

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



DEPT. COMM. NO. 406

RYAN I. YAMANE
DIRECTOR
KA LUNA HO'ŌKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUNA HO'ŌKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

TRISTA SPEER
DEPUTY DIRECTOR
KA HOPE LUNA HO'ŌKELE

April 1, 2025

The Honorable Ronald D. Kouchi, President
and Members of the Senate
Thirty-Third State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Nadine K. Nakamura, Speaker
and Members of the House of
Representatives
Thirty-Third State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Nakamura, and Members of the Legislature:

Enclosed is the following report submitted in accordance with section 103F-107, Hawaii Revised Statutes (HRS), Annual Report on Medicaid Health Care Insurance Plan Contracts for Fiscal Year 2023-2024.

Per Section 93-16, HRS, this report will be available for electronic review on the Department's website at <https://humanservices.hawaii.gov/reports/legislative-reports/>. For questions regarding this report, contact Judy Mohr-Peterson, Administrator, Med-QUEST Division, at jmohrpeterson@dhs.hawaii.gov.

Sincerely,

A handwritten signature in black ink, appearing to be "R. Yamane".

Ryan I. Yamane
Director

Enclosure

c: Governor's Office
Lieutenant Governor's Office
Department of Budget and Finance
Legislative Auditor
Legislative Reference Bureau Library (1 hard copy)
Hawaii State Public Library, System State Publications Distribution Center (2 hard copies, one electronic copy)
Hamilton Library, Serials Department, University of Hawaii (1 hard copy)

**REPORT TO THE THIRTY-THIRD HAWAI`I LEGISLATURE
REGULAR SESSION OF 2025**

In accordance with section 103F-107, Hawai`i Revised Statutes (HRS),
Annual Report on Medicaid Health Care Insurance Plan Contracts
Fiscal Year 2023-2024

Med-QUEST Division
DEPARTMENT OF HUMAN SERVICES
STATE OF HAWAI`I
March 2025

This report is submitted in accordance with section 103F-107, Hawai'i Revised Statutes (HRS), which requires the Department of Human Services to submit an annual report regarding Hawai'i's Medicaid health care insurance plan contracts. This report provides an overview for State Fiscal Year 2023-2024 (SFY24).

QUEST Integration

QUEST Integration (QI) is a State of Hawai'i (State) Department of Human Services (DHS) and Med-QUEST Division (MQD) comprehensive section 1115(a) Demonstration that expands Medicaid coverage to children and adults. The Demonstration created a public purchasing pool that arranges for health care delivery through contracted managed care health care insurance plans (Plans).

Under managed care, the State pays a capitation fee to a contracted health care insurance plan for each QI beneficiary who enrolls in the Plan. The Plans manage the delivery of QI benefits, services and supports to eligible beneficiaries based on medical necessity and clinical criteria. The Plans also pay providers for the beneficiary's Medicaid-covered services as required in the Plans' contract with the State. MQD works closely with the Plans to monitor contract implementation and compliance.

During SFY24, QI contracts were held by five health care insurance plans:

1. AlohaCare,
2. Hawai'i Medical Service Association,
3. Kaiser Foundation Health Plan, Inc.,
4. `Ohana Health Plan, and
5. UnitedHealthcare Community Plan.

These Plans were contracted to serve approximately 460,000 QUEST Integration Medicaid beneficiaries throughout the State of Hawai'i. The SFY ended with approximately 445,000 beneficiaries.

Financial Expenditures

For the SFY24 reporting period, Plans reported receiving a total of \$2,682,231,291 in QI capitation payments for contracted services. This is a 4% increase over SFY23 payments of \$2,574,535,401.

Medical expenditures averaged 88% of total award (compared to 90% during SFY23).

Administrative expense ratios varied widely by Plan but were acceptable (below 15%) with an overall average at 8% (unchanged from SFY23).

Although Plans reported "Total Gain/Loss" dollar values, these point-in-time unaudited

financials do not include capitation rate risk corridor outcomes which are necessary to reflect a complete gain/loss value. The rate risk corridors are typically not calculated until a year after the contract year ends.

Employment Information

For the SFY24 reporting period, Plans reported a combined total of 1,082 employees located in Hawai'i who support fulfillment of the QI contract requirements. (Due to a reporting template change, this data is not comparable to previous years.)

State & Federal Sanctions/Litigation

Plans reported a total of 22 cases (both active and closed). No adverse actions or government sanctions were reported.

Contributions

Each Plan has sole discretion to determine its contributions to the community. Contribution recipients and amounts varied significantly between Plans. No regulatory issues were identified.

Management and Administrative Contracts

For each reported contract, Plans provided the required data (e.g., contractor name, service description, and cost). Contract categories were recently introduced to promote reporting uniformity and potential comparative analysis. Meaningful comparative analysis remains challenging primarily due to the significant operational differences between Plans whereby some Plans contract for certain services and other Plans perform those services using non-contracted in-house resources.

Attached – Reports from the QI Plans

Financial Expenditures					
Health Plan	AlohaCare	HMSA	Kaiser	Ohana	United
The Health Plan shall enter the reporting period in cell B3 as the State Fiscal Year (SFYxx).	SFY24	SFY24	SFY24	SFY24	SFY24
1) Provide an accounting (in dollars) of expenditures of Med-QUEST contract payments for the contracted services, including the percentage of payments:					
A) Total payments received for contracted services (Total Award)	439,706,033	1,175,601,769	277,686,176.00	345,605,517	443,631,795
Below, provide expenditures and other use of Total Award					
B) For Medical Services	386,517,583	1,090,648,696.82	245,176,844.00	285,894,211.99	386,081,858
C) % Medical Services of Total Award	87.90%	92.77%	88.29%	82.72%	87.03%
D) For Administrative Costs	34,619,383	105,963,285.40	14,035,942.00	42,186,284.71	20,926,330
E) % Administrative Costs of Total Award	7.87%	9.01%	5.05%	12.21%	4.72%
F) For Insurance Premium Tax	0.00	0.00	0.00	15,084,239.61	18,519,432
G) % Insurance Premium Tax of Total Award	0.00%	0.00%	0.00%	4.36%	4.17%
H) Held In Reserve	14,747,134	0.00	0.00		
I) % Held In Reserve of Total Award	3.35%	0.00%	0.00%	0.00%	0.00%
J) Paid to Shareholders	0.00	0.00	0.00		
K) % Paid to Shareholders of Total Award	0.00%	0.00%	0.00%	0.00%	0.00%
L) Contributions to Hawaii's Community Development Projects and Health Enhancements (Do not include contributions for communities outside Hawaii. Do not include contracted services.)	767,385.59	407,494,375.00 - 538,494,375.00	18,656,404.82	168,107.00	783,954
M) % Hawaii Community Contributions of Total Award	0.17%	34.66% - 45.81%	6.72%	0.05%	0.18%
N) For Other Expenses	0.00	0.00	0.00		
O) % Other Expenses of Total Award	0.00%	0.00%	0.00%	0.00%	0.00%
P) Total of Expenditures	421,904,352	1,604,106,357.22 - 1,735,106,357.22	277,869,190.82	343,332,843.32	426,311,575
Q) % Total of Expenditures of Total Award	95.95%	136.45% - 147.59%	100.07%	99.34%	96.10%
R) Total Gain/Loss	17,801,681	(428,504,587.85) - (559,504,587.85)	(183,014.82)	2,272,674.10	17,320,220

Health Plan Notes

<p>Ohana</p> <p>(1) Financial Expenditures listed are not intended to match audited financials or statutory filings. These numbers have been solely produced for the purpose of complying with the requirements of this report.</p> <p>(2) Dollars received are revenue amounts received from the state to administer the QI program for SFY 2024. The amount represents capitation received and includes retroactivity through the November 2024 payment. The amount excludes certain state-directed payments, member cost share, and spend-down. The amount includes an estimate for expected payments to and from the state for risk share/corridor arrangements for ABD, Non-ABD/Non-Expansion, and Expansion. The estimated risk sharing amounts are estimated as of November 2024 and are uniformly pro-rated to apply to the applicable period: July 2023 - June 2024. These risk sharing estimates include Calendar Year Retroactive Settlement Corridor, High Cost Drug Corridor, High Risk Newborn Pool, Maternity Delivery Corridor, and Program aggregate gain/loss shares.</p> <p>(3) The amount listed for medical services represents costs associated with medical service claims paid for service dates in SFY 2024 and paid through 11/30/2024. They exclude: IBNP of \$4.9M, member cost share and spend-down. To get a true picture of medical cost, the IBNP amount of \$4.9M should be added to the reported amount.</p>
<p>United</p> <p>Obligations for these programs include, but are not limited to, estimated claims for services outstanding (incurred but not reported "IBNR"). UHIC has, and continues to meet, reserve & solvency requirements of the DCCA/Insurance Division for all of its health plan programs in Hawaii. SFY 2024 reported results include \$12.1M of capitation adjustments (and associated premium taxes) for prior state fiscal years. This includes capitation adjustments related to retroactive member adjustments, variance between accrued and actual amounts, gain share and quality bonus payments and accruals. SFY 2024 reported results also include \$5.3M of medical expense adjustments for prior state fiscal years related to claims reprocessing, settlement adjustments, IBNR adjustments and variance between accrued and actual paid amounts.</p>

Employment Information		AlohaCare	HMSA	Kaiser	Ohana	United
Health Plan						
Reporting period State Fiscal Year	SFY24					
Provide employment information including:		Total	Total	Total	Total	Total
A) Total number of full-time equivalents hired for the contracted services (include both in-State and out-of-State employees, full-time and part-time). Health plan to determine full-time equivalency hours based on its business policy.		278	237.5	62	208	327
B) Total number of employees (head count) located in Hawaii and the category of work performed at SFY end (include only in-State employees, both full-time and part-time)		Number of Employees (head count) located in Hawaii as of SFY end				
Category/Title						
Administrator/CEO/Executive Director		1	1	1	1	1.0
Behavioral Health Coordinator		4	1	1	1	1.0
Business Continuity Planning, Disaster Preparedness, and Recovery		0	1	1	0	0.0
CIS Coordinator		2	2	1	1	1.0
Claims Administrator/Manager		3	1	0	1	1.0
Claims Processing Staff		14	13	0	3	0.0
Compliance Officer		1	1	1	1	1.0
Data Analytics Officer		0	0.5	1	1	0.5
EPSDT Coordinator		1	1	1	1	1.0
Financial Officer/CFO		0	0.5	1	1	0.5
Health Coordination Director		0	1	1	1	1.0
Health Coordination Managers		6	7	2	4	10.0
Health Coordination Team		47	66	44	81	97.0
IT Director or Chief Information Officer		3	0.5	1	0	0.0
IT Hawaii Manager		1	0	1	1	1.0
IT Staff		20	42	4	2	1.0
LTSS Coordinator		3	1	1	1	1.0
Medical Director		5	1	3	1	1.0
Member Grievance Coordinator		4	0.5	1	1	0.5
Member Services Director		0	1	1	1	1.0
Member Services Staff (include Call Center)		20	44	10	27	31.0
Pharmacy Coordinator/Director/Manager		11	1	1	1	1.0
PA/Utilization Management/Medical Management Director		1	1	2	1	1.0
PA/Utilization Management/Medical Management/Concurrent Review Staff		19	27	46	17	23.0
Provider Grievance Coordinator		0	0.5	1	1	0.5
Provider Services/Contract and Credentialing Manager		4	1	2	1	1.0
Provider Services/Contract and Credentialing Staff		17	20	8	17	15.0
Quality Management Coordinator		9	1	1	1	1.0
Additional Positions not required by RFP		52				94.0
Total		248	237.5	138	170	288.0

Health Plan Notes

AlohaCare: A zero in "category of work" is due to titles not directly aligning with AlohaCare's titles or the position is held by someone out-of-state. CFO position is out-of-state. Member Grievance Coordinators are also Provider Grievance Coordinators.

United: UnitedHealth Group and all subsidiaries employ approximately 400,000 individuals worldwide.

C) Compensation provided to each of the five highest paid Hawaii employees during the reporting period

To the right, enter the reporting period as the State Fiscal Year (SFYxx).	2024				
#1	AlohaCare	HMSA	Kaiser	Ohana	United
Title	Chief Executive Officer	President and Chief Executive Officer	SVP, Hawaii Market Leader	Plan President & CEO	Health Plan CEO
Description of position	Responsible for the overall operations of the healthplan.	<p>Reports to the Board of Directors</p> <p>Provides the strategic leadership in development and implementation of concepts, plans, operating policies, and management direction to assure financial stability, achieve growth, and obtain the organization's public service objectives.</p> <p>Charts new fields of enterprise to generate additional growth and financial resources.</p> <p>Operates the organization subject to regulatory control and must effectively deal with state legislature and other regulators and assure that communication channels between appropriate parties are open. Responsible for enhancing the organization's image to all its publics</p>	Market President of Kaiser Foundation Health Plan and Hospitals in Hawaii. Directs all health plan and hospital operations.	Plans and directs all aspects of Ohana Health Plan's operational policies, objectives, and initiatives. Overall responsibility for the achievement of the health plan's financial and operational goals.	Overall management responsibility for Hawaii Medicaid programs
Total Compensation	538,833	3,515,705	1,293,926	828,678	561,836
Annual Salary	404,061	1,182,154	570,388	313,006	227,758
Additional Compensation	134,772	2,333,551	723,538	515,672	334,077
#2					
Title	Chief Medical Officer	Executive Vice President, Chief Administrative and Strategy Officer	VP, Hospital Administrator-HI	Chief Medical Officer	Former Medical Director
Description of position	Provides strategic direction and leadership for all aspects of AlohaCare's clinical operations, including clinical quality improvement, utilization management, disease management, care coordination, behavioral health, pharmacy, patient safety, medical policy development, technology assessment, and clinical cost containment initiatives.	<p>Reports to President & CEO</p> <p>Responsible for all aspects Corporate Services including Human Resources and Corporate Strategy. This role also has responsibility for Board affairs and administration, and relationships with the Blue Cross Blue Shield Association, succession, and executive development at all levels.</p> <p>Also has oversight over the Governance areas, including Legal, Compliance & Ethics, Information Privacy & Protection, Corporate Analytics, and Internal Audit (administrative oversight only), as well as I Communications (administrative) , Government policy and advocacy, Market and Product Development, Commercial Program Office and FEP/BlueCard. In January 2024, the Medicare and Medicaid Program Offices also moved under this area.</p>	Oversees all operational, clinical and financial activities at the hospital.	Directs and oversees the medical affairs of the health plan. The CMO has overall responsibility for Population Health and Clinical Ops, as well as Quality Improvement.	Medical Director for clinical programs including medical management and quality oversight
Total Compensation	472,704	1,346,556	1,162,003	569,413	415,559
Annual Salary	374,456	540,804	387,908	369,678	277,216
Additional Compensation	98,248	805,752	774,095	199,735	138,343
#3					

#3					
Title	Senior Medical Director	Executive Vice President, Chief Financial Officer	VP, MSBD - HI	Plan Chief Financial Officer	Former Vice President of Health Services
Description of position	Provides leadership for all aspects of AlohaCare's clinical operations, including clinical quality improvement, utilization management, disease management, care coordination, behavioral health, pharmacy, patient safety, medical policy development, technology assessment, and clinical cost containment initiatives.	Reports to President & CEO. Responsible for the financial functions of the company including accounting, treasury, actuarial services and underwriting, and related areas. Advises CEO and senior executives on financial matters and assists in the development of long-range plans. Directs appropriate efforts to ensure that the organization's financial position is maximized and manages investments of the organization. Also has overall oversight over Government Reporting and Analysis and Facilities Management.	Oversees the areas of marketing, sales, business development and community health.	Responsible for financial management of the health plan. Includes budgeting and forecasting, financial reporting and performance analytics, CDPA payroll ops.	Overall responsibility for Hawaii Medicaid clinical programs and health services
Total Compensation	392,939	1,203,215	969,243	469,259	321,908
Annual Salary	327,875	553,069	359,173	244,404	190,491
Additional Compensation	65,064	650,146	610,070	224,855	131,417
#4					
Title	Sr Vice President, Compliance & Quality	Senior Vice President, Data & Analytics, General Counsel	Chief Nursing Exec - Moanalua	VP, Network & Operations	Former Chief Operations Officer
Description of position	Provides leadership and oversight for all compliance, regulatory, and quality aspects of AlohaCare's operations.	Reports to EVP, Chief Administrative and Strategy Officer. Responsible for managing the Legal department and coordinating with outside counsel as needed. Responsible for providing legal assistance, counsel, and advice to the CEO, the Board of Directors, and other executives on various business and insurance problems. Also has oversight over Governance areas, including C&E, Information Protection and Privacy, and Business Continuity, as well as oversight over corporate data and analytics.	Responsible for overseeing all activities in the nursing departments within the hospital.	Responsible for network development, provider relations and overall achievement of the organization's operational goals.	Overall operations responsibility for Hawaii Medicaid programs
Total Compensation	343,441	1,114,046	507,766	384,734	303,158
Annual Salary	277,734	447,478	322,873	218,096	215,183
Additional Compensation	65,707	666,568	184,893	166,638	87,975
#5					
Title	Chief Operations Officer	Senior Vice President, Chief Information Officer	COO - Moanalua	VP, Population Health and Quality	Chief Financial Officer and Chief Operating Officer
Description of position	Provides overall leadership of AlohaCare's Plan Operations team in achieving corporate strategic goals and objectives.	Reports to President & CEO. Responsible for directing the information and data integrity of the enterprise and its groups (including QUEST Integration) and for all Information Technology (IT) functions of HMSA. This includes all data centers, technical service centers, production scheduling functions, help desks, communication networks (voice and data), computer program development, and computer systems operations.	Responsible for the daily operations of the hospital.	Responsible for directing and achieving Quality Improvement goals for the health plan. Supports the CMO in managing the Population Health organization.	Management of financial reporting and analysis and overall operations responsibility for Hawaii Medicaid programs.
Total Compensation	333,905	843,089	402,196	381,161	266,030
Annual Salary	256,501	438,451	311,273	213,582	195,008
Additional Compensation	77,404	404,638	90,923	167,579	71,022

