

I support HB668, HD1. I get health care at \_\_\_\_\_ Community Health Center through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

### **AlohaCare Keiki**


I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

### **AlohaCare Member**

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

### **AlohaCare Provider**

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

2/12/20  


## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:42 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW:

**Categories:** Red category

**From:** JULIE ANN TRAXLER PESON <juliedevera44@gmail.com>  
**Sent:** Wednesday, February 12, 2020 1:16 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:**

I support HB668, HDI, I can attest that Aloha Care give's my family the best health care and i want to continue using them. There's more to health-care than just medicine. It's about the people, the nurse's , the doctor's and all the patient's they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that changes just because DHS though it would make it easier if there were less health care plan's.

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:42 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Dr. Frederick A. Nitta, M.D., Inc. <hctrotgjhvtotl@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:39 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** nittafrederick@gmail.com <Dr. Frederick A. Nitta, M.D., Inc.>

**Message:**

The decision to reduce the number of health plans servicing the neighbor islands is disingenuous at best. To say that providers and patients wanted less insurance carriers for the outer islands is not true. As one of the few Quest providers in Hawaii that is open to all insurances, accepting new patients, not prescreening patients, accepting drug addicted patients, and allowing the Quest plans to auto assign any patient to me, I can tell you that nobody from DHS or Quest ever asked, inquired, or did anything to warrant the statement that providers and patients wanted less insurers. If Hawaii allows this to go through, then you can see that in the end, there probably will be only one insurance carrier left in Hawaii for the Quest patients. I do not believe that this would be good for patients, providers, the state, and eventually anyone with private insurance. I also do not believe that the decisions made were transparent, nor were they independent. Please stop such a terrible plan from going forward. If you are trying to save money, then ask, and I am sure my suggestions would save you millions of dollars every year while at the same time, offering quality care for those most in need. Sincerely, Dr. Frederick A. Nitta, M.D., Inc.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Dr. Frederick A. Nitta, M.D., Inc.

Obstetrician, Gynecologist, PCP, General Practitioner

Hilo

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:47 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: For bill: (legislation) HB 668, HD1

**Categories:** Red category

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**From:** Montizor, Nicolette <nmontizor@Queens.Org>  
**Sent:** Wednesday, February 12, 2020 1:46 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** For bill: (legislation) HB 668, HD1

I support HB668, HD1.

I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients.

Giving neighbor islands the option to choose from several plans will allow greater span of services and fewer disruption of service.

Kind regards,

**Nicolette Montizor, RN**

Case Manager, Paul G. Stevens, MD Outpatient Clinic  
Molokai General Hospital  
PO Box 408 Kaunakakai, HI 96748  
p 808-553-3121 | f 808-553-3112  
[nmontizor@queens.org](mailto:nmontizor@queens.org)  
[www.queenshealthsystems.com](http://www.queenshealthsystems.com)



*Our Mission: To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.*

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Ivy Yamashita <mydulronijfdwgj@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:49 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** iyamashita@queens.org <Ivy Yamashita>

**Message:**

As someone who has worked with Alohacare and their staff, I totally SUPPORT Bill HB 668. The staff are the most friendliest staff to work with in helping our patients in QEC. Alohacare is local and is here to help the LOCAL community. We are now faced to contact mainland insurance staff where they do not understand the local style whereas Alohacare treats everyone like their name sake says ALOHA!!!!

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ivy Yamashita

Senior Patient Service Representative

Honolulu

Hawaii



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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Kathy Puaa <vuzypqzkfdmcmd@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:52 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** puaakathy51@gmail.com <Kathy Puaa>

**Message:**

My ohana are covered under AlohaCare and I heard that we might have to switch health care plans. I'm very concerned about what this means for my ohana and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kathy Puaa

Retired

Kaunakakai

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** John Misailidis <hrebqutwhhwbtw@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** jmisailidis@queens.org <John Misailidis>

**Message:**

I provide health care at the Queen Emma Clinics. We provide a lot of AlohaCare patients from Oahu, as well as from the neighbor islands. Please support this bill to make sure we have access and choice of health care plans. ·

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

John Misailidis

MD

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:12 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Health Insurance choices.

**Categories:** Red category

-----Original Message-----

**From:** Steph Kannenberg <stephkannenberg@yahoo.com>  
**Sent:** Wednesday, February 12, 2020 2:05 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Health Insurance choices.

AlohaCare Keiki

I support HB668, HD1. My children are covered under Med-Quest and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

Concerned citizen and mother.

Sent from my iPhone

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:21 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Support

**Categories:** Red category

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**From:** Joella Speelman <joellaspeelman@icloud.com>  
**Sent:** Wednesday, February 12, 2020 2:20 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Support

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

Joella Speelman

Sent from my iPhone

## **kobayashi1 - Melvia**

---

**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:21 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

---

**From:** K Aceret <bgvgqplurnwcuox@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:20 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** kaceret1@gmail.com <K Aceret>

**Message:**

My family gets health care at Lanai Community Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Lanai. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

K Aceret

LANAI CITY

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:25 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668

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**From:** Joella Speelman <joellaspeelman@icloud.com>  
**Sent:** Wednesday, February 12, 2020 2:22 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Speelman Ohana

Sent from my iPhone

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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**From:** Daylia Tangonan <hiopzyutobbkixv@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:59 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** dayliatangonan@gmail.com <Daylia Tangonan>

**Message:**

I get health care at Molokai Community Health Center through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Daylia Tangonan

Customer Service Agent

Kaunakakai

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:14 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Red category

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**From:** Kelsey Coelho <ksmlmgcymxvknkic@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:41 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** kelseyskfitz@gmail.com <Kelsey Coelho>

**Message:**

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kelsey Coelho

Medical Office Admin

Kapaa

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:14 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Red category

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**From:** Ann Puaa <yhemcegwxypujwi@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:35 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** apdtst@yahoo.com <Ann Puaa>

**Message:**

· AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. Especially for us here at Molokai Community Health Center, the staff all knows us, and I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ann Puaa

Patien Service Associate/Medical Assistant

Kaunakakai

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:54 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668 HD1

**Categories:** Red category

**From:** Toadstool Films <windy75chant@gmail.com>  
**Sent:** Wednesday, February 12, 2020 2:39 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668 HD1

I support HB668, HD1. I get health care at Malama I Ke Ola Community Health Center through Ohana Health Plan and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

I support HB668, HD1. I strongly support continuing to allow Ohana Health Plan to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Mahalo for reading and your consideration,

Brandi Chanthathep



## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:55 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

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**From:** Edwin Herd <uqfyiiztpotntni@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:43 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** db4eddie@gmail.com <Edwin Herd >

**Message:**

Aloha As a pediatric primary care provider here on the big Island Hawaii having diverse insurance options including Aloha care is a key to keeping children and families healthy with acute care and preventive visits. Eliminating Aloha care quest would be a mistake and would allow further monopolization of health care financial aspects that are already causing lack of enough providers and lack of access to care here on the big Island. Eliminating AlohaCare will exacerbate Are already large burden of not enough providers to provide the care necessary. Please consider not allowing this to go forward and to keep with multiple providers for quest that includes Aloha Care. Sincerely Dr Edwin P Herd MD

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Edwin Herd

Pediatrician

Kailua Kona

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:54 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668 HD1

**Categories:** Red category

**From:** Toadstool Films <windy75chant@gmail.com>  
**Sent:** Wednesday, February 12, 2020 2:39 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668 HD1

I support HB668, HD1. I get health care at Malama I Ke Ola Community Health Center through Ohana Health Plan and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

I support HB668, HD1. I strongly support continuing to allow Ohana Health Plan to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Mahalo for reading and your consideration,

Brandi Chanthathep

## **kobayashi1 - Melvia**

---

**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:54 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668 HD1

**Categories:** Red category

**From:** Toadstool Films <windy75chant@gmail.com>  
**Sent:** Wednesday, February 12, 2020 2:39 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668 HD1

I support HB668, HD1. I get health care at Malama I Ke Ola Community Health Center through Ohana Health Plan and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

I support HB668, HD1. I strongly support continuing to allow Ohana Health Plan to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Mahalo for reading and your consideration,

Brandi Chanthathep

## **kobayashi1 - Melvia**

---

**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:54 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Lori Bianchin <avzzonrvzdymssz@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:37 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** lbianchin@queens.org <Lori Bianchin>

**Message:**

It is important to keep the choices available, especially since the neighbor islands are already limited, namely for specialty medical care. Allowing more plans will allow the choice quality of care options for those on the Medicaid insurance (the population who is financially needy being a barrier to obtain quality care).

