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DEPT. COMM. NO. 367

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STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

March 24, 2026

The Honorable Ronald D. Kouchi, President
and Members of the Senate
Thirty-Third State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Nadine K. Nakamura, Speaker
and Members of the House of
Representatives
Thirty-Third State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Nakamura, and Members of the Legislature:

Enclosed is the following report submitted in accordance with section 103F-107, Hawaii Revised Statutes (HRS), Annual Report on Medicaid Health Care Insurance Plan Contracts for Fiscal Year 2024-2025.

Per Section 93-16, HRS, this report will be available for electronic review on the Department's website at https://humanservices.hawaii.gov/reports/legislative-reports/. For questions regarding this report, contact Meredith Nichols, Acting Administrator, Med-QUEST Division, at mnichols@dhs.hawaii.gov.

Sincerely,

Ryan I. Yamane
Director

Enclosure

c: Governor's Office
Lieutenant Governor's Office
Department of Budget and Finance
Legislative Auditor
Legislative Reference Bureau Library (1 hard copy)
Hawaii State Public Library, System State Publications Distribution Center (2 hard copies, one electronic copy)
Hamilton Library, Serials Department, University of Hawaii (1 hard copy)

REPORT TO THE THIRTY-THIRD HAWAI`I LEGISLATURE
REGULAR SESSION OF 2026

In accordance with section 103F-107, Hawai`i Revised Statutes (HRS)
Annual Report on Medicaid Health Care Insurance Plan Contracts
Fiscal Year 2024-2025

Med-QUEST Division
DEPARTMENT OF HUMAN SERVICES
STATE OF HAWAI`I
March 2026

This report is submitted in accordance with section 103F-107, Hawai`i Revised Statutes (HRS), which requires the Department of Human Services to submit an annual report regarding Hawai`i's Medicaid health care insurance plan contracts. This report provides an overview for State Fiscal Year 2024-2025 (SFY25).

QUEST Integration

QUEST Integration (QI) is a State of Hawai`i (State) Department of Human Services (DHS) and Med-QUEST Division (MQD) comprehensive section 1115(a) Demonstration that expands Medicaid coverage to children and adults. The Demonstration created a public purchasing pool that arranges for health care delivery through contracted managed care health care insurance plans (Plan).

Under managed care, the State pays a capitation fee to contracted health care insurance plans for each QI beneficiary enrolled in the Plan. The Plans manage the delivery of QI benefits, services and supports to eligible beneficiaries based on medical necessity and clinical criteria. The Plans also pay providers for the beneficiary's Medicaid-covered services as required in the Plans' contract with the State. MQD works closely with the Plans to monitor contract implementation and compliance.

During SFY25, QI contracts were held by five health care insurance plans:

1. AlohaCare,
2. Hawai`i Medical Service Association,
3. Kaiser Foundation Health Plan, Inc.,
4. `Ohana Health Plan, and
5. UnitedHealthcare Community Plan.

These Plans are contracted to serve QUEST Integration Medicaid beneficiaries throughout the State of Hawai`i. The SFY started with approximately 432,222 QI beneficiaries. The SFY ended with approximately 400,920 QI beneficiaries. The decrease continues to follow a slow downward trend from peak Public Health Emergency (pandemic) enrollment level.

Financial Expenditures

For the SFY25 reporting period, Plans reported receiving a total of $2,611,983,914 in payments for contracted services. This is a 3% decrease over SFY24 payments of $2,682,231,291.

Medical services expenditures averaged 96.51% of total award (compared to 88% during SFY24 and 90% during SFY23).

Administrative expense ratios varied widely by Plan but were acceptable (below 15%) with an overall average at 7.49% (comparable to 8% for SFY24 and SFY23).

Although Plans reported "Total Gain/Loss" dollar values, these point-in-time unaudited financials do not include capitation rate risk corridor outcomes which are necessary to reflect a complete gain/loss value. The rate risk corridors are typically not calculated until a year after the contract year ends.

Employment Information

For the SFY25 reporting period, Plans reported a combined total of 1,096.5 employees located in Hawai`i who support fulfillment of the QI contract requirements. (This is comparable to 1,082 employees for SFY24.)

State & Federal Sanction Proceedings, Prohibitions, Restrictions, and Ongoing Investigations

Plans reported a total of 18 cases (both active and closed). This count may include ongoing state or federal sanction proceedings, prohibitions, restrictions, and ongoing civil or criminal investigations. No adverse actions were reported.

Contributions

Each Plan has sole discretion to determine its contributions to the community. Contribution recipients and amounts varied significantly between Plans. No regulatory issues were identified.

Management and Administrative Contracts

For each reported contract, Plans provided the required data (e.g., contractor name, service description, and cost). Contract categories were recently introduced to promote reporting uniformity and potential comparative analysis. Meaningful comparative analysis remains challenging due to significant operational differences between Plans whereby some Plans contract for certain services and other Plans perform those services using non-contracted in-house resources.

REFERENCE: Section 103F-107, Hawai`i Revised Statutes

(a) All nonprofit or for-profit Medicaid health care insurance contractors, within one hundred and eighty days following the close of each fiscal year, shall submit an annual report to the department of human services, the insurance division of the department of commerce and consumer affairs, and the legislature. The report shall be attested to by a plan executive located within the State and shall be made accessible to the public. The report shall be based on contracts administered in the State and shall include:

(1) An accounting of expenditures of Med-QUEST contract payments for the contracted services, including the percentage of payments:

(A) For medical services;

(B) For administrative costs;

(C) Held in reserve; and

(D) Paid to shareholders;

(2) Employment information including:

(A) Total number of full-time employees hired for the contracted services;

(B) Total number of employees located in the State and the category of work performed; and

(C) The compensation provided to each of the five highest paid Hawai`i employees and to each of the five highest paid employees nationwide, and a description of each position;

(3) Descriptions of any ongoing state or federal sanction proceedings, prohibitions, restrictions, ongoing civil or criminal investigations, and descriptions of past sanctions or resolved civil or criminal cases, within the past five years and related to the provision of Medicare or Medicaid services by the contracting entity, to the extent allowed by law;

(4) Descriptions of contributions to the community, including the percentage of revenue devoted to Hawai`i community development projects and health enhancements; provided that contracted services shall not be included in the percentage calculation; and

(5) A list of any management and administrative service contracts for Med-Quest services made in Hawai`i and outside of the State, including a description of the purpose and cost of those contracts.

(b) The department of human services shall include in all Medicaid health care insurance plan contracts, the annual reporting requirements of subsection (a).

(c) Any contract under this section shall be governed by the laws of the State of Hawai`i.

(d) Within ninety days of receipt of the reports required by this section, the department of human services shall provide a written analysis and comparative report to the legislature.

Please see the attached health plan report.

Attachment: Health Plan Report

Financial Expenditures					
Health Plan	**AlohaCare**	**HMSA**	**Kaiser**	**Ohana**	**United**
The Health Plan shall enter the reporting period in cell B3 as the State Fiscal Year (SFYxx).	SFY25	SFY25	SFY25	SFY25	SFY25
1) Provide an accounting (in dollars) of expenditures of Med-QUEST contract payments for the contracted services, including the percentage of payments:					
A) Total payments received for contracted services (**Total Award**)	393,532,460	1,173,280,969	242,245,749	327,488,338	475,436,398
Below, provide expenditures and other use of Total Award					
B) For **Medical Services**	393,698,643	1,112,744,504.10	251,977,772.00	293,017,075.79	447,633,086
C) % Medical Services of Total Award	100.04%	94.84%	104.02%	89.47%	94.15%
D) For **Administrative Costs**	36,127,397	99,995,738.80	13,467,307.00	33,862,294.00	18,332,226
E) % Administrative Costs of Total Award	9.18%	8.52%	5.56%	10.34%	3.86%
F) For **Insurance Premium Tax**	0.00	0.00		13,967,377.62	18,191,901
G) % Insurance Premium Tax of Total Award	0.00%	0.00%	0.00%	4.27%	3.83%
H) **Held In Reserve**	10,694,617	0.00			0.00
I) % Held In Reserve of Total Award	2.72%	0.00%	0.00%	0.00%	0.00%
J) **Paid to Shareholders**	0.00	0.00			0.00
K) % Paid to Shareholders of Total Award	0.00%	0.00%	0.00%	0.00%	0.00%
L) **Contributions to Hawaii's Community Development Projects and Health Enhancements** (Do not include contributions for communities outside Hawaii. Do not include contracted services.)	840,563.22	3,873,746.08	19,877,015.00	321,127.33	890,451
M) % Hawaii Community Contributions of Total Award	0.21%	0.33%	8.21%	0.10%	0.19%
N) For **Other Expenses**	0.00	0.00			0.00
O) % Other Expenses of Total Award	0.00%	0.00%	0.00%	0.00%	0.00%
P) **Total of Expenditures**	430,666,603	1,216,613,988.98	285,322,094.00	341,137,874.74	485,047,664
Q) % Total of Expenditures of Total Award	109.44%	103.69%	117.78%	104.18%	102.02%
R) **Total Gain/Loss**	(37,134,143)	(43,333,019.51)	(43,076,345.00)	(13,679,536.72)	(9,611,266)

Health Plan Notes

Ohana

(1) Financial Expenditures listed are not intended to match audited financials or statutory filings. These numbers have been solely produced for the purpose of complying with the requirements of this report.