D) Compensation provided to each of the five highest paid nationwide employees during the reporting period

To the right, enter the reporting period as the State Fiscal Year (SFYxx).	2024				
#1	AlohaCare	HMSA	Kaiser	Ohana	United
Title			CHAIRMAN & CEO	Corporate President	Chief Executive Officer
Description of position			Leads the comprehensive work focused on growing the organization's membership, improving affordability for members, and transforming and expanding access to care.	Oversees Health Plans, Products, Business Operations, Population Health and Clinical Operations, Marketing, Health Plan Medical, Specialty, International, and Business Development.	Chief executive for UnitedHealth Group and affiliates
Total Compensation			18,526,646	12,780,952	23,534,936
Annual Salary			2,159,365	1,057,692	1,500,000
Additional Compensation			16,367,281	11,723,260	22,034,936
#2					
Title			EVP, HEALTH PLAN OPS & CGO	Chief Executive Officer	President and Chief Operating Officer
Description of position			National accountability for health plan strategy, capabilities, and operations. Manages a national infrastructure committed to the performance, growth, and expansion of value based care.	Plans, directs and coordinates the development of short and long range objectives for the corporation; is responsible for achieving the organization's goals and overall profitability expectations.	Chief operating officer for UnitedHealth Group and affiliates
Total Compensation			7,735,830	11,881,041	16,074,137
Annual Salary			218,198	1,346,154	1,200,000
Additional Compensation			7,517,632	10,534,887	14,874,137
#3					
Title			EVP & CHIEF FINANCIAL OFFICER	President and Chief Operating Officer	Executive Vice President and Chief Financial Officer
Description of position			Accountable for Corporate Finance, Treasury, Financial Planning, Capital Planning, Data Analytics, and Actuarial Services. Provides financial leadership for all of Kaiser Permanente's markets and national business units.	Oversees Health Plans, Products, Business Operations, Population Health and Clinical Operations, Marketing, Health Plan Medical, Specialty, International, and Business Development. Mr. Layton retired in late 2023.	Senior executive responsible for UnitedHealth Group financial matters
Total Compensation			6,905,828	11,110,790	16,074,137
Annual Salary			1,296,319	562,692	1,200,000
Additional Compensation			5,609,508	10,548,098	14,874,137
#4					
Title			EVP, GROUP PRESIDENT & COO	Chief Financial Officer	Executive Vice President and Chief Executive Officer, UnitedHealthcare
Description of position			Accountable for KP's California markets. Also, directs strategy and innovation in care delivery operations across the enterprise.	Directs the company's financial affairs according to financial principles and government regulations. Oversees Finance, Investor Relations, Operational	Senior executive responsible for UnitedHealth Group's health care benefits business
Total Compensation			5,842,472	10,294,979	10,221,898
Annual Salary			1,297,492	985,577	1,000,000
Additional Compensation			4,544,980	9,309,402	9,221,898

#5					
Title			EVP, GROUP PRESIDENT	Chief Operating Officer	Executive Vice President, Chief Legal Officer and Corporate Secretary
Description of position			Accountable for KP's markets outside of California.	As Centene Corp's Chief Operating Officer, responsible for achievement of operational goals in accordance with strategic priorities. Mr. Murray retired in March 2024.	Senior executive responsible for UnitedHealth Group legal matters
Total Compensation			5,327,567	10,014,479	6,422,456
Annual Salary			1,151,062	565,384	875,000
Additional Compensation			4,176,506	9,449,095	5,547,456

Health Plan Notes

Kaiser

For sections C and D, the information provided is based on the most current Form 990 filings (calendar year 2023).

Ohana

Additional Compensation is often the majority of Total Compensation for executives. Additional Compensation is generally comprised of an annual bonus payment which is dependent on performance against goals, and long-term incentives which include restricted stock, a non-cash incentive which vests over time. Other items in Additional Compensation include deferred compensation and executive life insurance.

United

Additional Compensation includes bonus, stock awards, option/SAR awards, and any other additional compensation to include additional benefits beyond that provided to all FT employees (i.e., additional health benefits, automobiles, etc.).

State and Federal Sanctions

3) Provide descriptions of any ongoing state or federal sanction proceedings, prohibitions, restrictions, ongoing civil or criminal investigations, and descriptions of past sanctions or resolved civil or criminal cases, within the past five years and related to the provision of medicare or medicaid services by the contracting entity, to the extent allowed by law.

The Health Plan shall enter the reporting period in cell C3 as the State Fiscal Year (SFYxx). SFY24 and past 4 SFYs

AlohaCare							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
NONE							
HMSA							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	Park, Sook Ja et al. v. Hawaii Medical Service Association	Civil No. 1:21-cv-00039 JMS-WRP	Federal case	United States District Court for the District of Hawaii	The lawsuit was brought against HMSA by certain elderly Korean-speaking QUEST members relating to the alleged denial of coverage for long-term services and supports.	None	The dispute has been resolved.
2	Stanford Health Care v. Hawaii Medical Service Association	Hawaii - Civil No. 1:22-cv-00467-RT	Federal case	United States District Court District Court of Hawaii	Out-of-state provider brought claims of breach of implied-in-fact contract and quantum meruit against HMSA.	None	The dispute has been resolved.
3	Keck Medical Center of USC v. Hawaii Medical Service Association	Superior Court - 24STCV02006	State case	Superior Court of California for the County of Los Angeles	Out-of-state provider brought claims of breach of contract, breach of implied-in-fact contract, quantum meruit and unjust enrichment against HMSA.	None	The dispute has been resolved.
4	Frederick A. Nitta M.D. Inc, et al. v. Hawaii Medical Service Association	Civil No. 3CCV-22-0000033	State case	Circuit Court of the Third Circuit State of Hawaii	Plaintiffs brought claims against HMSA relating to alleged denials of coverage for certain medical treatment or services.		The dispute is still pending. HMSA's appeal of an order denying its motion to compel arbitration and for summary judgment is pending before the Hawaii Supreme Court.
Kaiser							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	United States ex. rel. Jeffery Mazik v. Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, Inc., and The Permanente Medical Groups	19-cv-00559	Federal	Eastern District of California	On April 1, 2019, a former employee filed a False Claims Act case as a relator against KFHP, KFH and Permanente Medical Groups. The United States has declined to intervene in the case, and no state has intervened. The amended complaint was unsealed in late 2021, and alleges that Kaiser submitted false claims for payment in connection with Medicare Advantage and Medicaid programs.	N/A	The case was filed in the Eastern District of California (19-cv-00559) and is proceeding. The defendant entities intend to defend the case.
2	Insulin CID	CID No.: CID-21-2-0003 and USAO No.: 2019V00859	Federal	U.S. Department of Justice, Washington	On April 13, 2021, KFHP received a Civil Investigative Demand (CID No.: CID-21-2-0003 and USAO No.: 2019V00859) from the U.S. Department of Justice, Washington regarding claims submitted to federal programs in connection with insulin prescriptions.	N/A	The DOJ closed out its investigation with no action against KP entities.
3	United States ex. rel. Ronda Osinek, et al. v. Kaiser Permanente, et al.	13-cv-03891	Federal	U.S. Department of Justice (DOJ) and Department of Health and Human Services – Office of Inspector General	Pursuant to civil subpoenas, KFHP and KFH have provided documents and information to the U.S. Department of Justice (DOJ) and Department of Health and Human Services – Office of Inspector General relating to Medicare Part C risk adjustment practices, policies, and programs. On July 27, 2021, the Civil Division of the DOJ filed a notice indicating its intervention in certain aspects of lawsuits previously filed under seal against several Kaiser Permanente Medical Care Program entities. On October 25, 2021, the DOJ filed its complaint in intervention against those entities.	N/A	The case was filed in the Northern District of California (13-cv-03891) and is proceeding. The defendant entities intend to defend the case.

