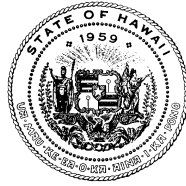


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**STATE OF HAWAII
DEPARTMENT OF HEALTH
KA 'OIHANA OLAKINO
DEVELOPMENTAL DISABILITIES DIVISION**

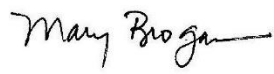
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HONOLULU, HI 96801-3378
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In reply, please refer to:

File:

Medicaid I/DD Waiver
Memo No.: FY2026-03
Date: August 1, 2025

TO: Medicaid I/DD Waiver Providers

FROM: Mary Brogan, Administrator
Developmental Disabilities Division 

SUBJECT: Extended Delay and Revised Provider Billing Instructions for Updated Codes and Modifiers

The Department of Human Services (DHS), Med-QUEST Division (MQD), and Conduent have advised the Developmental Disabilities Division (DDD) that there is an extended delay in updates to certain service codes and modifiers in the Hawaii Prepaid Medical Management Information System (HPMMIS). As a result, some 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 1-3 months for HPMMIS to be updated. Not all services are affected.

All Electronic Visit Verification (EVV) Services, with the exception of Private Duty Nursing (PDN), and all non-EVV services with up to 1 modifier have been updated in HPMMIS. Providers should see the authorizations with new code and modifier(s) in DMO.

PDN and most non-EVV services with more than 1 modifier are still pending update in HPMMIS. These service authorizations will not be in DMO. To mitigate a further delay in billing, DDD is in the process of converting the authorizations to the old codes and modifiers. This will allow providers to submit claims for services, when the authorization with the old code and modifier is in DMO. Once HPMMIS is updated, the authorizations will be converted back to the new codes and modifiers. DDD will notify providers when HPMMIS is updated for providers to begin using the new codes and modifiers to submit claims.

Non-EVV services that have a repurposed code with multiple modifiers are also still pending update in HPMMIS. However, DDD is not able to convert the authorizations to the old codes and modifiers because the old codes and modifiers have been repurposed for a different

service. Providers will not be able to submit claims for these services until HPMMIS is updated. See affected services in table below.

**Non-EVV services with repurposed codes and multiple modifiers
effective July 1, 2025**

Service	Code + Modifiers
Personal Assistance/Habilitation, CD, 1:1, Retainer	S5125 UB U1
Personal Assistance/Habilitation, Registered Behavior Technician, 2:1, Retainer	S5125 UB HM U7
BI Community Learning Service, Group, Tier 1	T2021 UQ UA
BI Community Learning Service, 2:1	T2021 U7 UA
BI Community Learning Service, 3:1	T2021 U8 UA
BI Community Learning Service, Registered Behavior Technician, 2:1	T2021 HM U7 UA
BI Community Learning Service, Registered Behavior Technician, 3:1	T2021 HM U8 UA
BI Non-Medical Transportation, Trip, CD	T2003 U1 UA
BI Training and Consultation, Dietician	S5111 AE UA
BI Training and Consultation, Psychologist	S5111 AH UA
BI Training and Consultation, Behavior Analyst	S5111 HI UA
BI Training and Consultation, Speech	S5111 GN UA
BI Training and Consultation, OT	S5111 GO UA
BI Training and Consultation, PT	S5111 GP UA
BI Training and Consultation, Licensed Marriage Family Therapist, Clinical Social Worker, Mental Health Counselor	S5111 HO UA
BI Training and Consultation, Registered Nurse	S5111 TD UA

Due to the extended delay in HPMMIS, DDD has revised the provider billing instructions for the updated codes and modifiers for providers to use in the interim. The billing instructions include revised instruction and examples for the following:

- Repurposed codes and modifiers;
- Phase-in of codes and modifiers without mid-year plan changes; and
- Mid-year plan changes.

Changes in the billing instructions have been identified by either a strikethrough or yellow highlight for additions, just like how revisions to the Standards are made.

Again, as the billing instructions were being revised, we realized that this process is very complicated and will be difficult for providers to understand based on the written instructions only. A training is scheduled for August 1, 2025, at 10:30 am-12:00 pm to go over the revisions to the billing instructions and to allow providers to ask questions. We apologize for the late scheduling but do think this will be beneficial for providers. If you are able to, please register for the training using the link below. A recording of the training and the slide deck will be posted to the DDD website shortly after the training is provided

https://hawaii-gov.zoom.us/webinar/register/WN_N-riL81FQL2t--uhUjgCIQ#/registration

Action Required:

We ask that you do the following:

- Review the attached revised billing instructions;
- Prepare any questions that you and your staff may have to ask during the training;
- Include your billing staff and service supervisors in the revised billing instruction training that DDD is providing; and
- Ensure staff understand the revised billing instructions.

If you have any questions or need additional guidance, please contact the Community Resources Branch at doh.dddcrb@doh.hawaii.gov.

Attachment

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