(2) Dollars received are revenue amounts received from the state to administer the QI program for SFY 2025. The amount represents capitation received and includes retroactivity through the November 2025 payment. The amount excludes certain state-directed payments, member cost share, and spend-down. The amount includes an estimate for expected payments to and from the state for risk share/corridor arrangements for ABD, Non-ABD/Non-Expansion, and Expansion. The estimated risk sharing amounts are estimated as of November 2025 and are uniformly pro-rated to apply to the applicable period: July 2024 - June 2025. These risk sharing estimates include Calendar Year Retroactive Settlement Corridor, High Cost Drug Corridor, High Risk Newborn Pool, Maternity Delivery Corridor, and Program aggregate gain/loss shares.

(3) The amount listed for medical services represents costs associated with medical service claims paid for service dates in SFY 2025 and paid through 11/30/2025. They exclude: IBNP of $2.1M, member cost share and spend-down. To get a true picture of medical cost, the IBNP amount of $2.1M should be added to the reported amount.

United

This unaudited financial information was compiled from the books and records of UnitedHealthcare Insurance Company ("UHIC"). Financial information presented is subject to audit.

UHIC's fiscal year is on a calendar basis, information presented herein is for July 2024 to June 2025 and is specific to UnitedHealthcare Insurance Company dba UnitedHealthcare Community Plan Hawaii (the "Plan").

No funds from the Plan were held in reserve. However, UHIC, the Plan's parent company, maintains sufficient reserves to meet/exceed State of Hawaii regulatory requirements, including obligations for State Medicaid programs.

Obligations for these programs include, but are not limited to, estimated claims for services outstanding (incurred but not reported "IBNR").

UHIC has met, and continues to meet, reserve & solvency requirements of the DCCA/Insurance Division for all of its health plan programs in Hawaii.

SFY 2025 reported results include $5.2M of capitation adjustments (and associated premium taxes) for prior state fiscal years.
This includes capitation adjustments related to retroactive member adjustments, variance between accrued and actual amounts, gain share and quality bonus payments and accruals.

SFY 2025 reported results also include $14.1M of medical expense adjustments for prior state fiscal years related to claims reprocessing, settlement adjustments, IBNR adjustments and variance between accrued and actual paid amounts.

Employment Information							
Health Plan			AlohaCare	HMSA	Kaiser	Ohana	United
Reporting period State Fiscal Year		SFY25					
Provide employment information including:			Total	Total	Total	Total	Total
A) Total number of **full-time equivalents** hired for the contracted services (include both in-State and out-of-State employees, full-time and part-time). Health plan to determine full-time equivalency hours based on its business policy.			272.5	237.5	70	249.8	303
B) Total number of **employees (head count) located in Hawaii** and the **category of work performed at SFY end** (include only in-State employees, both full-time and part-time)			**Number of Employees (head count) located in Hawaii as of SFY end**				
Category/Title							
Administrator/CEO/Executive Director			1	1	1	1	1.0
Behavioral Health Coordinator			5	1	1	1	1.0
Business Continuity Planning, Disaster Preparedness, and Recovery Manager/Coordinator			0	1	1	0	0.0
CIS Coordinator			2	2	1	1	1.0
Claims Administrator/Manager			3	1	0	1	1.0
Claims Processing Staff			15	13	0	3	0.0
Compliance Officer			1	1	1	1	1.0
Data Analytics Officer			0	0.5	0	1	0.5
EPSDT Coordinator			1	1	1	1	1.0
Financial Officer/CFO			0	0.5	1	1	0.5
Health Coordination Director			1	1	1	1	1.0
Health Coordination Managers			3	7	2	4	10.0
Health Coordination Team			45	66	55	73	97.0
IT Director or Chief Information Officer			3	0.5	1	0	0.0
IT Hawaii Manager			3	0	1	1	1.0
IT Staff			20	42	4	2	2.0
LTSS Coordinator			4	1	1	1	1.0
Medical Director			3	1	3	1	1.0
Member Grievance Coordinator			2	0.5	1	1	0.5
Member Services Director			1	1	1	1	1.0
Member Services Staff (include Call Center Staff)			20	44	10	32	17.0
Pharmacy Coordinator/Director/Manager			9	1	1	1	1.0
PA/Utilization Management/Medical Management Director			1	1	2	1	1.0
PA/Utilization Management/Medical Management/Concurrent Review Staff			20	27	59	17	21.0
Provider Grievance Coordinator			0	0.5	1	1	0.5
Provider Services/Contract and Credentialing Manager			3	1	2	1	1.0
Provider Services/Contract and Credentialing Staff			16	20	8	19	11.0
Quality Management Coordinator			8	1	1	1	1.0
Additional Positions not required by RFP			61	0	9	5	89.0
Total			**251**	**237.5**	**170**	**174**	**264.0**

Health Plan Notes

AlohaCare:
A zero in "category of work" is due to titles not directly aligning with AlohaCare's titles or the position is held by someone out-of-state. CFO position is out-of-state. Member Grievance Coordinators are also Provider Grievance Coordinators.

United: UnitedHealth Group and all subsidiaries employ approximately 400,000 individuals worldwide.

C) Compensation provided to each of the five highest paid Hawaii employees during the reporting period					
To the right, enter the reporting period as the State Fiscal Year (SFYxx).	SFY25				
#1	**AlohaCare**	**HMSA**	**Kaiser**	**Ohana**	**United**
Title	**Chief Medical Officer**	**President and Chief Executive Officer**	**SVP, Hawaii Market Leader**	**Plan President & CEO**	**Health Plan CEO**
Description of position	Provides strategic direction and leadership for all aspects of AlohaCare's clinical operations, including clinical quality improvement, utilization management, disease management, care coordination, behavioral health, pharmacy, patient safety, medical policy development, technology assessment, and clinical cost containment initiatives.	Reports to the Board of Directors Provides the strategic leadership in development and implementation of concepts, plans, operating policies, and management direction to assure financial stability, achieve growth, and obtain the organization's public service objectives.	Head of KP Hawaii	Plans and directs all aspects of Ohana Health Plan's operational policies, objectives, and initiatives. Overall responsibility for the achievement of the health plan's financial and operational goals.	Overall management responsibility for Hawaii Medicaid programs
Total Compensation	458,244	3,323,981	1,649,977	778,640	392,500
Annual Salary	389,434	1,265,948	613,746	320,573	236,000
Additional Compensation	68,810	2,058,033	1,036,230	458,067	156,500
#2					
Title	**Chief Executive Officer**	**Executive Vice President, Chief Financial Officer**	**VP, MSBD - HI**	**Chief Medical Officer**	**Medical Director**
Description of position	Strategic leadership over all operations of the healthplan.	Reports to President & CEO. Responsible for the financial functions of the company including accounting, treasury, actuarial services and underwriting, and related areas. Advises CEO and senior executives on financial matters and assists in the development of long-range plans. Directs appropriate efforts to ensure that the organization's financial position is maximized and manages investments of the organization.	Head of Hawaii Sales and Business Development	Directs and oversees the medical affairs of the health plan. The CMO has overall responsibility for Population Health and Clinical Ops, as well as Quality Improvement.	Medical Director for clinical programs including medical management and quality oversight
Total Compensation	454,988	1,615,677	761,976	653,370	273,641
Annual Salary	414,484	812,923	400,731	377,921	253,538
Additional Compensation	40,504	802,754	361,246	275,449	20,103

#3					
Title	**Chief Operations Officer**	**Executive Vice President, Chief Administrative and Strategy Officer**	**VP, Ambulatory Care & Clinical Svcs-HI**	**Plan Chief Financial Officer**	**Vice President of Quality Management and Population Health**
Description of position	Provides strategic direction and leadership for all aspects of AlohaCare's day to day operations.	Reports to President & CEO Responsible for all aspects Corporate Services including Human Resources and Corporate Strategy. This role also has responsibility for Board affairs and administration, and relationships with the Blue Cross Blue Shield Association, succession, and executive development at all levels. This role has oversight over the Governance areas including Legal, Compliance & Ethics, Information Privacy & Protection, Corporate Analytics, and Internal Audit (administrative oversight only), as well as Communications (administrative) , Government policy and advocacy, Market and Product Development, and all Program Offices.	Head of Hawaii Care Delivery Ops	Responsible for financial management of the health plan. Includes budgeting and forecasting, financial reporting and performance analytics, CDPA payroll ops.	Overall responsibility for Hawaii Medicaid clinical quality and population health programs
Total Compensation	326,631	1,113,805	502,696	515,030	261,130
Annual Salary	276,487	584,136	330,799	252,787	172,385
Additional Compensation	50,143	529,669	171,897	262,243	88,745
#4					
Title	**Sr VP Compliance & Quality**	**Executive Vice President, Chief Health Officer**	**ED, HP & Hospital Quality Oversight**	**VP, Population Health and Quality Improvement**	**Chief Financial Officer and Chief Operating Officer**
Description of position	Provides leadership and strategic direction for AlohaCare's Compliance and Quality Improvement (QI) efforts.	Reports to President & CEO Responsible for all aspects of Health Services including Health Coordination Services, Quality Managemnet, Utilization Managemnet, Clinical Integration, and Provider Contracting and Operations.	Head of Hawaii Quality	Responsible for directing and achieving Quality Improvement goals for the health plan. Supports the CMO in managing the Population Health organization.	Management of financial reporting and analysis and overall operations responsibility for Hawaii Medicaid programs
Total Compensation	321,801	933,475	432,026	436,821	256,478
Annual Salary	280,253	497,077	274,779	235,884	200,232
Additional Compensation	41,548	436,398	157,248	200,937	56,246

#5					
Title	**Sr Director Pharmacy**	**Executive Vice President, Chief Financial Officer**	**ED, Finance Leader - HI**	**VP, Network & Operations**	**Vice President of Health Services**
Description of position	Provides leadership and operational oversight for AlohaCare's pharmacy services.	Reports to President & CEO. Responsible for the financial functions of the company including accounting, treasury, actuarial services and underwriting, and related areas. Advises CEO and senior executives on financial matters and assists in the development of long-range plans. Directs appropriate efforts to ensure that the organization's financial position is maximized and manages investments of the organization.	Head of Hawaii Finance	Responsible for network development, provider relations and overall achievement of the organization's operational goals.	Overall responsibility for Hawaii Medicaid clinical programs and health services
Total Compensation	302,760	862,472	407,088	420,945	186,945
Annual Salary	235,379	308,442	271,677	224,474	159,175
Additional Compensation	67,381	554,030	135,412	196,471	27,770

D) Compensation provided to each of the five highest paid nationwide employees during the reporting period					
To the right, enter the reporting period as the State Fiscal Year (SFYxx).	SFY25				
#1	**AlohaCare**	**HMSA**	**Kaiser**	**Ohana**	**United**
Title			**Chairman & CEO**	**Chief Executive Officer**	**Former Chief Executive Officer**
Description of position			Head of KP Hospital and Health Plan	Plans, directs and coordinates the development of short and long range objectives for the corporation; is responsible for achieving the organization's goals and overall profitability expectations.	Former Chief executive for UnitedHealth Group and affiliates
Total Compensation			12,976,049	20,334,447	26,339,215
Annual Salary			2,195,616	1,360,769	1,500,000
Additional Compensation			10,780,433	18,973,678	24,839,215
#2					
Title			**EVP, Group President, Markets Outside of California**	**Chief Financial Officer**	**President and Chief Financial Officer**
Description of position			Head of KP markets outside of California	Directs the company's financial affairs according to financial principles and government regulations. Oversees Finance, Investor Relations, Operational Services and Regulatory Affairs.	Senior executive responsible for UnitedHealth Group financial matters
Total Compensation			6,474,308	15,034,997	18,731,183
Annual Salary			26,092	1,019,375	1,342,308
Additional Compensation			6,448,216	14,015,622	17,388,875
#3					
Title			**EVP, Group President and COO, Care Delivery**	**Corporate President**	**Executive Vice President and CEO, Optum**
Description of position			Head of KP care delivery for California and Hawaii markets	Oversees Health Plans, Products, Business Operations, Population Health and Clinical Operations, Marketing, Health Plan Medical, Specialty, International, and Business Development.	Senior executive responsible for Optum and affiliates
Total Compensation			5,011,705	11,481,639	11,449,467
Annual Salary			1,312,190	1,051,346	1,000,000
Additional Compensation			3,699,515	10,430,293	10,449,467

#4					
Title			**EVP & CFO**	**President and Chief Operating Officer**	**Former Executive Vice President and Chief Executive Officer, UnitedHealthcare**
Description of position			Head of Finance	Oversees Health Plans, Products, Business Operations, Population Health and Clinical Operations, Marketing, Health Plan Medical, Specialty, International, and Business Development. Mr. Layton retired in late 2023.	Former senior executive responsible for UnitedHealth Group's health care benefits business
Total Compensation			5,004,087	10,067,618	8,985,520
Annual Salary			1,322,140	0	961,539
Additional Compensation			3,681,947	10,067,618	8,023,981
#5					
Title			**EVP, Health Plan**	**Secretary & General Counsel**	**Executive Vice President, Chief Legal Officer and Corporate Secretary**
Description of position			Head of KP Health Plan	Executive officer overseeing legal and corporate secretary functions during portfolio streamlining, major PBM transition, and multi-state RFP cycle.	Senior executive responsible for UnitedHealth Group legal matters
Total Compensation			4,354,877	3,998,724	6,873,295
Annual Salary			1,314,589	722,500	748,077
Additional Compensation			3,040,288	3,276,225	6,125,218

Health Plan Notes

Kaiser
For sections C and D, the information provided is based on the most current Form 990 filings (calendar year 2024).

Ohana
Additional Compensation is often the majority of Total Compensation for executives. Additional Compensation is generally comprised of an annual bonus payment which is dependent on performance against goals, and long-term incentives which include restricted stock, a non-cash incentive which vests over time. Other items in Additional Compensation include deferred compensation and executive life insurance.

United
Additional Compensation includes bonus, stock awards, option/SAR awards, and any other additional compensation to include additional benefits beyond that provided to all FT employees (i.e., additional health benefits, automobiles, etc.).