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Lori Bianchin

Social Worker

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:53 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

---

**From:** Donna Sheather <xkppvafllfxmjrgg@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:33 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** dsheather@queens.org <Donna Sheather>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Donna Sheather

Social Worker

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:53 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Kaiser Quest

**Categories:** Red category

-----Original Message-----

**From:** Jenifer Fernandez <isaiahjosh07@icloud.com>  
**Sent:** Wednesday, February 12, 2020 2:32 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Kaiser Quest

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors I want my kids to stay on Kaiser where they have been their whole lives! The fact that the state think 2 providers in Maui is enough is absolutely insane!!!! Rethink this decision and give the people who voted all of you in what they want, a choice!!!!  
Sent from my iPhone



## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:25 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668

**Categories:** Red category

---

**From:** Joella Speelman <joellaspeelman@icloud.com>  
**Sent:** Wednesday, February 12, 2020 2:22 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Speelman Ohana

Sent from my iPhone

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:25 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668

**Categories:** Red category

---

**From:** Joella Speelman <joellaspeelman@icloud.com>  
**Sent:** Wednesday, February 12, 2020 2:22 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668

I support HB668, HD1. I can attest that Ohana Health Plan gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Speelman Ohana

Sent from my iPhone

## **kobayashi1 - Melvia**

---

**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:21 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

---

**From:** K Aceret <bgvgqplurnwcuox@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:20 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** kaceret1@gmail.com <K Aceret>

**Message:**

My family gets health care at Lanai Community Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Lanai. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

K Aceret

LANAI CITY

Hawaii

■

## **kobayashi1 - Melvia**

---

**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:21 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Support

**Categories:** Red category

---

**From:** Joella Speelman <joellaspeelman@icloud.com>  
**Sent:** Wednesday, February 12, 2020 2:20 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Support

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

Joella Speelman

Sent from my iPhone

## **kobayashi1 - Melvia**

---

**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:12 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Health Insurance choices.

**Categories:** Red category

-----Original Message-----

**From:** Steph Kannenberg <stephkannenberg@yahoo.com>  
**Sent:** Wednesday, February 12, 2020 2:05 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Health Insurance choices.

AlohaCare Keiki

I support HB668, HD1. My children are covered under Med-Quest and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

Concerned citizen and mother.

Sent from my iPhone

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** John Misailidis <hrebqutwhhwbtw@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** jmisailidis@queens.org <John Misailidis>

**Message:**

I provide health care at the Queen Emma Clinics. We provide a lot of AlohaCare patients from Oahu, as well as from the neighbor islands. Please support this bill to make sure we have access and choice of health care plans. ·

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

John Misailidis

MD

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Kathy Puaa <vuzyupqzkfdmcmd@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:52 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** puaakathy51@gmail.com <Kathy Puaa>

**Message:**

My ohana are covered under AlohaCare and I heard that we might have to switch health care plans. I'm very concerned about what this means for my ohana and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kathy Puaa

Retired

Kaunakakai



Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

---

**From:** Kathy Puaa <vuzypqzkfdmcmd@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:52 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** puaakathy51@gmail.com <Kathy Puaa>

**Message:**

My ohana are covered under AlohaCare and I heard that we might have to switch health care plans. I'm very concerned about what this means for my ohana and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kathy Puaa

Retired

Kaunakakai

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 2:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Ivy Yamashita <mydulronijfdwgj@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:49 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** iyamashita@queens.org <Ivy Yamashita>

**Message:**

As someone who has worked with Alohacare and their staff, I totally SUPPORT Bill HB 668. The staff are the most friendliest staff to work with in helping our patients in QEC. Alohacare is local and is here to help the LOCAL community. We are now faced to contact mainland insurance staff where they do not understand the local style whereas Alohacare treats everyone like their name sake says ALOHA!!!!

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ivy Yamashita

Senior Patient Service Representative

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:47 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: For bill: (legislation) HB 668, HD1

**Categories:** Red category

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**From:** Montizor, Nicolette <nmontizor@Queens.Org>  
**Sent:** Wednesday, February 12, 2020 1:46 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** For bill: (legislation) HB 668, HD1

I support HB668, HD1.

I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients.

Giving neighbor islands the option to choose from several plans will allow greater span of services and fewer disruption of service.

Kind regards,

**Nicolette Montizor, RN**

Case Manager, Paul G. Stevens, MD Outpatient Clinic  
Molokai General Hospital  
PO Box 408 Kaunakakai, HI 96748  
p 808-553-3121 | f 808-553-3112  
[nmontizor@queens.org](mailto:nmontizor@queens.org)  
[www.queenshealthsystems.com](http://www.queenshealthsystems.com)



*Our Mission: To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.*

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:42 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Red category

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**From:** Dr. Frederick A. Nitta, M.D., Inc. <hctrotgjhvtotl@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 1:39 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** nittafrederick@gmail.com <Dr. Frederick A. Nitta, M.D., Inc.>

**Message:**

The decision to reduce the number of health plans servicing the neighbor islands is disingenuous at best. To say that providers and patients wanted less insurance carriers for the outer islands is not true. As one of the few Quest providers in Hawaii that is open to all insurances, accepting new patients, not prescreening patients, accepting drug addicted patients, and allowing the Quest plans to auto assign any patient to me, I can tell you that nobody from DHS or Quest ever asked, inquired, or did anything to warrant the statement that providers and patients wanted less insurers. If Hawaii allows this to go through, then you can see that in the end, there probably will be only one insurance carrier left in Hawaii for the Quest patients. I do not believe that this would be good for patients, providers, the state, and eventually anyone with private insurance. I also do not believe that the decisions made were transparent, nor were they independent. Please stop such a terrible plan from going forward. If you are trying to save money, then ask, and I am sure my suggestions would save you millions of dollars every year while at the same time, offering quality care for those most in need. Sincerely, Dr. Frederick A. Nitta, M.D., Inc.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Dr. Frederick A. Nitta, M.D., Inc.

Obstetrician, Gynecologist, PCP, General Practitioner

Hilo

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:42 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW:

**Categories:** Red category

**From:** JULIE ANN TRAXLER PESON <juliedevera44@gmail.com>  
**Sent:** Wednesday, February 12, 2020 1:16 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:**

I support HB668, HDI, I can attest that Aloha Care give's my family the best health care and i want to continue using them. There's more to health-care than just medicine. It's about the people, the nurse's , the doctor's and all the patient's they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that changes just because DHS though it would make it easier if there were less health care plan's.

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Legislation: HB 668, HD1

**Categories:** Green category

**From:** Joan Pagan <jniaukea@hawaii.edu>  
**Sent:** Wednesday, February 12, 2020 12:58 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Legislation: HB 668, HD1

I strongly believe we should increase access to healthcare, and work to decrease the health care inequities that already exist for disadvantaged individuals.

Joan Thompson Pagan  
Director, School of Nursing  
University of Hawaii at Hilo

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Tricia Evans <qpgwymgimkxxtya@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 12:56 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** triciamkevans@yahoo.com <Tricia Evans>

**Message:**

· I don't understand how DHS thought this was a better system for us here on Maui. Please support this Bill HB 668. · I have been a longtime member of Kaiser Permanente on Maui and I do NOT want to switch health plans. I have a good relationship with all my doctors at Kaiser and I cannot believe that DHS would make a decision that would force me to find all new doctors and deal with a new health plan. Please support this bill to protect my choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Tricia Evans

Kahului

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Mindy Baker <lqjcsxklwjafusc@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 12:50 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** mbroksby@gmail.com <Mindy Baker >

**Message:**

I currently live and work on Oahu, but I was born and raised on Maui and I definitely understand the struggles with limited resources on the neighbor islands. AlohaCare works diligently to provide the needed services with providers and community agencies.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Mindy Baker

Registered Nurse

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Joint committees of Human Services and Homelessness and Health

**Categories:** Green category

**From:** Bruce U <ushijimamail@gmail.com>  
**Sent:** Wednesday, February 12, 2020 12:13 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Joint committees of Human Services and Homelessness and Health

I support HB668, HD1.

I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

An explanation why less providers will provide better services versus having open competition. There is an open enrollment period for participants could change providers if they are unhappy with the services.

My mom is a retired HEGA member. If this change happens, she will not have an option other than using United Health Care. Her retire medical is with HMSA and would be voided if she chose to use HMSA -- hence decreased coverage.

Bruce Ushijima

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Health Care

**Categories:** Green category

**From:** Kenneth Norris <mauiarthale@gmail.com>  
**Sent:** Wednesday, February 12, 2020 12:05 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Health Care

My name is Kenneth Norris. I am a AlohaCare member. I am an diabetic who lost two toes due to this condition. While the lose was hard, without having access to the doctors and services ( provided by AlohaCare) the outcome would have been much different.I choices AlohaCare for a reason and to take it away is a travesty.

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare then just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:15 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Tara Vellella <clsbxgltzvlpkx@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 12:02 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** tvellella@imuafamilyservices.org <Tara Vellella>

**Message:**

I provide care to families that are members at AlohaCare and Kaiser and I am concerned how this will affect each of these families we service. This is a vulnerable population and consistency is key as these families have so many other concerns. Getting proper healthcare to address patients needs is hard enough, the more options for these families the better.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Tara Vellella

Behavior Analyst

Kahului

Hawaii



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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:14 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Maile Reis <isxsnmnlwzbvblw@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:52 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** mailereis@gmail.com <Maile Reis>

**Message:**

My family gets health care from Dr. Netzter and also Dr. Capelli Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Kauai. Please support this Bill HB 668. Aloha Care has added dental rider program and thats great for my child /grandchild(Since dental is soo expensive and even with 2 jobs cant even afford cleaning). Now DHS wants to take it away? Aloha care has been with my family for over 24 years and they are wonderful and lots of aloha!! UHC (through experience ) sucks!

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Maile Reis

Kealia

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:14 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Stephen Ferguson <nbrqiyzdddtyyez@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:36 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** coachfergie808@gmail.com <Stephen Ferguson>

**Message:**

SUPPORT bill HB 668 HD1

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Stephen Ferguson

Lana'i Builders

Lana'i City

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:13 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Sheries Spencer <ocheydttewpdjpw@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:29 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** sspencer@molokaichc.org <Sheries Spencer>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Sheries Spencer

Kaunakakai

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:13 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Alika Kahananui <qkqrsebanfrjfmj@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:24 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** aleeka001@gmail.com <Alika Kahananui>

**Message:**

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Alika Kahananui

LANAI CITY

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:13 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB 668, HD1

**Categories:** Green category

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**From:** Gramberg, Alisha <agramberg@Queens.Org>  
**Sent:** Wednesday, February 12, 2020 11:24 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB 668, HD1

To whom it may concern,

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Thank you for your consideration,

**Alisha Gramberg**

Clinical Managerial Assistant  
Paul G. Stevens, MD Outpatient Clinic  
Molokai General Hospital  
PO Box 408 Kaunakakai, HI 96748  
(p) 808-553-3191 | (f) 808-553-3711  
[agramberg@queens.org](mailto:agramberg@queens.org)  
[www.queenshealthsystems.com](http://www.queenshealthsystems.com)



*Our Mission: To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.*



## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:12 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Trisha Lamay <buwzdyuwbdhdgut@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:23 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** lamaytrisha@gmail.com <Trisha Lamay>

**Message:**

My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard time making appointments, and having to change their healthcare plans will make it more difficult.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Trisha Lamay

LANAI CITY

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:12 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Alan Terada <gdocvqbhqsteqtj@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:19 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** teradaa@gmail.com <Alan Terada>

**Message:**

I was the Manager of the Queen Emma Clinics for 15 years and am now the manager of the Wound and Hyperbaric center here at the Queen's Medical Center, Punchbowl. I have had many patients come to us for specialty care because they were not able to get access to it on their island. AlohaCare has a broader network of specialists than most other plans and eliminating them from the neighbor islands would make the specialty situation even worse. It has also been extremely difficult to deal with the plans based on the mainland with regards to obtaining authorizations. It is tremendously frustrating for my staff to deal with time zone differences and interacting with people across the country. We get a much quicker response when dealing with people that are on island. Please consider supporting this bill. It is in the best interest of all the people of Hawaii. Not to mention, all of the local jobs that will be lost if AlohaCare does not get a statewide contract.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Alan Terada

Clinic Manager

Honolulu

Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:12 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Outer island members deserve choices. I choose to continue with AlohaCare

**Categories:** Green category

---

**From:** jleilaniw@yahoo.com <jleilaniw@yahoo.com>  
**Sent:** Wednesday, February 12, 2020 11:12 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Outer island members deserve choices. I choose to continue with AlohaCare

2/12/2020

### **AlohaCare Member**

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Please continue to offer AlohaCare to neighbor islands. I am a 40 year resident and disabled, and AlohaCare has helped me in enumerable ways. Have experienced other insurance companies, and they are not up to par, compared to AlohaCare's services and Aloha.

Is this why AlohaCare is being taken from the outer islands?

Do we not deserve this level of care and choice of medical providers.

Who's idea is this and how does it serve the people of Hawaii's outer islands? Already hard to get appointments. Please receive snider, for all the correct reasons.

This eliminates competition and leaves us with no real choice, and sub-standard servicing.

This can result in even more serious errors in healthcare.