Ohana							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	Maka, Mary B. v. Wellcare Health Insurance of Arizona, Inc. dba 'Ohana Health Plan, etc.	Civil No. 19-0139-01	State Case	State of Hawaii, Third Circuit Court	On July 11, 2019, the Company was served with litigation from former Ohana member, Mary Maka which was filed in HI state court. The complaint alleges that WellCare breached the covenant of good faith and fair dealing owed to Plaintiff by failing to arrange, coordinate, and provide care that Plaintiff's treating physician ordered, which was not excluded under the Plaintiff's plan with Ohana. The Complaint states that amputation of Plaintiff's leg is a result of the above allegations. No monetary demand specified in the Complaint. Case settled after mediation in January 2023.	N/A	Case Closed
2	Feinberg, Soleil v. State of Hawaii DHS Directors	Civil No. CV 19-00289 JMS-WRP	Federal Case	United States District Court for the District of Hawaii	Former 'Ohana member has filed suit against the State of Hawaii for failure to administer mental health services, programs, and activities in the most integrated setting appropriate under the Americans with Disabilities Act and the Rehabilitation Act. State of Hawaii initially tendered defense to WellCare, but WellCare declined the tender, as the allegations involved the scope of the Medicaid program rather than 'Ohana's conduct. Case settled in December 2023. 'Ohana had no involvement in the settlement and terms were not disclosed to 'Ohana.	N/A	Case Closed
3	Josserme, George v. 'Ohana Health Plan	1SC19-1-1797	State Case	Honolulu Division, State of Hawaii, Small Claims Division of the District Court of the First Circuit	Small claims suit brought in 2019 by a member alleging improper discharge and refusal to provide continuous treatment by doctor. Plaintiff suffered from chest pains and uncontrollable diarrhea, and claimed that improper treatment resulted in destruction of Plaintiff's personal property. Plaintiff sought \$954.24 in damages and the matter settled at a mandatory mediation with the small claims court.	N/A	Case Closed
4	Sundt, Lillian Jean v. 'Ohana Health Plan, WellCare Health Insurance of Hawaii, Inc.	Civil No. 3DRC-24-0000553	State Case	Puna Division, State of Hawaii, District Court of the Third Circuit	Former 'Ohana member filed suit purporting that she was entitled to reimbursement for an Airbnb for her family and other travel expenses in conjunction with a covered transplant surgery in New York. Plaintiff demands \$10,298.23.	N/A	Pending
United							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	JASON SCUTT, an individual, on behalf of himself vs. UNITEDHEALTH INSURANCE CO AND SUBSIDIARIES; MAUI COMMUNITY CLINIC AKA "MALAMA I KE OLA"	CV-21-00323-JAO-RT	Federal case	United States District Court	Member dispute asserting claims for medical malpractice, defamation, and violation of Title II of the Americans with Disabilities Act	N/A	Matter closed via settlement 10/4/2022.
2	H. H. v. Evercare	HER-11-156920; Civil No. 11-1-2903-11; ICA CAAP-12-0000645; Civil No. 19-1-1415-09 JHA.	State case	First Circuit Court (1CC), State of Hawaii	Member dispute regarding benefit determination and attorneys' fees.	N/A	Benefit dispute resolved via stipulation of the parties on 4/26/2017. Attorneys' fees resolved via award issued by the Commissioner on 12/3/2018. A motion for award of prejudgment interest on the attorneys' fee awards was denied by the Commissioner on 8/8/2019. That order was appealed to the 1CC, and affirmed in March 2020. The member appealed to the ICA, and on 2/24/2023, the ICA issued a Memorandum Opinion affirming the Commissioner's denial of prejudgment interest. No appeal was taken.
3	A. D. S. v. Evercare	HER-10-154685; Civil No. 11-1-2542-10; ICA CAAP-12-0000647	State case	Intermediate Court of Appeals (ICA), State of Hawaii	Initial dispute regarding benefit determination resolved, pending issue of attorney fees.	N/A	Matter resolved via settlement on 6/26/2023.

4	J.D.R., et al. v. Evercare (NOTE: one of five benefit disputes that were all resolved at the same time, in the same way, and then consolidated for the initial attorneys' fee order. The cases remained consolidated throughout the appeals process until the remand in April 2017. The other cases are: F.B. v. Evercare (HER-11-156241), F.H. v. Evercare (HER-11-156361), J.V. v. Evercare (HER-11-156251), and T.A. v. Evercare (HER-11-155842). Separate appeals were taken of the orders issued by the Commissioner on remand by J.D.R., F.B., J.V. and T.A. Only F.B., J.V., and T.A. have appeals pending at the ICA.)	HER-11-156251; Civil No. 11-1-2533-10; ICA CAAP-12-0000646.	State case	Intermediate Court of Appeals (ICA), State of Hawaii	Initial disputes regarding benefit determinations resolved, pending issue of attorney fees.	N/A	Matter resolved via settlement on 6/26/2023.
5	H.M. v. Evercare	HER-09-152033; Civil No. 10-1-2328-10 KKS; Civil No. 11-1-2695-11 RAN; Civil No. 19-1-1415-09 JHA	State case	First Circuit Court (1CC), State of Hawaii	Initial dispute regarding benefit determination resolved, pending issue of attorney fees.	N/A	Benefit dispute resolved via stipulation of the parties on 4/26/2017. Attorneys' fees resolved via award issued by the Commissioner on 12/3/2018. A motion for award of prejudgment interest on the attorneys' fee awards was denied by the Commissioner on 8/8/2019. That order was appealed to the 1CC, and affirmed in March 2020. The member appealed to the ICA, and on 2/24/2023, the ICA issued a Memorandum Opinion affirming the Commissioner's denial of prejudgment interest. No appeal was taken.
6	JRQ v. UnitedHealthcare Insurance Company	1:14-cv-00497-LEK-RLP	Federal case	Ninth Circuit Court of Appeals	Member sued alleging various federal and state law claims relating to benefit dispute re wheelchair.	N/A	Ninth Circuit Court of Appeals entered judgment in favor of UHIC on 10/30/2019.
7	Hawaii Coalition for Health v. UnitedHealthcare Insurance Company et. al.	INS-DR-2015-002	State hearing	Hawaii Dept. of Commerce and Consumer Affairs, Ins. Div.	Petitions seeks declaration that UHIC and other PBMs are in violation of HRS ch. 431R regarding specialty pharmacy networks and dispensing.	N/A	Matter closed 6/28/2021 due to no activity.
8	MetroPacific Group, Corp. v. UnitedHealthcare, et al.	Civil No. 15-1-0399; 3rd Circuit Court	State case	3rd Circuit Court; Dispute Prevention & Resolution (DPR)	Provider dispute alleging underpayment for LTC services provided to QExA members on the Big Island by UHIC and Ohana Health Plan	N/A	Litigation dismissed on 10/22/2019.
9	EAL Leasing, Inc. dba Emergency Airlift v. United Healthcare Services, Inc.	1:18-cv-02008	Federal case	USDC, D. Or.	Air ambulance provider filed a lawsuit in Oregon state court alleging non-payment of air ambulance transportation provided to a member from Hawaii to San Diego.	N/A	Matter resolved via settlement on 1/6/2020.
10	EAL Leasing, Inc. dba Emergency Airlift v. United Healthcare Services, Inc.	1:18-cv-02011	Federal case	USDC, D. Or.	Air ambulance provider filed a lawsuit in Oregon state court alleging non-payment of air ambulance transportation provided to a member from Hawaii to San Diego.	N/A	Matter resolved via settlement on 1/6/2020.
11	G.H. v. UnitedHealthcare Community Plan	1DSC-23-0000309	State case	Small Claims Court; Honolulu County	Member filed a lawsuit in HI alleging non-payment of benefits.	N/A	Matter resolved via settlement on 6/13/2023

Health Plan Notes

United

To the best of our knowledge and belief, UnitedHealthcare Insurance Company ("UHIC") is not a party to any ongoing state or federal sanction proceedings, prohibitions, restrictions, or ongoing criminal investigations related to the provision of Medicare or Medicaid services. In addition, as a health insurance company operating in 49 states, 5 territories and the District of Columbia, UHIC is subject to various market conduct and financial audits in the normal course of business, which may or may not result in the implementation of corrective action plans. We do not consider these to be civil or criminal investigations within the scope of the request.

UHIC is subject to various civil actions in the form of litigation or agency proceedings, mostly involving benefit disputes with members and/or providers. UHIC is currently involved in several matters in Hawaii and other jurisdictions, as described in the above table. UHIC is involved in litigation outside of Hawaii, none of which involve residents of Hawaii or impact QUEST Integration.

Finally, UHIC has not had any penalties imposed related to the provision of Medicare or Medicaid services involving residents of Hawaii or the Hawaii QUEST Integration Program during the reporting period.

Contributions to the Community

Provide the information below on contributions to the community. Include contribution recipient and amount devoted to Hawaii community development projects and health enhancements. Do not include contracted services. The Health Plan shall combine all contributions of less than \$1,000 into one entry.

