

SB 2134

Measure Title: RELATING TO HEALTHCARE.
Report Title: QUEST; Medicaid; Appropriation; Program Evaluation
Description: Makes an appropriation to the executive office on aging to conduct a program evaluation of QUEST Expanded Access program.
Companion:
Package: None
Current Referral: HMS, WAM
Introducer(s): CHUN OAKLAND (BR)

NEIL ABERCROMBIE
GOVERNOR OF HAWAII



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Committee on Human Services

SB2134, RELATING TO HEALTH CARE

**Testimony of Wes Lum
Director, Executive Office on Aging
Attached Agency to Department of Health**

Thursday, February 2, 2012; Conference Room 016

1:15 p.m.

- 1 **EOA's Position:** The Executive Office on Aging (EOA) opposes this measure.
- 2 **Fiscal Implications:** \$200,000 will be appropriated to EOA conduct an evaluation of the QUEST
- 3 Expanded Access Program.
- 4 **Purpose and Justification:** EOA supports the concept of ongoing program evaluations by
- 5 external evaluators, such as the University of Hawaii, to measure our publicly funded program's
- 6 costs, efficiency, and impact, and to determine ways to improve these programs. However, we
- 7 defer to the Department of Human Services on the need for an evaluation of the QUEST Expanded
- 8 Access Program. We also note that EOA is not an appropriate evaluator to measure the effects of
- 9 the QUEST Expanded Access Program, and therefore, EOA opposes this measure. Thank you for
- 10 the opportunity to testify.

From: mailinglist@capitol.hawaii.gov
Sent: Sunday, January 29, 2012 4:52 PM
To: HMS Testimony
Cc: Tlenzer@hawaii.rr.com
Subject: Testimony for SB2134 on 2/2/2012 1:15:00 PM

Testimony for HMS 2/2/2012 1:15:00 PM SB2134

Conference room: 016
Testifier position: Oppose
Testifier will be present: No
Submitted by: Anthony Lenzer
Organization: Policy Advisory Board for Elder Affairs
E-mail: Tlenzer@hawaii.rr.com
Submitted on: 1/29/2012

Comments:

Chair Chun Oakland, Vice Chair Ihara, and Members of the Committee:

My name is Anthony Lenzer. I am testifying regarding SB 2134 and SB 2094 on behalf of PABEA, the advisory board to EOA. My testimony only reflects the views of the Board.

SB 2134 and SB 2094 are essentially similar. They reflect concerns which have been raised about the Quest expanded access program, and provides the sum of \$200,000 to the Executive Office on Aging to evaluate this program, and recommend any needed corrective actions.

PABEA is aware of some of the alleged problems with Quest expanded access, and shares the general view that an external evaluation would be desirable, preferably before contracts are renewed with the two providers. However, we oppose these bills because we do not feel that it is appropriate for EOA to conduct this evaluation. EOA is currently undertaking a number of new initiatives which demand the full time and attention of its small staff. We suggest that it would be preferable to find another way to evaluate this program.

For this reason, we find it necessary to oppose these measures. Thank you for the opportunity to testify.



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Date: February 1, 2012

To: Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Jr., Vice Chair
Members of the Committee on Human Services

Fr: Dave Heywood, VP UnitedHealthcare Hawaii

A handwritten signature in black ink that reads 'Dave Heywood'.

Re: SB 2134 – Relating to Healthcare
Hearing February 2, 2012, 1:15pm, CR 016, State Capitol

My name is Dave Heywood and I am the Vice President for UnitedHealthcare in Hawaii. United's offers Medicaid, Medicare and employer group health plans in Hawaii, including 21,000 aged, blind and disabled members in our QExA Plan and 20,000 members in our Medicare Advantage Plans. Our local team includes 156 employees across the four major islands including local care coordination, member and provider service.

We appreciate the opportunity to testify today. We have concerns with SB 2134 and believe that this bill is unnecessary as there already is significant oversight and evaluation of the QExA program by the State of Hawaii as well as oversight and evaluation by CMS.

We acknowledge that there were start-up issues with the QExA program in 2009, but we have worked hard to correct and stabilize the program as well as being responsive to any new issues and concerns from members, providers, Med-QUEST, the Administration, the Legislature and the community. This measure references provider reimbursement issues. Our average turn around time on claims runs at or below 17 days – well within the State requirement of 30 days. We also take seriously any provider claim or authorization issue and work quickly to resolve.

The QExA program is evaluated and monitored continuously through both formal and informal process. This includes, for example, periodic regulatory reporting to Med-QUEST, annual External Quality Review Organization evaluation, and HEDIS reports. We also meet periodically with Med-QUEST, provider associations (e.g. HAH and HLTC), and Legislative Informational Hearings on QExA/Medicaid.

We appreciate this opportunity to testify today and ask that this Committee seriously consider the real need for this measure and associated expenditure of scarce funds given the current and extensive oversight, evaluation and on-going monitoring of the QExA health plans.

From: mailinglist@capitol.hawaii.gov
Sent: Tuesday, January 31, 2012 10:21 AM
To: HMS Testimony
Cc: Brenda.Kosky@gmail.com
Subject: Testimony for SB2134 on 2/2/2012 1:15:00 PM

Testimony for HMS 2/2/2012 1:15:00 PM SB2134

Conference room: 016
Testifier position: Support
Testifier will be present: No
Submitted by: Brenda Kosky
Organization: Consumer Family & Youth Alliance
E-mail: Brenda.Kosky@gmail.com
Submitted on: 1/31/2012

Comments:

From: mailinglist@capitol.hawaii.gov
Sent: Sunday, January 29, 2012 12:25 PM
To: HMS Testimony
Cc: robertscottwall@yahoo.com
Subject: Testimony for SB2134 on 2/2/2012 1:15:00 PM

Testimony for HMS 2/2/2012 1:15:00 PM SB2134

Conference room: 016
Testifier position: Support
Testifier will be present: Yes
Submitted by: Scott Wall
Organization: Individual
E-mail: robertscottwall@yahoo.com
Submitted on: 1/29/2012

Comments: