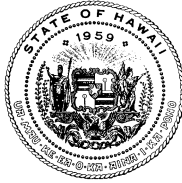


**JOSH GREEN, M.D.**  
GOVERNOR OF HAWAII  
KE KIA'ĀINA O KA MOKU'ĀINA 'O HAWAII



**KENNETH S. FINK, MD, MGA, MPH**  
DIRECTOR OF HEALTH  
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**STATE OF HAWAII  
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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.: FY2026-04  
Date: October 3, 2025

TO: Medicaid I/DD Waiver Providers

FROM: Mary Brogan, Administrator  
Developmental Disabilities Division

SUBJECT: Requirement for Registration and Revalidation through HOKU

The Department of Human Services (DHS), Med-QUEST Division (MQD), conducts revalidation of Provider Agreements every five (5) years from the approval letter date. Each provider's revalidation will be dependent on when the provider initially registered in [Hawaii's Online Kahu Utility \(HOKU\)](#), a web-based provider management system. For example, providers who registered in HOKU in November 2020 will be due for revalidation in November 2025. MQD issues notices to providers ninety (90) days prior to the revalidation deadline, and the notices are sent to the email contact in HOKU.

The purpose of this memo is to alert you that providers who do not complete their revalidation process by the provider-specific deadline using HOKU are at risk of termination. This also includes providers who have not initially completed their registration in HOKU.

Termination means your agency is no longer an active provider with MQD. You will no longer see active authorizations in DHS Medicaid Online (DMO), and you will not be able to bill for dates of service past the termination date. The Developmental Disabilities Division (DDD) is not being made aware of providers who are at risk of termination and only finding out about the termination after the fact. This means DDD may issue authorizations for services for a provider who is terminated but will not find out about the termination until Conduent rejects the authorization due to provider termination.

**Background**

MQD launched HOKU, a web-based provider management system, in August 2020.

- Providers were initially given the option to register in HOKU or to continue to use the paper Form 1139. See MQD issued [Memo No. QI-2006B](#).
- In February 2021, MQD sent each provider a HOKU Application ID# that is unique to each provider and required to register in HOKU. In August 2021, MQD began requiring providers to register in HOKU in waves, with the deadline for Provider Type H1 (DDD) to register by September 30, 2022. Failure to register by the deadline could have resulted in suspension of payment for services rendered after the deadline. See MQD issued [Memo No. QI-2121](#).
- MQD provided an extension to the deadline allowing providers to register in HOKU by September 30, 2023. See MQD issued [Memo No. QI-2304](#).
- Another extension was provided by MQD allowing providers to register in HOKU by December 31, 2023. See MQD issued [Memo No. QI-2315](#).
- In December 2024, MQD issued another reminder for providers to register in HOKU. See MQD issued [Memo No. QI-2429](#).

### **Action Required**

If you have not initially registered in HOKU, you must complete the registration as soon as possible. HOKU training opportunities are available on-line through instructional slides and videos. A list of all HOKU training opportunities can be found on the [HOKU webpage](#) under the 'Training' tab. If you require additional assistance with the HOKU application, you may contact the HOKU Provider Hotline, Monday through Friday 7:45 am to 4:30 pm HST, at (808) 692-8099 or (833) 909-3630 for neighbor islands or email [HCSBInquiries@dhs.hawaii.gov](mailto:HCSBInquiries@dhs.hawaii.gov).

If your revalidation deadline is past due or approaching, you must complete the revalidation process on HOKU as soon as possible. Please be on the lookout for notices of upcoming revalidation deadlines.

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

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