Thank You

Sincerely,  
Jazlynn Woods  
808-281-8454

Sent from my iPhone

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:12 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Shanna Willing <hbrigjxjxkfnxrw@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:11 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** shanna.willing@gmail.com <Shanna Willing>

**Message:**

· My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island. Also AlohaCare is the only Health plan that actually corresponds and listens to our needs, we have had great service with them and we should be able to continue the service with the health plans we choose.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Shanna Willing

Kaunakakai

Hawaii

■

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:11 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Tanisha Magaoay <dvwlcbqregqejp@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:06 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** magaoays@hawaii.edu <Tanisha Magaoay >

**Message:**

My family gets health care at Lanai Community Health Center and I was shocked to learn that I might have to switch health plans now to continue our coverage there. Now I heard that I might have to drive for over an hour or even fly to Oahu for specialty care? This is really too much for my family. I cannot take time from work to fly to Oahu every time we need to see a specialist. I don't understand how DHS thought this was a better system for us here on Lana'i. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Tanisha Magaoay

Community Health Worker

Lanai City



Hawaii

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## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:11 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: AlohaCare

**Categories:** Green category

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**From:** Hollis, Michael <Michael.Hollis@apria.com>  
**Sent:** Wednesday, February 12, 2020 10:54 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** AlohaCare

Aloha,

We have had a long standing relationship with AlohaCare, who has been a good partner for our patients, and would like to continue to work with them to service their members on the outer Islands.

Thanks,

Mike Hollis  
Apria Healthcare  
General Manager – Big Island & Maui  
(808)339-3550

This e-mail, including any attachments, is meant only for the intended recipient of the transmission, and may be a confidential communication or a communication privileged by law. If you received this e-mail in error, any review, use, dissemination, distribution, or copying of this e-mail is strictly prohibited. Please notify us immediately of the error by return e-mail and please delete this message from your system. Thank you in advance for your cooperation.

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:11 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Vanisa Lynn Waguk <vrmkptqmrhvmjti@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 10:48 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** vwaguk@lanaihealth.org <Vanisa Lynn Waguk>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Vanisa Lynn Waguk

Medical Assistant

Lanai

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:11 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**Categories:** Green category

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**From:** Cindylou Figuerres <intyzbohdygjqfa@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 10:46 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** [cfiguerres@lanaihealth.org](mailto:cfiguerres@lanaihealth.org) <Cindylou Figuerres>

**Message:**

AlohaCare has been the premier MedQuest insurance for Lanai. I have even had my children covered under AlohaCare up until a few years ago. As an employee of the Lanai Community Health Center, I believe this change will be detrimental to our patients. We hope that we can continue to have AlohaCare provide services to the residents of Lanai.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Cindylou Figuerres

Associate Executive Director

Lanai City

Hawaii



## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:10 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: I Oppose these changes

**Categories:** Green category

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**From:** India cote <mailesweet@icloud.com>  
**Sent:** Wednesday, February 12, 2020 10:38 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** I Oppose these changes

**Legislation:** HB 668, HD1

**Hearing:** [2/13/20, 10am](#)

**Committee:** Joint committees of Human Services and Homelessness and Health

### **Community Health Center Patients**

I support HB668, HD1. My son Honore Cote gets health care at Maui medical group through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

### **AlohaCare Keiki**

I support HB668, HD1. My children are covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

### **AlohaCare Member**

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

### **AlohaCare Provider**

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Sent from India Maile Cote  
Resident of Maui county

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:10 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668, HD1

**Categories:** Green category

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**From:** Brittany Pacheco <3rittany@live.com>  
**Sent:** Tuesday, February 11, 2020 4:37 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668, HD1

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans. We should have the right to have choices in regards to our healthcare!

Thank you.



**HB-668**

Submitted on: 2/12/2020 3:17:48 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Lynn Hicks	Individual	Support	No

Comments:

I support HB668, HD1. My daughter is a single mother who depends heavily on this medical coverage for her children who live on Maui. Hawai'i is a state, which includes ALL islands, not just Oahu. Why would this even be a thought for the STATE government is beyond ridiculous.

**HB-668**

Submitted on: 2/12/2020 3:34:51 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

**LATE**

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Nicole Heinlein	Individual	Support	No

Comments:

I support HB668, HD1. I strongly support continuing to allow Ohana Health Plan to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, it will disrupt access to care where the physician shortage is most pronounced. Making families change will only add to their stress and overwhelm.

**LATE**

**HB-668**

Submitted on: 2/12/2020 3:35:39 PM  
Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Paul Hanada	Individual	Oppose	No

Comments:

Aloha HLT and HSH committees,

I am opposed to this bill. It is not in the best interest for those who really need the help.

Please do not allow this bill to proceed.

Thank you.

Paul Hanada

**LATE**

**HB-668**

Submitted on: 2/12/2020 3:45:26 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Trinette Furtado	Individual	Support	No

Comments:

Aloha Mai and Mahalo for this opportunity to testify on this very important measure.

I am in **STRONG SUPPORT** of HB 668 HD1, which would prohibit the Department of Human Services from reducing the number of Medicaid health care plans and networks available on the neighbor islands to TWO of FOUR providers.

Many of our community members (especially in our rural areas) are Medicaid insured and already have a difficult time finding physicians and other health care providers to see for medical issues. Many of them will have to switch to one of TWO health plans and will see increased costs, lack of available services and changes to their current care plan/regimen.

ALL Medicaid insured members should be able to choose from all four health plans awarded contracts in August 2019.

If the Department of Health is passionate and serious about improving health care and "enhancing and expanding coverage for persons eligible for Medicaid and Children's Health Insurance Program by the most cost effective and efficient means through the QUEST Integration program with an emphasis on prevention and quality health care", limiting choice for outer island residents DOES NOT meet this goal.

Please make this goal, one of your reasons for **SUPPORTING** this measure.

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 3:47 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care



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**From:** Linnea Tokushige <ghqszwyqnbsecgs@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 3:44 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** litokushige@queens.org <Linnea Tokushige>

**Message:**

Many of my patients receive health care through AlohaCare and they should NOT be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure the people of Hawaii have access and choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Linnea Tokushige

Clinical Pharmacist

Honolulu

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 3:47 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

**LATE**

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**From:** Genevieve De Rego <qnzebhfyorhvomm@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 3:23 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** genevievederego@gmail.com <Genevieve De Rego>

**Message:**

My child is covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my child will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Genevieve De Rego

Haiku

Hawaii

▪

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 3:46 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: AlohaCare and OhanaCarwe on Molokai



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**From:** Linker, Louise K. <louise.linker@doh.hawaii.gov>  
**Sent:** Wednesday, February 12, 2020 3:03 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** AlohaCare and OhanaCarwe on Molokai

Aloha,

Mahalo for the opportunity to express support for HB668.

I am a Public Health Nurse (PHN) on Molokai. I think we should keep all Quest Plans on Molokai. There are many people on both AlohaCare and OhanaCare on Molokai; many are young children and elderly. As a leading State in providing health insurance to families in Hawai'i, I think, that, to maintain this status, it is important to keep all medical plans on all the islands. The fact that people were able to choose the insurance they felt fit their families best was very important to the people of Molokai.

The neighbor islands have difficulty with not enough medical providers on the islands; to remove two of the oldest Quest providers from the neighbor islands will be a hardship on families, especially since not all providers accept all Quest plans. I think the Kupuna will be affected the most as they may not pay attention to the changes that is to take place, and they will lose their insurance. Kupunas are struggling to stay above water; losing what they already have in place will place a lot of stress and hardship on them.

Many of our families, including our Kupuna, are dependent on Quest Insurance. I believe all Quest Plans should remain on Molokai. Molokai residents have to travel off island for many healthcare services. As a PHN on Molokai, I have helped Na Kupuna sign up for Quest Services as they are assessed for level of care. The Kupuna are so thankful when they hear that they qualify for services that they receive because they have Quest. Many of the Kupuna have Ohana Care. There has been a Care Coordinator on island from day one of Quest OhanaCare plan which has made it easier for the Kupuna to receive care fast. AlohaCare has been the lead for families with children which has worked well also.

Please consider keeping all Quest Plans on Molokai for our Keiki, Kupuna and all families.

