



OVERALL QUESTIONS



Q: Are you sending the new Standards manual by hard copy to the providers?

A direct link to the 2021 Waiver Standards is available here

<https://health.hawaii.gov/ddd/files/2021/06/Waiver-Standards-Manual-July2021.pdf>

A direct link to the 2021 Waiver Standards Appendices & Resources is available here -

<https://health.hawaii.gov/ddd/files/2021/06/Waiver-Standards-Appendices-and-Resources-July2021.pdf>

Providers are welcome to print a hard copy of the Standards.

Q: Is the new provider portal replacing any aspect of DMO? (claim, units, eligibility info)?

No, the DDD Provider Portal will not replace any aspect of DHS's Medicaid Online (DMO).

Q: Where can agencies obtain authorizations in real time? Or in a timely manner versus waiting for mail delivery?

All Medicaid service providers have access to DHS's Medicaid Online (DMO).

Q: Can we change quarterly reporting to semiannual instead?

Not at this time; reports to case managers are required, at minimum, quarterly or more frequently if specified in the Waiver Standards or ISP.

Q: Where can I access all the 2021 Waiver Standards training materials?

For a list of the Waiver Standards documents, please visit - <https://health.hawaii.gov/ddd/news/2021-waiver-standards-training-series/>

A direct link to the slides is available here -

<https://health.hawaii.gov/ddd/files/2021/06/Waiver-Standards-2021-Handout.pdf>

All archived provider training (and a copy of this presentation) is available here -

<https://health.hawaii.gov/ddd/waiver-providers/medicaid-idd-waiver-providers-archive-training-providers/>

Q: Whom do we email to for the application of the accounts for the new AER portal?

Please send completed User Account Forms for the Provider Portal to:

Doh.dddproviderhelpdesk@doh.hawaii.gov

Q: Will these standards be retroactively applied to all participants in active ISPs or will it only apply as ISPs are being renewed or revised?

The changes will be effective July 1, 2021; however, they will not automatically be applied to current ISPs. If the participant would like to request a change or if there is a change in the participant's needs/preferences/status/condition at any time during the year, the participant and circle of support should have a discussion with their case manager to implement the changes as needed.



For the latest information visit our website - <https://health.hawaii.gov/ddd>

For additional questions, email - doh.dddcrb@doh.hawaii.gov