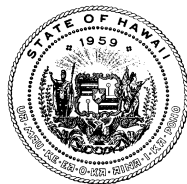


JOSH GREEN, M.D.
GOVERNOR OF HAWAII
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII



KENNETH S. FINK, MD, MGA, MPH
DIRECTOR OF HEALTH
KA LUNA HO'OKELE

STATE OF HAWAII
DEPARTMENT OF HEALTH
KA 'OIHANA OLAKINO
DEVELOPMENTAL DISABILITIES DIVISION

P. O. BOX 3378
HONOLULU, HI 96801-3378
TELEPHONE: (808) 586-5840
FAX NUMBER: (808) 586-5844

In reply, please refer to:

File:

Medicaid I/DD Waiver
Memo No.: FY2024-07
Date: February 26, 2024

TO: Medicaid I/DD Waiver Providers
FROM: Mary Brogan, Administrator
Developmental Disabilities Division

SUBJECT: Electronic Visit Verification (EVV) 15% Withholding

On February 21, 2024, the Department of Human Services (DHS), Med-QUEST Division (MQD) issued Memo No. [QI-2305B](#) (update to QI-2305A) to inform all Home and Community-Based Services (HCBS) providers that the EVV provider payment withhold of 15% of EVV claims will start on April 1, 2024. This will impact all providers who consistently have more than 15% manual edits each month.

The Department of Health (DOH), Developmental Disabilities Division (DDD), has continued to monitor monthly EVV manual edit percentages across EVV providers. We have sent out Warning letters to providers who exceed the 15% threshold for manual edits, followed by Corrective Action Plans (CAPs) for the providers that did not meet the required decrease of manual edits. Providers then had more than three (3) months to implement their CAP and come into compliance (within 15% of manual edits). In addition, during the past few months, DDD staff have reached out to providers that were at risk of the provider payment withhold, knowing MQD would begin withholding payments soon.

On March 15, 2024, a report will be generated for dates of service (DOS) in February 2024 to identify the providers that meet the criteria for the payment withhold. Starting April 1, 2024, those providers will have 15% of their EVV claims withheld monthly until compliance is reached. The providers that will be subject to payment withholding will receive a notice with additional information. As noted in the MQD QI memo, provider agencies may be excluded from withholding if they have evidence of technical issues

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with ticket numbers opened with the EVV vendor. Providers in this situation should notify DDD at the email below. This process will continue monthly for DOS for the previous month. For example, the next report will be generated in April for DOS in March 2024.

We advise all providers to review MQD QI memos referenced above to ensure that your agency's internal processes meet the requirements to avoid payment withhold.

If you have questions, please email DDD at doh.dddevv@doh.hawaii.gov.

c: Jon Fujii, DHS-MQD
Victorino Tolentino, DHS-MQD
DDD Management Team