Mahalo,  
Louise Linker  
Molokai

**kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 3:46 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care



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**From:** Liana Koanui <gqdgzietkbwnblm@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 3:17 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** liana.k.koanui@gmail.com <Liana Koanui>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Liana Koanui

Dental Assistant

Lanai City

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:10 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668, HD1



**LATE**

**Categories:** Green category

---

**From:** Brittany Pacheco <3rittany@live.com>  
**Sent:** Tuesday, February 11, 2020 4:37 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668, HD1

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans. We should have the right to have choices in regards to our healthcare!

Thank you.

**LATE**

**HB-668**

Submitted on: 2/12/2020 4:19:12 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Susan Taylor	Individual	Oppose	No

Comments:

I have lived on Molokai since 2011 and have seen first hand the obstacles that individuals in our community experience regarding health care services. I worked at Molokai Community Health Center for several years until my retirement. I am now a consumer board member at Molokai Community Health Center. Limiting choices in health care plans to a select few companies is not beneficial to our community. Many of our Kapunas struggle and have difficulty navigating the health care system and understanding their plans as it is. Making them change from their current plans to new plans further complicates an already confusing system. It has taken time to gain a basic understanding of current plans so to change them now seems counter productive. Our community is small and we don't have the health care advantages of the larger islands. Limiting plans further puts Molokai at a disadvantage. Thank you, Susan Taylor

Edward Thompson, III

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From: Kathleen Crabill <ywwwclgwlyqpwbw@ujoin.co>  
Sent: Wednesday, February 12, 2020 4:00 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: kathleencrabill@gmail.com <Kathleen Crabill>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kathleen Crabill

Jeweler, self employed

Holualoa

Hawaii

**LATE**

Edward Thompson, III

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From: Emily Crabill <uwficsuimgqwvqh@ujoin.co>  
Sent: Wednesday, February 12, 2020 3:51 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: ecrabill@gmail.com <Emily Crabill>

Message:

As a Hawaii island resident, I am very concerned for the impact that reducing the number of medicaid contracts would have. I actually didn't initially realize that there were multiple options for Medicaid coverage, since on Hawai'i island Alohacare is synonymous with Medicaid coverage. Everyone depends on this. I know so many people who are happy with the care they receive through Alohacare, and so few who use other health plans. Forcing these folks to apply for new plans, possibly impacting their available providers, will have a real and lasting impact on their health.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Emily Crabill

Marketing manager

Holualoa

Hawaii

**LATE**

Edward Thompson, III

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From: Linnea Tokushige <dxzslndnyoixjtwk@ujoin.co>  
Sent: Wednesday, February 12, 2020 3:44 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: litokushige@queens.org <Linnea Tokushige>

Message:

Many of my patients receive health care through AlohaCare and they should NOT be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure the people of Hawaii have access and choice of health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Linnea Tokushige

Clinical Pharmacist

Honolulu

Hawaii

**LATE**

Edward Thompson, III

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From: Roxanne Jaudon <fcaytwdegbwcdum@ujoin.co>  
Sent: Wednesday, February 12, 2020 3:31 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: jaudon1329@gmail.com <Roxanne Jaudon>

Message:

I SUPPORT bill HB 668 HD1 to protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Roxanne Jaudon

Coordinator

Waipahu

Hawaii

**LATE**

Edward Thompson, III

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From: Genevieve De Rego <eaowtnfzdtqjtmq@ujoin.co>  
Sent: Wednesday, February 12, 2020 3:23 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: genevievederego@gmail.com <Genevieve De Rego>

Message:

My child is covered under Med-QUEST and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my child will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on island.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Genevieve De Rego

Haiku

Hawaii

**LATE**

Edward Thompson, III

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From: Luana Koanui <tbphcmwgiraixpo@ujoin.co>  
Sent: Wednesday, February 12, 2020 3:19 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: nalo2lanai@gmail.com <Luana Koanui>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Luana Koanui

Women Helping Women Advocate

Lanai City

Hawaii



**LATE**

Edward Thompson, III

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From: Edwin Herd <gzljdhjtawbkwf@ujoin.co>  
Sent: Wednesday, February 12, 2020 2:43 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: db4eddie@gmail.com <Edwin Herd >

Message:

Aloha As a pediatric primary care provider here on the big Island Hawaii having diverse insurance options including Aloha care is a key to keeping children and families healthy with acute care and preventive visits. Eliminating Aloha care quest would be a mistake and would allow further monopolization of health care financial aspects that are already causing lack of enough providers and lack of access to care here on the big Island. Eliminating AlohaCare will exacerbate Are already large burden of not enough providers to provide the care necessary. Please consider not allowing this to go forward and to keep with multiple providers for quest that includes Aloha Care. Sincerely Dr Edwin P Herd MD

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Edwin Herd

Pediatrician

Kailua Kona

Hawaii

**LATE**

Edward Thompson, III

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From: Liana Koanui <snletwymfxoycvo@ujoin.co>  
Sent: Wednesday, February 12, 2020 3:17 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: liana.k.koanui@gmail.com <Liana Koanui>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Liana Koanui

Dental Assistant

Lanai City

Hawaii

**HB-668**

Submitted on: 2/12/2020 4:59:18 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Tennille Kama	Individual	Support	No

Comments:

**LATE**

Rep. John M. Mizuno, Chair

Rep. Bertrand Kobayashi, Vice Chair

Rep. Della Au Belatti

Rep. Nadine K. Nakamura

Rep. Joy A. San Buenaventura

Rep. Calvin K.Y. Say

Rep. James Kunane Tokioka

Rep. Gene Ward

Date: Thursday, February 13, 2020 ,10:00am

Measure Number: HB668, HD1

My Name is Tennille K.P. Kama. I am the grand daughter of Juan Pacheco (84 years old,) who is a Aloha Care Member. I am in support of HB 668, HD1. On December 17th, 2018, My grandfather Juan Pacheco suffered a severe Stroke which left him without the ability to walk or speak a full sentence ever again. Fortunately, I am blessed to have both my grandparents here today. However, due to his Stroke his medical level of care now requires additional help with his medical needs, daily hygiene, eating, bathing and daily living.

Aloha Care has provided my grandfather Home Health Care Aides and Registered Nurses to ensure his medical needs are met. By Reducing the number of health plans that are available to Medicaid members such as my grandfather will hinder the level of care, reduce quality of care, decrease access to care, increase costs, and adversely affect the continuity of ongoing health care for him and other beneficiaries.

My grandmother Julie A. Pacheco (80 years old) is his sole caretaker and does her best to care for him beside Aloha Care Home Health Care Aides/Registered Nurse. However, without the help of Aloha Care his medical needs and daily need will not be met. It is imperative NOT to limit the number of contracts on the neighbor islands to two (2), the RFP will result in a reduction of coverage and threaten the quality of health care options for Medicaid beneficiaries in the greatest need.

I am requesting that you respectfully take the time out to understand should you limit the number of contracts to two the repercussions would be dire.

Respectfully,

Tennille K.P.Kama

**HB-668**

Submitted on: 2/12/2020 5:45:52 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
kimberli kaanana	Individual	Oppose	No

Comments:

**LATE**

To whom it may concern,

My name is Kimberli Kaanana, I am a Mother of a sweet 6 year old who has special needs.

I am writing to have my comments heard by med-quest/State of Hawaii/ bill rights hearing, in regards to med-quest ending it's services with Kaiser Permanente Maui.

I am very disappointed in this move/change, I don't want this to happen, not only will this affect especially my daughter, but so many others. Why are we not given a choice including Kaiser for outer islands?

