

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-05-06 | **SUBJECT TO CHANGE**

Other Topics	Has any decision been finalized regarding which MCOs will be available on the Neighbor Islands as of July 1, 2020?	The decision is on hold with DHS-MQD. The new contracts were postponed due to the COVID-19 public health emergency. Any decisions that are made will be publicized by DHS/Medicaid.
Other Topics	How do we access the QI health plan service coordinators for medical and behavioral health in our respective communities?	Please call the particular health plan customer service, which should be able to link you with the lead care manager.
Other Topics	How does shelter screening differ from symptomatic testing?	Early in the course of a COVID-19 infection, a person may not have any symptoms (i.e., in the first day or two). Symptoms may come a few days later. Thus, timing is very important. In healthier populations, persons are less likely to have severe symptoms. The emphasis in Hawaii has been for screening to be in place to allow quick response. Symptomatic screening is important because if you are testing asymptomatic individuals you might be getting false negatives because the virus is in a incubation period where it wouldn't get picked up in a test. It may be worthwhile to consider how to methodically do better surveillance with the homeless population.
Other Topics	With Punawai going 24 hours, will unaccompanied minors be allowed to be there, come and go during curfew hours?	We don't have a direct response to this question, but practice has been "if someone needs to use the bathroom, they need to use the bathroom."