The Health Plan shall enter the reporting period in cell B3 as the State Fiscal Year (SFYxx).	SFY24
AlohaCare	
Recipient	Amount
AFHA of Hawaii	\$ 1,250.00
Aloha House Inc	\$ 15,000.00
Aloha United Way	\$ 5,000.00
Alzheimer's Disease & Related Disorders Assn Inc	\$ 3,000.00
American Academy of Pediatrics	\$ 7,300.00
American Diabetes Association	\$ 10,000.00
American Heart Association Inc	\$ 30,000.00
American Lung Association	\$ 22,000.00
Association of Hawaiian Civic Clubs	\$ 1,500.00
Autism Society of Hawaii	\$ 1,250.00
Azara Healthcare	\$ 21,675.39
Blood Bank of Hawaii	\$ 25,000.00
Boys & Girls Clubs of Maui Inc	\$ 10,765.00
Boys And Girls Club of Hawaii	\$ 30,500.00
Child & Family Service	\$ 7,500.00
Community Clinic of Maui Inc	\$ 40,000.00
Community People Ministries	\$ 7,500.00
Council for Native Hawaiian Advancement	\$ 5,000.00
Domestic Violence Action Center	\$ 1,000.00
East Hawaii IPA	\$ 15,000.00
Family Hui Hawaii	\$ 5,400.00
Family Promise of Hawaii	\$ 7,500.00
Friends of Hawaii Home Project	\$ 5,000.00
Gregory House Programs	\$ 5,000.00
Habitat for Humanity Leeward Oahu Inc	\$ 5,000.00
Hamakua Health Center Inc	\$ 5,000.00
Hawaii Alliance of Nonprofit Organizations	\$ 25,000.00
Hawaii Appleseed	\$ 7,000.00
Hawaii Children'S Action Network	\$ 2,000.00
Hawaii Health & Harm Reduction Center	\$ 6,000.00
Hawaii Primary Care Assoc.	\$ 65,920.00
Hawaii Public Health institute	\$ 7,500.00
Hawaii State Coalition Against Domestic Violence	\$ 5,000.00
Health Management Associates Inc	\$ 15,000.00
Healthy Mothers Health Babies Coalition of Hawaii	\$ 10,000.00
Imua Family Services	\$ 7,400.00
Island of Hawaii YMCA	\$ 10,000.00
Kauai Path Inc	\$ 2,000.00
Kids Hurt Too Hawaii	\$ 5,000.00
Kokua Kalihi Valley	\$ 47,736.36
Kona Hospital Foundation	\$ 5,000.00
Lanai Community Health Center	\$ 18,000.00
Malama Kidney Center LLC	\$ 20,585.00
March of Dimes	\$ 24,500.00
Marshallese Association of Kauai	\$ 10,000.00
Medicaid Health Plans of America Inc	\$ 30,000.00
Mental Health Association in Hawaii	\$ 5,000.00
Motiv8 Foundation Inc	\$ 12,500.00
Na Lei Wili Area Health Education Center Inc	\$ 5,000.00

National Alliance On Mental Illness Hawaii	\$	2,500.00
Native Hawaiian Chamber of Commerce	\$	4,250.00
Oahu Publications Inc	\$	13,089.00
Pacific American Foundation	\$	5,021.00
Pacific Basin Communications Llc	\$	20,418.84
Partners in Care	\$	2,500.00
Philippine Medical Association of Hawaii	\$	2,500.00
Philippine Nurses Association of Hawaii	\$	5,000.00
Popolo Project Inc	\$	5,000.00
Project Vision Hawaii	\$	7,500.00
Pu'a Foundation	\$	5,000.00
Shidler College of Business	\$	5,000.00
University Clinical Education & Research Associates	\$	1,850.00
Waianae Coast Comprehensive Health Center	\$	29,500.00
We are Oceania	\$	5,000.00
Weed and Seed Hawaii Inc	\$	2,000.00
West Hawaii Community Health Center Inc	\$	10,000.00
Sponsorships less than \$1,000	\$	1,975.00
Total	\$	767,385.59

HMSA	
Recipient	Amount
Combined contributions of individual contributions totaling less than \$1000	\$ 9,490.00
Hawaii Foodbank	\$ 10,000.00
Akamai Living Big Island Senior Fair	\$ 1,160.00
Akamai Living Big Island Senior Fair	\$ 5,000.00
Maui Wildfire Free Grief Support	\$ 10,000.00
Med-QUEST Stay Well Stay Covered Campaign	\$ 10,000.00
Kaimana Awards & Scholarship Program (scholarship winners)	\$ 20,000.00
Kaimana Awards & Scholarship Program (call for applications)	\$ 10,000.00
Maui Wildfire Call for Donations	\$ 10,000.00
American Cancer Society	\$ 10,000.00
Alzheimer's Association	\$ 10,000.00
Kukui Grove Mall	\$ 1,000.00
Kapolei Chamber of Commerce	\$ 1,000.00
Community Coalition of Kauai County	\$ 1,000.00
Joint Base Pearl Harbor Hickam	\$ 1,000.00
Big Island Substance Abuse Council	\$ 1,250.00
Filipino Jaycees of Honolulu	\$ 2,500.00
C&C	\$ 4,000.00
Hawaii Active Seniors Expo Educating Families and Kupuna	\$ 4,500.00
Maui Chamber of Commerce	\$ 5,000.00
808 Race Hawaii	\$ 5,500.00
Hawaii LGBT Legacy Foundation	\$ 7,500.00
Hawaii County Parks & Rec. ERS	\$ 4,000.00
HHIPA	\$ 10,000.00
Star Advertiser	\$ 10,000.00
Kapiolani Health Foundation	\$ 25,000.00
Dynamic Community Solutions	\$ 25,000.00
Breastfeeding Hawaii	\$ 25,000.00
Boys & Girls Club of America	\$ 50,000.00
Blood Bank of Hawaii	\$ 75,000.00
Aloha United Way	\$ 100,000.00
National Fitness Campaign	\$ 150,000.00
Five Mountains Hawaii	\$ 100,000.00
Hawaiian Community Assets, Inc.	\$ 65,000.00
Kokua Kalihi Valley Comprehensive Family Service	\$ 100,000.00

Kualoa Heeiea Ecumenical Youth Project	\$	75,000.00
Kumano I Ke Ala	\$	60,000.00
Ma Ka Hana Ka Ike	\$	75,000.00
Molokai Child Abuse Prevention Pathways	\$	50,000.00
Partners in Development Foundation (We Are Oceania)	\$	50,000.00
The Food Basket, Inc.	\$	75,000.00
Waimanalo Health Center	\$	100,000.00
UH JABSOM	\$	1,000,000.00
UH NAWSON	\$	200,000.00
We Are Oceania	\$	20,000.00
Hawaii Community Foundation (Maui Strong Fund)	\$	50,000.00
Samaritan Counseling Center Hawaii	\$	15,000.00
Queen's Medical Center	\$	15,000.00
Healthy Mothers, Healthy Babies Coalition of Hawaii (Fiscal Sponsor for Kokua Lahaina Rising)	\$	15,000.00
Maui Police Department	\$	11,000.00
Boys & Girls Club of Hawaii	\$	15,000.00
Maui Family Support Services (Fiscal Sponsor for Ho'oikaika Partnership)	\$	15,000.00
Friends of the Children's Justice Center	\$	20,000.00
Hawaii Primary Care Association	\$	6,000.00
Hawaii Island HIV/AIDS Foundation dba Kumukahi Health & Wellness	\$	20,000.00
Island of Hawaii YMCA	\$	20,000.00
Hamakua-Kohala Health Center	\$	1,000.00
Elepaio Social Services	\$	1,000.00
Hawaiian Humane Society	\$	1,000.00
Going Home Hawaii	\$	1,000.00
Community Empowerment Resources	\$	1,000.00
Kauai Habitat	\$	1,000.00
Association of Fundraising Professionals	\$	1,000.00
Boys & Girls Club Kauai	\$	1,000.00
The Matreya Institute	\$	1,000.00
Alzheimer's Association	\$	1,000.00
Odo Foundation	\$	1,000.00
Big Brothers Big Sisters of Maui	\$	1,000.00
Kona Hospital Foundation	\$	1,000.00
Kahoomiki	\$	1,000.00
Hawaii Care Choices	\$	1,000.00
Proformance Hawaii	\$	1,000.00
Hawaii Parkinson Association	\$	1,000.00
Maui AIDS Foundation	\$	1,000.00
Spill the Tea Cafe	\$	1,000.00
Adult Foster Homecare Association	\$	1,375.00
Hawaii Pacific Gerontological Society	\$	1,500.00
Hawaii Farm Bureau Federation	\$	1,500.00
Hawaii HOME Project	\$	1,500.00
National Kidney Foundation	\$	1,500.00
Hawaii Literacy	\$	2,000.00
Iolani School	\$	2,000.00
Hawaii State AFL-CIO Charity Golf Tournament	\$	2,000.00
Maui 5k	\$	2,000.00
Hawaii Athletic Trainers Association	\$	2,000.00
Ka Hale a Ke Ola	\$	2,000.00
RISE HI	\$	2,000.00
UH Foundation/JABSOM Alumni Association	\$	2,000.00
HGEA	\$	2,500.00
Hawaii Health and Harm Reduction Center	\$	2,500.00
Adult Friends for Youth	\$	2,500.00

Institute on Violence, Abuse and Trauma	\$	2,500.00
Hoa Aina O Makaha	\$	2,500.00
Boys & Girls Club Kauai	\$	2,500.00
Domestic Violence Action Center	\$	2,500.00
Lanakila Pacific	\$	2,500.00
American Cancer Society Hawaii	\$	2,500.00
Helping Hands Hawaii	\$	2,500.00
Hawaii COPD Coalition	\$	3,000.00
Hilo Medical Center Foundation	\$	3,000.00
Kapiolani Health Foundation (Sex Abuse Treatment Center)	\$	3,000.00
Kuakini Foundation	\$	3,500.00
Mental Health America of Hawaii	\$	3,500.00
Diamond Head Theatre	\$	4,000.00
YWCA of Oahu	\$	4,000.00
Girl Scouts of Hawaii	\$	4,500.00
MA'O Organic Farms	\$	4,800.00
Project Vision Hawaii	\$	5,000.00
March of Dimes	\$	5,000.00
UH Foundation - Shidler Alumni Association	\$	5,000.00
Shriners Hospitals	\$	5,000.00
Family Programs Hawaii	\$	5,000.00
Hui o Wa'a Kaulua	\$	5,000.00
Make-a-Wish Hawaii	\$	5,000.00
Make-a-Wish Hawaii	\$	5,000.00
Move Oahu Forward	\$	5,000.00
Center for Tomorrow's Leaders	\$	5,000.00
Boys & Girls Club of Maui	\$	5,000.00
Hawaii Academy of Science	\$	5,000.00
March of Dimes	\$	5,000.00
Public Schools of Hawaii Foundation	\$	5,000.00
Hawaii Mothers' Milk	\$	5,000.00
YMCA of Honolulu	\$	5,000.00
After-School All-Stars	\$	5,000.00
Project Vision Hawaii	\$	5,000.00
Boys & Girls Club of Maui	\$	5,000.00
HIPHI	\$	5,000.00
Navian Hawaii	\$	6,000.00
March of Dimes	\$	6,800.00
Hawaii Foodbank	\$	7,500.00
UH Foundation/JABSOM	\$	7,500.00
Adventist Health Castle	\$	7,500.00
Hilo Storm	\$	8,500.00
PATCH	\$	8,500.00
Kids Hurt Too	\$	8,500.00
YWCA of Kauai	\$	8,500.00
Cancer Kids of Hawaii	\$	8,500.00
St. Francis Healthcare Foundation	\$	10,000.00
Hawaii Symphony Orchestra	\$	10,000.00
East Hawaii IPA	\$	10,000.00
Hawaii Medical Association	\$	10,000.00
Washington Place Foundation	\$	10,000.00
Hale Kipa	\$	10,000.00
American Heart Association	\$	15,000.00
Kapiolani Health Foundation	\$	15,000.00
Family Promise Hawaii	\$	20,000.00
Manoa Valley Theatre	\$	20,000.00
Aloha Council, Boy Scouts of America	\$	25,000.00

Hawaii Community Foundation	\$ 25,000.00
Hawaii Cancer Consortium	\$ 250,000.00
Government Reimbursement Shortfall Covered by Commercial Plans (all health plan related lines of business)	\$404,000,000 - \$535,000,000
Total	\$407,494,375 - \$538,494,375

Kaiser	
Recipient	Amount
Combined contributions of individual contributions totaling less than \$1000	\$ -
Kaiser Permanente Hawaii Medical Financial Assistance Program	\$ 9,201,811.00
Medicaid/SCHIP Members	\$ 1,579,785.00
Kaiser Permanente Hawaii Undergraduate Internship Program	\$ 13,779.00
ETP (Educational Theater Program)	\$ 155,848.00
Medical Education and Training Nursing Education Programs: -University of Hawaii at Manoa -Chaminade University Laboratory Technology: -Kapiolani Community College (Medical Tech) -Kapiolani Community College (Phlebotomy) -Texas Tech University (Medical Tech) -University of Hawaii at Manoa (Medical Tech) Pharmacy: -University of Hawaii at Hilo Daniel K. Inouye College of Pharmacy Physical Therapy: -Creighton University -Pacific University -University of Hawaii -University of California at Irvine	\$ 319,323.00
BEST BUDDIES INTERNATIONAL INC	\$ 80,000.00
FAMILY VIOLENCE & SEXUAL ASSAULT	\$ 15,000.00
HAWAII INVESTMENT READY	\$ 98,977.00
HAWAII SCHOOL NUTRITION ASSOCIATION	\$ 2,500.00
KANIKAPILA PROJECT	\$ 15,000.00
MAUI FAMILY SUPPORT SERVICES INC	\$ 150,000.00
MOUNTAIN FOUNTAIN CREATIONS	\$ 12,500.00
PACIFIC AMERICAN FOUNDATION	\$ 75,000.00
PARTNERS IN DEVELOPMENT FOUNDATION	\$ 75,000.00
PROJECT VISION HAWAII	\$ 90,000.00
UNIVERSITY OF HAWAII FOUNDATION	\$ 250,000.00
UNIVERSITY OF HAWAII FOUNDATION	\$ 240,000.00
PIHA WELLNESS AND HEALING	\$ 50,000.00
PLAYERS PHILANTHROPY FUND	\$ 50,000.00
IMUA FAMILY SERVICES	\$ 50,000.00
NATL COUNCIL FOR BEHAVIORAL HEALTH	\$ 1,176,882.00
ELEPAIO SOCIAL SERVICES	\$ 50,000.00
HEALTHY MOTHERS HEALTHY BABIES	\$ 75,000.00
HAWAII WORKERS CENTER	\$ 20,000.00
HAWAII PUBLIC HEALTH INSTITUTE	\$ 50,000.00
UNITED STATES VETERANS INITIATIVE	\$ 50,000.00
AMERICAN HEART ASSOCIATION INC	\$ 80,000.00
HOPE SERVICES HAWAII INC	\$ 75,000.00
HAWAII HEALTH INFORMATION EXCHANGE	\$ 30,000.00
INSTITUTE FOR NATIVE PACIFIC EDUCATION	\$ 50,000.00
PURPLE MAIA FOUNDATION	\$ 50,000.00
YOUNG WOMENS CHRISTIAN ASSOCIATION	\$ 50,000.00
MAUI ECONOMIC DEVELOPMENT BOARD INC	\$ 50,000.00

KULA NO NA POE HAWAII	\$	30,000.00
BOYS AND GIRLS CLUB OF HAWAII	\$	50,000.00
PARTNERS IN CARE OAHU CONTINUUM OF CARE	\$	50,000.00
HOIWAI FUND	\$	30,000.00
GOODWILL INDUSTRIES OF HAWAII INC	\$	45,000.00
NA HOALOHA-MAUI INTERFAITH VOLUNTEER	\$	50,000.00
MAUI UNITED WAY	\$	95,000.00
IMUA FAMILY SERVICES	\$	96,000.00
BOYS AND GIRLS CLUBS OF MAUI INC	\$	150,000.00
LUNALILO HOME	\$	75,000.00
FAMILY LIFE CENTER INC	\$	95,000.00
SURFING MOMS	\$	30,000.00
HAWAII HEALTH & HARM REDUCTION CENTER	\$	50,000.00
MAUI ECONOMIC DEVELOPMENT BOARD INC	\$	45,000.00
HAWAII APPLESEED CENTER FOR LAW AND	\$	50,000.00
IHS THE INSTITUTE FOR HUMAN SERVICES INC	\$	3,400.00
MAUI HUB	\$	95,000.00
MAUI ARTS & CULTURAL CENTER	\$	75,000.00
IHS THE INSTITUTE FOR HUMAN SERVICES INC	\$	75,000.00
GOODWILL INDUSTRIES OF HAWAII INC	\$	50,000.00
FEED THE HUNGER FUND	\$	95,000.00
GRANTS CENTRAL STATION	\$	95,000.00
HAWAII FOOD BANK	\$	75,000.00
MAUI HULIAU FOUNDATION	\$	20,000.00
HAWAII APPLESEED CENTER FOR LAW AND	\$	25,000.00
PAPA OLA LOKAHI	\$	20,000.00
PACIFIC GATEWAY CENTER	\$	20,000.00
FILIPINO COMMUNITY CENTER INC	\$	20,000.00
Hawaii Community Foundation	\$	2,625,600.00
THE FOOD BASKET	\$	45,000.00
PARTNERS IN CARE	\$	45,000.00
Total	\$	18,656,405.00

Ohana	
Recipient	Amount
KAPIOLANI CHILDRENS MIRACLE NETWORK	\$ 5,000.00
MAUI FOOD BANK INC	\$ 15,000.00
ALZHEIMER'S ASSOCIATION	\$ 1,000.00
AUNT BERTHA	\$ 25,000.00
DUN PRODUCTION HAWAII	\$ 1,257.00
GREGORY HOUSE PROGRAMS	\$ 2,500.00
HAWAII PRIMARY CARE ASSOCIATION	\$ 6,000.00
HEALTH MANAGEMENT ASSOCIATES	\$ 7,500.00
HEALTHY MOTHERS HEALTHY BABIES	\$ 3,000.00
KAHO OMIKI	\$ 5,000.00
LEGAL AID SOCIETY	\$ 9,750.00
MENTAL HEALTH AMERICA OF HAWAII	\$ 5,500.00
MOTIV8 FOUNDATION	\$ 12,500.00
NAMI HAWAII	\$ 5,000.00
OAHU PUBLICATIONS	\$ 16,000.00
PACIFIC BASIN COMMUNICATION	\$ 2,000.00
PARTNERS IN CARE	\$ 3,200.00
THE CAREGIVER FOUNDATION	\$ 24,000.00
UNIVERSITY OF HAWAII	\$ 1,500.00
YMCA OF HONOLULU	\$ 16,000.00
OTHER	\$ 1,400.00
Total	\$ 168,107.00

United	
Combined contributions of individual contributions totaling less than \$1000	\$ 2,359.15
Kapiolani Health Foundation	\$ 96,940.00
Hawaii Island HIV AIDS Foundation	\$ 95,000.00
Helping Hands Hawaii	\$ 90,000.00
University Health Partners of Hawaii	\$ 86,740.00
Kona Hospital Foundation	\$ 75,915.00
Kauai Region Recovery Services	\$ 75,000.00
Hilo Medical Center Foundation	\$ 54,000.00
Community Clinic of Maui	\$ 50,000.00
Lanai Community Health Center	\$ 25,000.00
Native Hawaiian Education Association	\$ 25,000.00
American Heart Association	\$ 15,000.00
Alzheimers Association	\$ 11,500.00
Healthy Mothers Healthy Babies Coalition	\$ 10,000.00
March of Dimes	\$ 8,000.00
Big Island Annual Healthcare Symposium	\$ 7,500.00
Waianae Coast Comprehensive Health Center	\$ 7,500.00
Hawaii Primary Care Association	\$ 6,000.00
Kokua Mau	\$ 6,000.00
Caregiver Foundation	\$ 5,000.00
Lanakila Pacific Meals on Wheels	\$ 5,000.00
National Kidney Foundation	\$ 5,000.00
Salvation Army Kroc Center	\$ 5,000.00
Community First	\$ 4,000.00
Kumukahi Health & Wellness	\$ 2,500.00
Philippine Medical Association of Hawaii	\$ 2,500.00
Kualoa-Heela Ecumenical Youth	\$ 2,000.00
Adult Foster Homecare Association of Hawaii	\$ 1,500.00
Farrington Alumni and Community Foundation	\$ 1,500.00
Waikiki Health	\$ 1,500.00
Waimanalo Health Center Pain Clinic	\$ 1,000.00
Total	\$ 783,954.15

Health Plan Notes

Kaiser

* Kaiser Foundation Health Plan, Inc. contracts with MedImpact for all lines of business and does

Management and Administrative Contracts

5) Provide the information below on any **management and administrative service** contracts for Med-QUEST services made in Hawaii and outside of the State, including a description of the purpose and cost of each contract. Contracts should be limited to those necessary to manage and administer health plan services. Include subcontractors. Do not include network healthcare providers. Health plan shall assign each contract to only one category based on health plan's determination of primary service performed by that contractor.

The Health Plan shall enter the reporting period in cell B3 as the State Fiscal Year (SFYxx).	2024		
AlohaCare			
Contractor Name	Description of Contract Purpose (briefly describe the services provided)	Cost (SFY24)	Select a primary category for this contract
Accuity LLP	Financial Audit	\$ 195,427.94	Administration, Finance, Program Integrity
Adhere Health	Consulting services for quality improvement related to the sub-optimal use of a prescribed drug therapy for At-Risk Members and non-compliant Members	\$ 4,709.76	Quality
Administep/Legacy	Operates clearing house	\$ 43,388.16	Administration, Finance, Program Integrity
Advent Advisory Group LLC	HEDIS / Data Validation	\$ 82,835.00	Quality
AGK Consulting LLC	Provider contract review and consulting	\$ 15,750.00	Provider Network and Services
American Well	Telehealth	\$ 37,367.50	Covered Benefits and Services
Amy Ruth Lincoln	HEDIS	\$ 690.00	Quality
AON Consulting Inc.	CMS Data Validation consulting	\$ 29,319.34	Administration, Finance, Program Integrity
Arine, Inc.	Medication Therapy Management program	\$ 49,536.16	Quality
ATTAC Consulting Group LLC	Credentialing Advisory Service, HEDIS Data Submission	\$ 21,120.00	Quality
Axiom Re, LP	Agency to assist with PBM RFP	\$ 87,500.00	Administration, Finance, Program Integrity
Bizagi	IT, Cloud Server	\$ 109,098.00	Administration, Finance, Program Integrity
CarelonRx, Inc	Pharmacy benefit & management	\$ 3,359,304.20	Covered Benefits and Services
Carenet Healthcare Services	Nurse advice line	\$ 75,891.63	Covered Benefits and Services
Centauri Health Solutions	Data Collection, Analysis & Reporting on Utilization of Services	\$ 82,800.00	Utilization Management
Change Healthcare/Altegra Health	Encounter reporting and analytics	\$ 533,707.05	Administration, Finance, Program Integrity
Clinical Laboratories of Hawaii LLP	Lab data extraction	\$ 8,400.00	Quality
Cody Consulting Group Inc	CMS Document Consulting	\$ 24,062.50	Administration, Finance, Program Integrity
Cognizant TriZetto	Billing Automation Services	\$ 178,569.24	Administration, Finance, Program Integrity
ComCom Systems Inc	Claims Processing	\$ 20,751.48	Administration, Finance, Program Integrity
CommandDirect	Healthcare Communications	\$ 39,845.10	Administration, Finance, Program Integrity
Concur Technologies	Finance Invoice and Expense System	\$ 38,039.66	Administration, Finance, Program Integrity
Conduent	Data Mining Consulting Services	\$ 2,662.57	Administration, Finance, Program Integrity
Council for Affordable Quality Healthcare, Inc.	Credentialing Services	\$ 3,366.79	Administration, Finance, Program Integrity
DataStat Inc	Data collection	\$ 11,145.50	Quality
Diagnostic Laboratory Services, Inc.	Lab data extraction	\$ 6,282.72	Administration, Finance, Program Integrity

Edward Enterprises Inc.	Booklet Enterprises, Printing, Invitations	\$	434,591.92	Administration, Finance, Program Integrity
Eleven17	Social media management services	\$	54,293.19	Administration, Finance, Program Integrity
Elizabeth Graham	HEDIS	\$	14,043.40	Quality
EOH Enterprises	IT management	\$	41,703.86	Administration, Finance, Program Integrity
Experian Marketing Solutions	IT License - Address Validation	\$	10,175.74	Administration, Finance, Program Integrity
Fatima Mahamat	HEDIS	\$	1,564.00	Quality
Health Catalyst Inc	Consulting Services for improvement of care data warehouse	\$	1,697,182.04	Administration, Finance, Program Integrity
Healthedge	G8 Software; Altruista Licensing, care management tool	\$	367,493.60	Administration, Finance, Program Integrity
HealthLogix	Mailings to disease management program participants	\$	167,615.36	Administration, Finance, Program Integrity
HealthStream, Inc.	Credentialing and Provider Data Management Platform	\$	74,508.50	Provider Network and Services
i2i Population Health	IT, Community Health Center Data	\$	9,319.80	Quality
Icario Health	Member Rate Adjustments	\$	8,000.00	Quality
IllumiCare, Inc.	IT - Electronic Medical Record	\$	15,675.00	Administration, Finance, Program Integrity
Inovalon	HEDIS Review Services	\$	606,797.56	Quality
Integritas Medicare, LLC	Compliance program effectiveness audit	\$	12,800.00	Administration, Finance, Program Integrity
IntelliRide	Member Transportation Services	\$	1,369,478.57	Covered Benefits and Services
Island Micro Solutions	Finance Software System	\$	5,522.51	Administration, Finance, Program Integrity
Jade Smith	HEDIS	\$	7,785.25	Quality
Jennifer Couch	HEDIS	\$	54,366.47	Quality
Jennifer Mann	HEDIS	\$	13,242.57	Quality
Lacee Paiz	HEDIS	\$	2,570.30	Quality
Language Services Associates	Interpretations	\$	16,683.00	Member Services
Level 3 Communications	Telecommunications	\$	295,422.67	Administration, Finance, Program Integrity
Lisa Forton	HEDIS	\$	59,637.57	Quality
Managed Healthcare Resources Inc	NCQA Consultant	\$	21,118.75	Administration, Finance, Program Integrity
Market Trends Pacific Inc	Member Survey	\$	14,994.76	Provider Network and Services
Mary Hoffmann	HEDIS	\$	10,485.86	Quality
Medical Review Institute of America	Physician review services for quality & utilization mgmt.	\$	28,598.65	Utilization Management
Michelle Jaruf	HEDIS	\$	14,164.46	Quality
Milici Valenti Ng Pack Inc	Public Relations & Advertising	\$	212,960.88	Administration, Finance, Program Integrity
Milliman Inc	Actuarial Services	\$	133,603.67	Administration, Finance, Program Integrity
News Exposure LLC	Customized media Intelligence solutions	\$	7,497.38	Administration, Finance, Program Integrity
NWN Corporation	Consulting services for improvement of care data	\$	30,368.33	Quality
Optum360	Improve Billing Accuracy	\$	5,695.52	Administration, Finance, Program Integrity
Oracle America, Inc.	Accounting ERP	\$	36,650.95	Administration, Finance, Program Integrity

PaySpan Inc	Provider Payments System	\$	98,247.60	Administration, Finance, Program Integrity
Physician Exchange	After hours & weekend telephone & assistance coverage	\$	7,492.15	Provider Network and Services
Professional Image, Inc.	Printing, Copying Materials	\$	31,153.17	Administration, Finance, Program Integrity
PSG Consulting LLC	PBM Financial audits	\$	4,476.44	Administration, Finance, Program Integrity
Quest Analytics LLC	IT, Software License	\$	100,517.89	Administration, Finance, Program Integrity
SAS Institute Inc.	Analytics Tool	\$	6,701.57	Administration, Finance, Program Integrity
Sirius Computer Solutions Inc	IT	\$	255,666.34	Administration, Finance, Program Integrity
Stella Catalan	HEDIS	\$	51,125.63	Quality
Tanetta Jones	HEDIS	\$	30,682.00	Quality
Zelis-Välenz Health	Cost Containment/Claims Editing/Bill Review and Audit	\$	450,312.16	Administration, Finance, Program Integrity
Total		\$	11,954,557.34	

HMSA			
Contractor Name	Description of Contract Purpose (briefly describe the services provided)	Cost (SFY24)	Select a primary category for this contract
American Well	Platform for HMSA Online Care	\$ 3,021,336.00	Covered Benefits and Services
Carelon Behavioral Health / Beacon Health Options, Inc	Behavioral Health, Service Coordination and Utilization Mangement	\$ 7,693,378.17	Covered Benefits and Services
Carenet Health (Carenet)	24-hour nurse call line	\$ 1,044,565.90	Covered Benefits and Services
CVS Caremark	Pharmacy Benefits Manager (PBM), Specialty Drug Services, Rare Disease Management	\$ 470,142.67	Covered Benefits and Services
eviCore Healthcare (eviCore)	Physical and Occupational therapy utilization management	\$ 2,821.50	Covered Benefits and Services
EyeMed	Claim processing, member servicing and provider inquiries for al routine vision services	\$ 576,539.55	Covered Benefits and Services
NIA Magellan Health, Inc. (NIA)	Radiology services, pain management, utilization management	\$ 886,414.08	Covered Benefits and Services
Firstsource	Claims operations, membership and enrollment functions, and some provider network, customer service and product design functions	\$ 7,793,605.44	Administration, Finance, Program Integrity
Ceridian	Payments to providers of home and community based services	\$ 6,495,537.38	Covered Benefits and Services
Total		\$ 27,984,340.69	

Kaiser			
Contractor Name	Description of Contract Purpose (briefly describe the services provided)	Cost (SFY24)	Select a primary category for this contract
Oneill Digital Solutions	Member materials printing and mailing	\$ 32,256.00	Administration, Finance, Program Integrity
Cardinal Mailing Services	Member materials printing and mailing	\$ 5,610.00	Administration, Finance, Program Integrity

MedImpact	Pharmacy benefits management system		*	Covered Benefits and Services
Bloodhound Technologies, Inc.	HEDIS and Non-HEDIS performance metric data analysis and reporting	\$	75,221.00	Quality
Medical Transportation Management, Inc.	Transportation services	\$	1,899,684.82	Covered Benefits and Services
Above and Beyond Case Management, LLC	Case management in foster homes	\$	158,392.36	Covered Benefits and Services
Absolute Care Management Services	Case management in foster homes	\$	63,151.20	Covered Benefits and Services
Advanced Case Management	Case management in foster homes	\$	27,825.88	Covered Benefits and Services
All Island Case Management Corp.	Case management in foster homes	\$	17,024.76	Covered Benefits and Services
Azil Case Management	Case management in foster homes	\$	2,628.08	Covered Benefits and Services
A&A Case Management Senior Services, LLC	Case management in foster homes	\$	4,418.64	Covered Benefits and Services
AAA Kamaaina Health Care	Case management in foster homes	\$	30,754.64	Covered Benefits and Services
Aloha and Malama Case Management	Case management in foster homes	\$	880.84	Covered Benefits and Services
Blue Water Resources, LLC	Case management in foster homes	\$	30,381.76	Covered Benefits and Services
Case Management Professionals, Inc.	Case management in foster homes	\$	38,771.40	Covered Benefits and Services
Case Management Solutions, LLC	Case management in foster homes	\$	38,193.80	Covered Benefits and Services
Health Services Hawaii 808, Inc.	Case management in foster homes	\$	46,625.18	Covered Benefits and Services
HI Secure Care Case Management Agency, LLC	Case management in foster homes	\$	22,064.32	Covered Benefits and Services
Kina'ole Case Management Agency, LLC	Case management in foster homes	\$	5,342.80	Covered Benefits and Services
Lacambra Case Management Agency	Case management in foster homes	\$	8,880.56	Covered Benefits and Services
Lokahi Case Management Agency, LLC	Case management in foster homes	\$	49,420.98	Covered Benefits and Services
Nightingale Case Management	Case management in foster homes	\$	75,954.40	Covered Benefits and Services
Ohana Case Management CCMA QI	Case management in foster homes	\$	78,033.76	Covered Benefits and Services
Quality Case Management, Inc.	Case management in foster homes	\$	16,172.80	Covered Benefits and Services
Residential Choices, Inc.	Case management in foster homes	\$	10,512.32	Covered Benefits and Services
	Total	\$	2,738,202.30	

Ohana			
Contractor Name	Description of Contract Purpose (briefly describe the services provided)	Cost (SFY24)	Select a primary category for this contract
Centene Corporation	Claims Administration	Covered under Corporate allocation	Administration, Finance, Program Integrity
Centene Corporation	Enrollment & Member Administration	Function performed at Corporate	Administration, Finance, Program Integrity
Centene Corporation	Marketing & Materials Fulfillment (i.e. sending me	Function performed at Corporate	Member Services
American Specialty Health System	Acupuncture	\$ 68,807.00	Covered Benefits and Services
Audiology Distribution, Inc. d/b/a HearUSA	Hearing services	\$ 145,280.00	Covered Benefits and Services
Ceridian	Payroll Processing for Self-Direction	\$ 66,876.00	Administration, Finance, Program Integrity
Pharmacy Benefits Manager (CVS & ESI)	Pharmacy administration	\$ 158,539.00	Covered Benefits and Services

Transportation (Intelliride)	Member transportation services	\$	6,814,521.00	Covered Benefits and Services
Premier Eye Care	Eye care administrative services	\$	2,872,783.00	Covered Benefits and Services
Translations (Interpretek, Translation Station)	Translation services	\$	40,296.00	Member Services
Healthhelp, LLC	Educative and collaborative model to improve me	\$	18,956.00	Utilization Management
NCH Management	Medical Oncology and Pediatric Utilization Manag	\$	102,283.00	Utilization Management
Liberty Dental Plan	Dental Services	\$	169,571.77	Covered Benefits and Services
DME (Medline Industries, United Medco, & STAT medical)	Medical Supplies	\$	3,166,730.74	Covered Benefits and Services
Molokai General	Meals on Wheels	\$	93,840.00	Covered Benefits and Services
Weight Watchers	Members weight loss program that builds healthy	\$	1,327.00	Covered Benefits and Services
Revel Health LLC	Platform to help healthcare organizations engage with members to improve health outcomes	\$	23,000.00	Quality
	Total	\$	13,742,810.51	

United			
Contractor Name	Description of Contract Purpose (briefly describe the services provided)	Cost (SFY24)	Select a primary category for this contract
Dayforce, fka Ceridian (in Hawaii)	Administration of payroll processing for caregivers (personal assistance and CHORE services)	\$ 64,227.66	Covered Benefits and Services
Modivcare, fka LogistiCare (mainland based with Hawaii Operations)	Non-emergent ground and air transportation benefit administration (estimated administration costs)	\$ 1,091,174.62	Covered Benefits and Services
	Total	\$ 1,155,402.28	

Health Plan Notes
Kaiser
* Kaiser Foundation Health Plan, Inc. contracts with MedImpact for all lines of business and does not have a Medicaid specific contract.
United
For State Fiscal Year 2024 UnitedHealthcare Insurance Company dba UnitedHealthcare Community Plan - Hawaii did not have third-party management and administrative service contracts for the following categories of service: Administration, Finance, Program Integrity; Member Services; Provider Network and Services; Quality; or Utilization Management