My 6 year old daughter has been under the care of many Kaiser doctors since she was born and diagnosed with a rare genetic disorder which causes developmental delays.

One of her delays is that she is non-verbal.

First I am afraid we will not find a good doctor?!  
We are already short on doctors period and also therapists!!

A huge fear of mine as her Mom, will she lose her benefits of receiving the necessary therapies she's currently receiving from Kaiser?

What if another doctor has different opinions and not award her services she NEEDS?!

And if so...  
My Daughter will now have to go through finding the "right fit" of doctors & therapists; so there's that, months of maybe searching for a provider that first of all will accept her as a patient, which I don't know how that will go?

We are already short on doctors and therapists!

My daughter receives and needs (and is thriving with the therapists she does have and

has had for years!) occupational therapy, physical therapy and speech therapy she is getting through Kaiser.

Who will she go to now?

And do you realize how hard it is to find therapists??

And then to find the right fit??

This is essential for growth in a special needs child, they NEED to have those who work with them become the "right fit" as in their personalities need to fit well to help the child feel comfortable thus this is where "growth" happens.

Please understand this move will turn my daughter's world upside down! (Along with many others)

Changes like this affect a special needs child more than You All realize.

Please give us a better reason as to why this change needs to happen?

Please stop this from happening!!!

Please give us outer island people the choice of Kaiser Permanente as our medical provider rather than this choce only offered to Oahu island.

We appreciate Kaiser Permanente and all they have done for us, they have helped my child grow not only physically but emotionally /mentally, this is worth more in making a positive, and contributing human being to our Hawaii.

Please do not stop med-quest Maui Services through Kaiser Permanente.

Please contact me if I need to do anything further to get my story heard/read.

Mahalo,

Kim Kaanana  
[\(808\)298-4141](tel:8082984141)

Sent from my iPhone

**HB-668**

Submitted on: 2/12/2020 9:21:45 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Paula T. Morelli	Individual	Support	No

Comments:

This testimony is in support of HB668, HD1 so that our neighbor island, rural communities such as those in Molokai, will continue to receive essential health care services.

**LATE**

**HB-668**

Submitted on: 2/12/2020 10:02:48 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Marion Hart	Individual	Support	No

Comments:

I support HB668, HD1. My 3 children are covered under Med-QUEST Kaiser on Maui and I heard that we might have to switch health care plans. I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

I was very disappointed about this movement. We are a family of 5, both parents working full time, and due to high cost of living and low salaries, all 3 of our kids qualify for Medicaid. While 2 of them are regular developing, my son has special needs, and it has been quite a struggle already now to get good and consistent medical providers. He is in need of a couple of pediatric neurologist visits a year, speech therapy, OT and PT weekly, in addition to a pediatrician who takes him on. And we had overall wonderful experience for last couple of years with Kaiser, and them outsourcing some therapy services! And now we are loosing all that?!? I dont even now where to start searching for a pediatric neurologist with UHC and HMSA. And I am aware there is currently NO private speech therapist on Maui who accepts HMSA. Additionally we just lost our pediatric dentist as well, and there is no plan of replacing her.

This is horrible! Why did Kaiser who provides all these outstanding services to the community, and runs the hospital not receive the contract?? Why oh why did UHC get the contract?

(I do medical billing for a mental health clinic on Maui and we withdrew from UHC credentialing - we do not accept UHC at all - because their commercial and Medicaid rates are very low with 2/3 of that of other insurances. So I do not feel attracted by UHC at all, knowing the medical providers on Maui do not like working with UHC clients due to the lowest pay out rate)

How can Medicaid ensure that all these families and children are not having long gaps without services?



**LATE**

**HB-668**

Submitted on: 2/12/2020 11:46:19 PM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
George Burnette	Individual	Support	No

Comments:

I favor making it easier for people to receive health care, not more difficult. Please support HB668.

## **kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 4:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB668 HD1

**LATE**

**From:** Keith M. <keith@khcsmaui.com>  
**Sent:** Wednesday, February 12, 2020 3:56 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB668 HD1

### **AlohaCare Provider**

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced. The level of care our children are receiving from the provided doctors with-in our options is crucial to their health and continued care. Please please allow Aloha Care to be our health plan option on the outer islands.

Thank you  
KM

**kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 4:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care



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**From:** Kathleen Crabill <xqaetyqjeklhook@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 4:00 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** kathleencrabill@gmail.com <Kathleen Crabill>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kathleen Crabill

Jeweler, self employed

Holualoa

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 4:00 PM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

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**From:** Emily Crabill <ztradolhjyqyqa@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 3:52 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care



**From:** ecrabill@gmail.com <Emily Crabill>

**Message:**

As a Hawaii island resident, I am very concerned for the impact that reducing the number of medicaid contracts would have. I actually didn't initially realize that there were multiple options for Medicaid coverage, since on Hawai'i island Alohacare is synonymous with Medicaid coverage. Everyone depends on this. I know so many people who are happy with the care they receive through Alohacare, and so few who use other health plans. Forcing these folks to apply for new plans, possibly impacting their available providers, will have a real and lasting impact on their health.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Emily Crabill

Marketing manager

Holualoa

Hawaii

■

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Wednesday, February 12, 2020 1:47  
**To:** kobayashi1 - Melvia  
**Subject:** FW: For bill: (legislation) HB 668, HD1

**LATE**

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**From:** Montizor, Nicolette <nmontizor@Queens.Org>  
**Sent:** Wednesday, February 12, 2020 1:46 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** For bill: (legislation) HB 668, HD1

I support HB668, HD1.

I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients.

Giving neighbor islands the option to choose from several plans will allow greater span of services and fewer disruption of service.

Kind regards,

**Nicolette Montizor, RN**

Case Manager, Paul G. Stevens, MD Outpatient Clinic  
Molokai General Hospital  
PO Box 408 Kaunakakai, HI 96748  
p 808-553-3121 | f 808-553-3112  
[nmontizor@queens.org](mailto:nmontizor@queens.org)  
[www.queenshealthsystems.com](http://www.queenshealthsystems.com)



*Our Mission: To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.*

**LATE**

Edward Thompson, III

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From: Aliman Sears <qgomjkmgehlrfe@ujoin.co>  
Sent: Thursday, February 13, 2020 5:10 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: asears@cerhawaii.org <Aliman Sears>

Message:

AlohaCare gives our clients the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. Especially for us here at Community Empowerment Resources, the staff all knows us, and I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Aliman Sears

CEO

Honolulu

Hawaii

**LATE**

Edward Thompson, III

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From: Ernest Carvalho <prbpbhtnlmwabhd@ujoin.co>  
Sent: Wednesday, February 12, 2020 11:10 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: ecarvalho@hotmail.com <Ernest Carvalho>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ernest Carvalho

Customer Service

Honolulu

Hawaii



Edward Thompson, III

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From: Kelly Mc Donald <fyfdtzevtnsjmdj@ujoin.co>  
Sent: Wednesday, February 12, 2020 6:16 PM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: kellymcdonald@outlook.com <Kelly Mc Donald>

Message:

I wrote the following points that I think encapsulate why a non-profit, locally based option is essential for Medicaid in Hawaii. We are more compassionate, more successful and have deeper roots set down. I meet with care management, claims, and provider services staff daily to solve INDIVIDUAL member problems, create solutions and drive better outcomes. Our partnership with the state's unequivocal best quality delivery system will improve operation and access for the state's QI membership and improve reporting and operations for more than 15% of the state's Medicaid enrollees. WE delivered an RFP reply that met and exceeded the state's expectations; we entreat you to reconsider the decision to eliminate payer choice for Medicaid. Empowering Our State's Medically Vulnerable: AlohaCare is dedicated to serving the state's medically vulnerable populations. We are a dedicated Medicare and Medicaid only plan. Our only business is to serve those who have complex health needs and access public benefits. Supporting Provider Choice: Our network of providers have a range of contracting and reimbursement options. We afford providers risk sharing and fee-for-service arrangements. Moreover, we invest and reward positive health outcomes management. We have contracting opportunities with facilities, primary and specialty providers, and care delivery sites that drive to improve Serving Our Communities: Since our inception, AlohaCare has been an active and supportive partner of nonprofit organizations, delivery systems, and communities with millions of dollars and thousands of hours invested directly back into the communities we serve including United Way, March of Dimes, Kapiolani Women's and Children's Hospital, Hawaii Public Health, and other key agencies and organizations including American Cancer Society and Shriners. We have worked to actively to hear, understand and invest in programs that impact our communities most. Building Capacity in Our States Providers: For the past 25 years, AlohaCare has invested millions in our delivery partners – in particular the state's Federally Qualified Community Health Centers (FQHCs). We have provided access to care grants to help support the recruitment and retention of doctors and key medical staff, information technology infrastructure to support patient care management and quality and access alignment grants to private practice partners to support sustainable member health outcome activities. Leading Care Opportunities for Medicaid Beneficiaries: AlohaCare, in partnership with Ohana, launched adult basic preventative dental service access to our adult Medicaid members on January 1, 2019. When the state cut preventative dental from the benefits package in 2009, AlohaCare took the leadership to pay for the value-added benefit from our revenue – NOT reimbursed by the state – because we know the connection between dental health and physical health. AlohaCare's care model, launched January 1, 2018 providers for a care manger to be assigned to each and every member so they have a consistent point in contact at their health plan to answer benefits and services question and help them access care. Driving State and National Conversations on Medically Underserved: AlohaCare is a founding member of the Association for Community Affiliated Plans (ACAP) which is the national network of state Medicaid plans working to support the nation's medically underserved. We have partnered with the Hawaii Primary Care Association (HAPA) around access and care issues since our inception. AlohaCare is a member of the Hawaii First coalition on Big Island working to understand the systems of care supporting the area's most vulnerable.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Kelly Mc Donald

Manager

Honolulu

Hawaii

**LATE**

Edward Thompson, III

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From: Malia Kamahiai Macloves <jeanbcekkdufxdq@ujoin.co>  
Sent: Thursday, February 13, 2020 3:56 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: mkamahiai@gmail.com <Malia Kamahiai Macloves>

Message:

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Malia Kamahiai Macloves

Customer Service

Pearl City

Hawaii

**LATE**

Edward Thompson, III

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From: Shawn Tangonan <zwjvmpdcvvpdltf@ujoin.co>  
Sent: Thursday, February 13, 2020 8:22 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: mkktango@yahoo.com <Shawn Tangonan>

Message:

My family gets health care at Molokai Community Health Center and I was shocked to learn that I might have to switch health plans. I'm very concerned about what this means for my family and other families on Molokai and if we will have the same access to doctors that we have now. My understanding is that families will have to be enrolled under either HMSA or United HealthCare now? Why is our choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island. This is really too much for my family. I don't understand how DHS thought this was a better system for us here on Molokai. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Shawn Tangonan

Kaunakakai

Hawaii

**LATE**

**HB-668**

Submitted on: 2/13/2020 9:24:00 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Stephanie Austin	Individual	Support	No

Comments:

Maui County has approximately 277 doctors, and a shortage of about 166. Kaiser Permanente has 129 physicians based on MAUI, and 15-20 who come each week to provide care, or 47+ percent of the total.

Medicaid recipients NOW COVERED BY KAISER on Maui alone number 10,700.

if Medicaid recipients now enrolled in Kaiser are denied this option, it is clear from simple math that they will not be able to get medical care: you cannot use Kaiser doctors unless you belong to a Kaiser. AlohaCare members will also suffer from limited choices, and an impossible demand for the non-Kaiser doctors.

This bill is a disaster for the outer islands! It is a perfect example of Oahu-centric decision making with little thought or caring given to the consequences to outer-island residents!

**LATE**

**HB-668**

Submitted on: 2/13/2020 9:45:17 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Tami	Individual	Support	No

Comments:

I support bill HB668, HD1. I have been working in healthcare for almost 2 years now and have been living on Molokai for almost 6 years. I have witnessed professionally and personally the impact reliable health insurance can have on lives. Many people here are familiar with their coordinators and the protocols of their health insurance and are afraid that having to change their insurance plan will cause a disruption in their access to medical and behavior health services. I believe it's important for community members' voices to be heard. If they are happy with their health insurance, they deserve the right to keep it.

**LATE**

**HB-668**

Submitted on: 2/13/2020 9:59:53 AM  
Testimony for HLT on 2/13/2020 10:00:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Brittney Keith	Individual	Support	No

Comments:

I support HB668, HD1. I strongly support continuing to allow AlohaCare to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced. I am one of around 10 behavioral health providers who work on Molokai. The vast majority of my patients have AlohaCare and 'Ohana health insurance.

People on Molokai *already* experience significant barriers in accessing health care in any capacity including primary care, medication management, and also any type of specialty care. The unemployment rate on Molokai is one of the highest in the state. Increased cost of living (regular gas is \$5.04 a gallon) and limited access to transportation (living miles from a bus stop) further contribute to this problem. Lack of cell service and/or internet access is common, making telehealth impossible for many. I must work with patients daily to problem-solve these barriers just to get them in the door of a healthcare professional.

Limiting insurance coverage, and especially taking away two of the most utilized insurance companies on Molokai, create even more barriers to accessing health care. Outer island residents, and especially Molokai residents do not have the community resources and options that O'ahu residents do in terms of accessing health care. This highlights even more the need to maintain AlohaCare and 'Ohana coverage on Molokai and all the outer islands. Mahalo for reading.

**LATE**

**HB-668**

Submitted on: 2/13/2020 9:28:58 AM

Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Chloe Fasi	Individual	Support	No

Comments:



**LATE**

Edward Thompson, III

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From: Doris Segal Matsunaga <hjtbdnhfxglqdh@ujoin.co>  
Sent: Thursday, February 13, 2020 8:54 AM  
To: HLTtestimony  
Subject: Protect Neighbor Islands' Access to Health Care

From: savemedicaidhawaii@gmail.com <Doris Segal Matsunaga>

Message:

Save Medicaid Hawaii is highly concerned that the awarding of the new MedQuest contracts will create highly unnecessary upheaval among Neighbor Island residents insured via Medicaid. Nearly 50,000 Medicaid members will need to find new health care plans all at once, placing an undue administrative burden on island health care systems. Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care. In making this decision, DHS treated the neighbor islands as an afterthought. The RFP process was inherently unfair to patients not living on Oahu. We urge legislators to investigate on what basis these contract award decisions were made. Some of Save Medicaid Hawaii's provider members have experienced greater difficulties working with the United Health Care plan and find they require more approvals and add barriers to care that could lead to medical complications. The lowest bid should not be the only criteria. A lower bid from a plan that provides lower quality patient service will not save money if, for example, a health plan makes it harder to order medication needed for a pregnant woman to prevent pre-term birth. Mahalo for carefully considering this situation.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Doris Segal Matsunaga

Convenor, Save Medicaid Hawaii

Aiea

Hawaii

**LATE**

**HB-668**

Submitted on: 2/13/2020 10:56:21 AM  
Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Amy Stephens	Individual	Support	No

Comments:

*PLEASE do not kick 10,000 people off Kaiser insurance on Maui alone!*

**LATE**

**HB-668**

Submitted on: 2/13/2020 12:43:44 PM  
Testimony for HLT on 2/13/2020 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Todd Yamashita	Individual	Support	No

Comments:

Our people on Molokai will benefit from the support created by this bill. Please never forget about us. Please pass this bill! Mahalo

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:25 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Statewide insurance coverage for all Health plans  
**Attachments:** Testimony Instructions.docx



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**From:** Nicole Ke <puake77@gmail.com>  
**Sent:** Wednesday, February 12, 2020 7:50 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Statewide insurance coverage for all Health plans

Aloha here is my Testimony on behalf of my father Gordon Ke. Mrs. De Reis from Aloha Care has helped me help my father so much. I don't know what I would have done with out all her knowledge and care. It would be such a bother to have to start all over again with a New provider.

Mahalo,  
Nicole Ke

**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:26 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

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**From:** Doris Segal Matsunaga <hyqroewzzsuvgkc@ujoin.co>  
**Sent:** Thursday, February 13, 2020 8:54 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** savemedicaidhawaii@gmail.com <Doris Segal Matsunaga>

**Message:**

Save Medicaid Hawaii is highly concerned that the awarding of the new MedQuest contracts will create highly unnecessary upheaval among Neighbor Island residents insured via Medicaid. Nearly 50,000 Medicaid members will need to find new health care plans all at once, placing an undue administrative burden on island health care systems. Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care. In making this decision, DHS treated the neighbor islands as an afterthought. The RFP process was inherently unfair to patients not living on Oahu. We urge legislators to investigate on what basis these contract award decisions were made. Some of Save Medicaid Hawaii's provider members have experienced greater difficulties working with the United Health Care plan and find they require more approvals and add barriers to care that could lead to medical complications. The lowest bid should not be the only criteria. A lower bid from a plan that provides lower quality patient service will not save money if, for example, a health plan makes it harder to order medication needed for a pregnant woman to prevent pre-term birth. Mahalo for carefully considering this situation.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Doris Segal Matsunaga

Convenor, Save Medicaid Hawaii

Aiea

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:26 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care



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**From:** Shawn Tangonan <sgausyllmstqckc@ujoin.co>  
**Sent:** Thursday, February 13, 2020 8:22 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** mkkango@yahoo.com <Shawn Tangonan>

**Message:**

My family gets health care at Molokai Community Health Center and I was shocked to learn that I might have to switch health plans. I'm very concerned about what this means for my family and other families on Molokai and if we will have the same access to doctors that we have now. My understanding is that families will have to be enrolled under either HMSA or United HealthCare now? Why is our choice of healthcare plans being limited? We already have a hard enough time getting appointments with doctors on this island. This is really too much for my family. I don't understand how DHS thought this was a better system for us here on Molokai. Please support this Bill HB 668.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Shawn Tangonan

Kaunakakai

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:26 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Hb668



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**From:** Michael Rochel <chellymike@yahoo.com>  
**Sent:** Thursday, February 13, 2020 8:07 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Hb668

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

God Bless,  
Rochel Richards



**LATE**

**kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:26 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care

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**From:** Aliman Sears <drvonqamktctwnj@ujoin.co>  
**Sent:** Thursday, February 13, 2020 5:10 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** asears@cerhawaii.org <Aliman Sears>

**Message:**

AlohaCare gives our clients the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. Especially for us here at Community Empowerment Resources, the staff all knows us, and I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Aliman Sears

CEO

Honolulu

Hawaii

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## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:25 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care



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**From:** Malia Kamahiai Macloves <mwkuvaloospcqv@ujoin.co>  
**Sent:** Thursday, February 13, 2020 3:56 AM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** mkamahiai@gmail.com <Malia Kamahiai Macloves>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Malia Kamahiai Macloves

Customer Service

Pearl City

Hawaii

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**kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:25 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Testimony



-----Original Message-----

**From:** Joella Speelman <jspeelmanmsb@gmail.com>  
**Sent:** Wednesday, February 12, 2020 4:21 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Testimony

I support HB668, HD1. I strongly support continuing to allow Ohana Health Plan to be a health plan option for neighbor island Medicaid patients. Giving neighbor island Medicaid patients only 2 options while Oahu Medicaid patients have 4 is not fair. Further, will disrupt access to care where the physician shortage is most pronounced.

Sent from my iPhone

**kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:25 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: Protect Neighbor Islands' Access to Health Care



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**From:** Ernest Carvalho <qahmmezqliapkqn@ujoin.co>  
**Sent:** Wednesday, February 12, 2020 11:10 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** Protect Neighbor Islands' Access to Health Care

**From:** ecarvalho@hotmail.com <Ernest Carvalho>

**Message:**

The Department of Human Services' decision to reduce the number of Medicaid health plan contracts will have negative effects on the health and wellness of our neighbor island Medicaid population by limiting their ability to access care.

If allowed to stand, this decision will diminish the choices of neighbor island Medicaid members by offering them only two health plans, while Oahu members will have the opportunity to choose from any of the four health plans offering Medicaid insurance.

Neighbor island Medicaid members deserve to have a choice of plans, access to doctors and the highest quality health care.

Please SUPPORT bill HB 668 HD1 and protect access to quality health care for neighbor island Medicaid beneficiaries and communities.

Ernest Carvalho

Customer Service

Honolulu

Hawaii

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**kobayashi1 - Melvia**

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:25 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB 668, HD1



**From:** Tiana Mattos <tianamaymattos@gmail.com>  
**Sent:** Wednesday, February 12, 2020 8:57 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB 668, HD1

**Legislation: HB 668, HD1**  
**Hearing: 2/13/20, 10am**  
**Committee: Joint committees of Human Services and Homelessness and Health**

My name is Tiana Mattos and I support HB668, HD1. I get health care at Malama I Ke Ola Health Center through AlohaCare and I do NOT want to be forced to change plans. We already have a difficult time finding doctors on the neighbor islands and I don't understand how this new decision to limit all the neighbor islands to only 2 plans is supposed to help us. Please support this bill to make sure we have access and choice of health care plans.

I'm very concerned about what this means for my kids and if we will have the same access to doctors that we have now. My understanding is that my kids will have to be enrolled under either HMSA or United HealthCare now? Why is my choice of healthcare plans being limited? We already have a hard-enough time getting appointments with doctors on this island.

Tiana Mattos

## kobayashi1 - Melvia

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**From:** HSHtestimony  
**Sent:** Thursday, February 13, 2020 9:25 AM  
**To:** kobayashi1 - Melvia  
**Subject:** FW: HB 668, HD1



**From:** Kainoa Wilson <kainoawilson@yahoo.com>  
**Sent:** Wednesday, February 12, 2020 7:35 PM  
**To:** HSHtestimony <hshtestimony@capitol.hawaii.gov>  
**Subject:** HB 668, HD1

Aloha care Member: Kainoa Wilson

I support HB668, HD1. I can attest that AlohaCare gives my family the best health care and I want to continue using them. There's more to healthcare than just medicine. It's about the people, the nurses, the doctors and all the patients they know by name. This is about making sure that all of us have access to good health care and don't have to drive so far or even fly to Honolulu to see a doctor. I would hate to see all that change just because DHS thought it would make it easier if there were less health care plans.

Mahalo

[Sent from Yahoo Mail on Android](#)