State and Federal Sanctions

3) Provide descriptions of any ongoing state or federal sanction proceedings, prohibitions, restrictions, ongoing civil or criminal investigations, and descriptions of past sanctions or resolved civil or criminal cases, within the past five years and related to the provision of medicare or medicaid services by the contracting entity, to the extent allowed by law.

The Health Plan shall enter the reporting period in cell C3 as the State Fiscal Year (SFYxx). SFY25 and past 4 SFYs

AlohaCare

#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	**NONE**						

HMSA

#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	Park, Sook Ja et al. v. Hawaii Medical Service Association	Civil No. 1:21-cv-00039 JMS-WRP	Federal case	United States District Court for the District of Hawaii	The lawsuit was brought against HMSA by certain elderly Korean-speaking QUEST members relating to the alleged denial of coverage for long-term services and supports.	None	The dispute has been resolved.
2	Stanford Health Care v. Hawaii Medical Service Association	Hawaii - Civil No. 1:22-cv-00467-RT	Federal case	United States District Court District Cout of Hawaii	Out-of-state provider brought claims of breach of implied-in-fact contract and quantum meruit against HMSA.	None	The dispute has been resolved.
3	Keck Medical Center of USC v. Hawaii Medical Service Association	Superior Court - 24STCV02006	State case	Superior Court of California for the County of Los Angeles	Out-of-state provider brought claims of breach of contract, breach of implied-in-fact contract, quantum meruit and unjust enrichment against HMSA.	None	The dispute has been resolved.

Kaiser

#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	United States ex. rel. Jeffery Mazik v. Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, Inc., and The Permanente Medical Groups	19-cv-00559	Federal	Eastern District of California	On April 1, 2019, a former employee filed a False Claims Act case as a relator against KFHP, KFH and Permanente Medical Groups. The United States has declined to intervene in the case, and no state has intervened. The amended complaint was unsealed in late 2021, and alleges that Kaiser submitted false claims for payment in connection with Medicare Advantage and Medicaid programs.	N/A	The case was filed in the Eastern District of California (19-cv-00559) and is proceeding. The defendant entities intend to defend the case.
2	Insulin CID	CID No.: CID-21-2-0003 and USAO No.: 2019V00859	Federal	U.S. Department of Justice, Washington	On April 13, 2021, KFHP received a Civil Investigative Demand (CID No.: CID-21-2-0003 and USAO No.: 2019V00859) from the U.S. Department of Justice, Washington regarding claims submitted to federal programs in connection with insulin prescriptions.	N/A	The DOJ closed out its investigation with no action against KP entities.
3	United States ex. rel. Ronda Osinek, et al. v. Kaiser Permanente, et al.	13-cv-03891	Federal	U.S. Department of Justice (DOJ) and Department of Health and Human Services – Office of Inspector General	Pursuant to civil subpoenas, KFHP and KFH have provided documents and information to the U.S. Department of Justice (DOJ) and Department of Health and Human Services – Office of Inspector General relating to Medicare Part C risk adjustment practices, policies, and programs. On July 27, 2021, the Civil Division of the DOJ filed a notice indicating its intervention in certain aspects of lawsuits previously filed under seal against several Kaiser Permanente Medical Care Program entities. On October 25, 2021, the DOJ filed its complaint in intervention against those entities.	N/A	The case was filed in the Northern District of California (13-cv 03891). The parties reported to the Court in October that they had made substantial progress in settlement discussions and the Court stayed the litigation until mid-January.

Ohana							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	Maka, Mary B. v. Wellcare Health Insurance of Arizona, Inc. dba 'Ohana Health Plan, etc.	Civil No. 19-0139-01	State Case	State of Hawaii, Third Circuit Court	On July 11, 2019, the Company was served with litigation from former Ohana member, Mary Maka which was filed in HI state court. The complaint alleges that WellCare breached the covenant of good faith and fair dealing owed to Plaintiff by failing to arrange, coordinate, and provide care that Plaintiff's treating physician ordered, which was not excluded under the Plaintiff's plan with Ohana. The Complaint states that amputation of Plaintiff's leg is a result of the above allegations. No monetary demand specified in the Complaint. Case settled after mediation in January 2023.	N/A	Case Closed
2	Feinberg, Soleil v. State of Hawaii DHS Directors	Civil No. CV 19-00289 JMS-WRP	Federal Case	United States District Court for the District of Hawaii	Former 'Ohana member has filed suit against the State of Hawaii for failure to administer mental health services, programs, and activities in the most integrated setting appropriate under the Americans with Disabilities Act and the Rehabilitation Act. State of Hawaii initially tendered defense to WellCare, but WellCare declined the tender, as the allegations involved the scope of the Medicaid program rather than 'Ohana's conduct. Case settled in December 2023. 'Ohana had no involvement in the settlement and terms were not disclosed to 'Ohana.	N/A	Case Closed
3	Josserme, George v. `Ohana Health Plan	1SC19-1-1797	State Case	Honolulu Division, State of Hawaii, Small Claims Division of the District Court of the First Circuit	Small claims suit brought in 2019 by a member alleging improper discharge and refusal to provide continuous treatment by doctor. Plaintiff suffered from chest pains and uncontrollable diarrhea, and claimed that improper treatment resulted in destruction of Plaintiff's personal property. Plaintiff sought $954.24 in damages and the matter settled at a mandatory mediation with the small claims court.	N/A	Case Closed
4	Sundt, Lillian Jean v. 'Ohana Health Plan, WellCare Health Insurance of Hawaii, Inc.	Civil No. 3DRC-24-0000553	State Case	Puna Division, State of Hawaii, District Court of the Third Circuit	Former 'Ohana member filed suit purporting that she was entitled to reimbursement for an Airbnb for her family and other travel expenses in conjunction with a covered transplant surgery in New York. Plaintiff demands $10,298.23.	N/A	Case Closed

