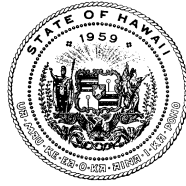


**JOSH GREEN, M.D.**  
GOVERNOR OF HAWAII  
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII



**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.: FY2025-06  
Date: June 30, 2025

TO: Medicaid I/DD Waiver Providers

FROM: Mary Brogan, Administrator  
Developmental Disabilities Division

SUBJECT: Delay in Updates to Service Codes  
Modifiers

A handwritten signature in cursive script that reads "Mary Brogan".

and

The Department of Human Services (DHS), Med-QUEST Division (MQD), and Conduent have notified the Developmental Disabilities Division (DDD) of a delay in updates to service codes and modifiers in the Hawaii Prepaid Medical Management Information System (HPMMIS). As a result, authorizations generated with the new service code and modifier combinations will not show in DHS Medicaid Online (DMO) until HPMMIS is updated. We anticipate the delay may take an additional two weeks and should be completed by July 15, 2025.

Providers have been instructed to ensure prior authorizations of services are in DMO prior to service delivery. However, in order to avoid disruption of services for participants, the Community Resources Branch (CRB) will be sending a list of authorizations that are pending entry into HPMMIS to providers. This shall serve as confirmation that the prior authorization exists, in place of DMO, and the provider should deliver services.

For EVV services, due to the delay in HPMMIS, there will also be delays in seeing authorizations in Sandata. If you use Sandata for EVV and do not see the authorized service in Sandata, please instruct your staff to log the visit as "Start Unknown Visit". When the authorization is loaded into Sandata, you can open the visit and it should automatically attach it to the authorized service.

The delay in updates to service codes and modifiers in HPMMIS may also cause a delay in providers' ability to submit claims for services with the new service code and modifier

combinations. Claims may only be submitted and processed once the authorizations are shown in DMO.

If you have any questions, please contact the Community Resources Branch at [doh.dddcrb@doh.hawaii.gov](mailto:doh.dddcrb@doh.hawaii.gov).

Thank you for your continued collaboration in supporting the individuals within the DDD program.

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