

HDS Medicaid

A Newsletter for HDS Medicaid Dentists

SUMMER 2021

Need More Patients?

HDS Medicaid partners with Community Case Management Corporation (CCMC) to assist Medicaid beneficiaries with finding dental care. If you would like to see more HDS Medicaid patients or would like to treat specific case types (i.e. extractions, root canals, etc.) please contact CCMC at (808) 792-1070.

PERM Audits Come to a Close

The Centers for Medicare & Medicaid Services (CMS) has completed the Payment Error Rate Measurement (PERM) audits of Med-QUEST Fee-For-Service dental providers for the service period between July 2020 and May 2021. The PERM audits came to a close at the end of May revealing some interesting findings that we are sharing below. We would like to thank all offices that were audited for your cooperation and understanding during this PERM cycle.

PERM Audit Findings

The most common errors reported during the last PERM audits were:

- 1) **Electronic records were not digitally signed.** All records must be properly signed even if you are the sole practitioner in a practice. Also, when keeping electronic records don't forget the patient name or identifier.
- 2) **Incorrect coding of x-rays.** Use the CDT code(s) that accurately describe the services performed.
- 3) **Incorrect dates of service.** Service dates must be reported accurately on the claim form and be consistent across all patient records related to the service provided.
- 4) **Type 2 NPIs are not being submitted on the claim form when required.** If you do not file your taxes using your Social Security Number, you are required to have a Type 2 Organizational NPI and submit it on the claim form with your Billing Entity information.
- 5) **Incomplete or incorrect claim forms.** Claim forms must be accurate and complete.
- 6) **Proper Medical Record Standards.** If changes or corrections are made to medical records please follow proper medical record standards.

Med-QUEST Updates

HDS to continue as the Dental Third- Party Administrator (TPA)

HDS Medicaid has been awarded a three-year contract to continue as the TPA for the State of Hawaii Medicaid population. The contract period is from July 1, 2021 to June 30, 2024.

[View the 2021 Medicaid Fee Schedule](#)

Visit [MedQUEST.hawaii.gov](https://www.hawaii.gov/medquest/) and hover over Plans & Providers in the menu. Click on Fee Schedules. Locate the Dental Fee Schedule tab for new 2021 dental fees for both Oahu and Neighbor Islands fees.

HDS Has Moved to a New Location

We are proud to announce that HDS has moved from TOPA Tower to Pioneer Plaza. Please mail HDS Medicaid claims to our new address:

HDS Medicaid
900 Fort Street Mall, Suite 2000
Honolulu, HI 96813-3715

Contact Us

HDS Medicaid Customer Service
(808) 529-9347 or toll-free 1-855-819-9117

HDS Professional Relations
(808) 529-9222 or toll-free
1-844-379-4324

Eligibility & Claims Submission
[HDSMedicaid.org](https://www.hdsmedicaid.org)

HDS Medicaid

Med-QUEST's new online system HOKU is now Live

The new Med-QUEST HOKU system is now live and taking applications, updates, and changes. Visit the following website to view FAQs, training materials, and resources:

<https://medquest.hawaii.gov/en/plans-providers/Provider-Management-System-Upgrade.html>

New Applicants

You should enroll in HOKU or submit a new paper application if you have:

- Opened a new private practice
- If you are reactivating a Medicaid Provider number that was terminated prior to August 2020.
- If you are establishing a new payee other than your own social security number. A separate application must be submitted on behalf of the payee entity.
- If you meet all provider requirements and become a Medicaid participating dentist, claims can be submitted retrospectively to the date of application.

Current Applicants

To modify information on existing applications you will need your HOKU Application ID number which was emailed and/or mailed to you. If you did not receive your Application ID, email HCSBINquiries@dhs.hawaii.gov or call (808) 692-8099.

Please go onto HOKU or submit a paper application if you need to:

- Add a location
- Close a location
- Change ownership
- Make any other changes or adjustments on your existing application

Register All Service Locations and Make ALL Changes through HOKU

As the Third Party Administrator, HDS Medicaid receives your provider data (service locations, payee/business entity information, hospital locations, address changes) via a weekly file from the State of Hawaii Med-QUEST Division (MQD). This information is then inputted into our HDS Medicaid system which allows for claims processing and payment.

If you need to add a service location, change an address or payee, or any other change to your provider data (with the exception of Direct Deposit banking information), you must submit this through HOKU first. HDS Medicaid will update your data once we receive it on the weekly file.

The information above can also be found on the Med-QUEST website at: <https://medquest.hawaii.gov/en/plans-providers/become-a-medicaid-provider.html>.

FREE New Staff Training

As a Medicaid dental provider, you have access to free staff training for new members of your team so they can learn how to use our web tools. We will teach you and your staff how to navigate the web portal, submit claims, send pre-authorizations, and much more. Services are free of charge and can be provided virtually.

To receive services, please contact HDS Professional Relations (808) 529-9222 or toll-free 1-844-379-4324.

Let Beneficiaries Know You're Taking New Patients and Those with Special Needs

Please be sure to update your Special Office Features flags on the HDSMedicaid.org website. If you have multiple providers in your practice, be sure to select and update each provider individually. This data is sent to MQD quarterly to update the national Insure Kids Now Directory.

Special Office Features	
Accepting New Patients	Yes ▾
Treats Special Needs: Adults	No ▾
Treats Special Needs: Children	No ▾
<input type="button" value="Save"/>	