United							
#	Case Name	File Number	Is this a state or a federal case/sanction? Or both?	Court	Description of the Case	Adverse Action	Status
1	JASON SCUTT, an individual, on behalf of himself vs. UNITEDHEALTH INSURANCE CO AND SUBSIDIARIES; MAUI COMMUNITY CLINIC AKA "MALAMA I KE OLA"	CV-21-00323-JAO-RT	Federal case	United States District Court	Member dispute asserting claims for medical malpractice, defamation, and violation of Title II of the Americans with Disabilities Act	N/A	Matter closed via settlement 10/4/2022.
2	H. H. v. Evercare	HER-11-156920; Civil No. 11-1-2903-11; ICA CAAP-12-0000645; Civil No. 19-1-1415-09 JHA.	State case	First Circuit Court (1CC), State of Hawaii	Member dispute regarding benefit determination and attorneys' fees.	N/A	Benefit dispute resolved via stipulation on 4/26/2017; Attorneys' fees awarded 12/3/2018; Prejudgment interest denied 8/8/2019; Affirmed by 1CC Mar 2020; ICA affirmed 2/24/2023; No further appeal.
3	A. D. S. v. Evercare	HER-10-154685; Civil No. 11-1-2542-10; ICA CAAP-12-0000647	State case	Intermediate Court of Appeals (ICA), State of Hawaii	Member dispute regarding benefit determination and attorneys' fees.	N/A	Matter resolved via settlement on 6/26/2023.
4	J.D.R., et al. v. Evercare (NOTE: one of five benefit disputes that were all resolved at the same time, in the same way, and then consolidated for the initial attorneys' fee order. The cases remained consolidated throughout the appeals process until the remand in April 2017. The other cases are: F.B. v. Evercare (HER-11-156241), F.H. v. Evercare (HER-11-156361), J.V. v. Evercare (HER-11-156251), and T.A. v. Evercare (HER-11-155842). Separate appeals were taken of the orders issued by the Commissioner on remand by J.D.R., F.B., J.V. and T.A. Only F.B., J.V., and T.A. had appeals pending at the ICA.)	HER-11-156251; Civil No. 11-1-2533-10; ICA CAAP-12-0000646.	State case	Intermediate Court of Appeals (ICA), State of Hawaii	Member dispute regarding benefit determination and attorneys' fees.	N/A	Matter resolved via settlement on 6/26/2023.
5	H.M. v. Evercare	HER-09-152033; Civil No. 10-1-2328-10 KKS; Civil No. 11-1-2695-11 RAN; Civil No. 19-1-1415-09 JHA	State case	First Circuit Court (1CC), State of Hawaii	Member dispute regarding benefit determination and attorneys' fees.	N/A	Benefit dispute resolved via stipulation on 4/26/2017; Attorneys' fees awarded 12/3/2018; Prejudgment interest denied 8/8/2019; Affirmed by 1CC Mar 2020; ICA affirmed 2/24/2023; No further appeal.
6	Hawaii Coalition for Health v. UnitedHealthcare Insurance Company et. al.	INS-DR-2015-002	State hearing	Hawaii Dept. of Commerce and Consumer Affairs, Ins. Div.	Petition sought declaration that UHIC and other PBMs were in violation of HRS ch. 431R regarding specialty pharmacy networks and dispensing.	N/A	Matter closed 6/28/2021 due to no activity.
7	G.H. v. UnitedHealthcare Community Plan	1DSC-23-0000309	State case	Small Claims Court; Honolulu County	Member filed a lawsuit alleging non-payment of benefits.	N/A	Matter resolved via settlement on 6/13/2023
8	JASON MURBACH and KAILI MURBACH, for and on behalf of JM; JASON MURBACH, personally, and KAILI MURBACH, personally, v. UNITED HEALTHCARE SERVICES, INC.; DENISE LEONARDI; MALIA SIQUEIRA; DOE DEFENDANTS 1-50,	2CCV-25-0000155	State case	Second Circuit Court, State of Hawaii	Member filed a lawsuit alleging non-payment of benefits.	N/A	Active litigation

Health Plan Notes

United

To the best of our knowledge, UnitedHealthcare Insurance Company ("UHIC") is not a party to any ongoing state or federal sanction proceedings, prohibitions, restrictions, or ongoing criminal investigations related to the provision of Medicare or Medicaid services in Hawaii. UHIC operates nationally and undergoes routine market conduct and financial audits in the normal course of business; these audits may result in corrective action plans, which we understand are not considered civil or criminal investigations for purposes of this report.

UHIC is subject to various civil actions, including litigation and agency proceedings, primarily related to benefit disputes with members or providers. Current matters in Hawaii are summarized in the table above. UHIC is also involved in litigation outside Hawaii; none involve Hawaii residents or impact QUEST Integration. UHIC has not incurred any penalties related to Medicare or Medicaid services involving Hawaii residents or the Hawaii QUEST Integration Program during the reporting period.
Finally, UHIC has not had any penalties imposed related to the provision of Medicare or Medicaid services involving residents of Hawaii or the Hawaii QUEST Integration Program during the reporting period.

Contributions to the Community

Provide the information below on contributions to the community. Include contribution recipient and amount devoted to Hawaii community development projects and health enhancements. Do not include contracted services. The Health Plan shall combine all contributions of less than $1,000 into one entry.

The Health Plan shall enter the reporting period in cell B3 as the State Fiscal Year (SFYxx).	SFY25

AlohaCare

Recipient	Amount
Combined contributions of individual contributions totaling less than $1000	$ 5,650.00
Adult Foster Homecare Association	$ 1,250.00
Aloha United Way Inc	$ 10,000.00
Alzheimer's Disease & Related Disorders Assn Inc	$ 3,000.00
American Academy of Pediatrics	$ 2,300.00
American Heart Association Inc	$ 50,000.00
American Lung Association	$ 22,360.00
Azara Healthcare	$ 36,111.00
Bishop Museum	$ 5,000.00
Books 4 Keiki	$ 1,000.00
Boys & Girls Clubs of Maui Inc	$ 1,000.00
Boys and Girls Club of Hawaii	$ 21,000.00
Catholic Charities Hawaii	$ 3,000.00
Community First, Inc.	$ 6,500.00
Community People Ministries	$ 7,500.00
East Hawaii IPA	$ 17,500.00
Ekolu Mea Nui	$ 1,000.00
Feed The Hunger Fund	$ 2,500.00
Friends of Hawaii Home Project	$ 1,000.00
Gregory House Programs	$ 1,000.00
Hamakua Health Center	$ 5,500.00
Hawaii Academy of Family Physicians	$ 6,000.00
Hawaii Academy of Family Physicians Foundation	$ 6,000.00
Hawaii Alliance of Nonprofit Organizations	$ 5,000.00
Hawaii Children's Action Network	$ 42,000.00
Hawaii Foodbank Inc	$ 2,000.00
Hawaii Health & Harm Reduction Center	$ 3,500.00
Hawaii LGBT Legacy Foundation	$ 7,000.00
Hawaii Meals on Wheels Inc	$ 10,000.00
Hawaii Primary Care Assoc.	$ 22,960.00
Hawaii Public Health Institute	$ 25,400.00
Hawaii State Association of Counties	$ 2,500.00
Health Management Assoc Wakely	$ 15,000.00
Healthcare Association of Hawaii	$ 6,400.00
Hugs for Hawaii'S Seriously Ill	$ 1,000.00
I Ola Lahui Inc	$ 5,000.00
Imua Family Services	$ 6,000.00
Kapiolani Health Foundation	$ 11,000.00
Kauai Path Inc	$ 4,000.00
Kokua Kalihi Valley	$ 20,500.00
Kona Hospital Foundation	$ 5,000.00
Lanai Community Health Center	$ 20,500.00
Lhes Foundation	$ 1,600.00
Lucile Packard Foundation for Children's Health	$ 1,000.00
March of Dimes	$ 30,000.00
Maui Economic Opportunity Inc	$ 7,500.00
Maui Food Bank Inc	$ 1,000.00
Maui Lani Physicians and Surgeons LLC	$ 30,000.00
Na Lei Wili Area Health Education Center Inc	$ 5,000.00

National Alliance on Mental Illness Hawaii	$	1,000.00
Nurture Cultivate Inc	$	5,000.00
Pacific American Foundation	$	25,000.00
Pacific Basin Communications LLC	$	18,848.16
Pacific Birth Collective Inc	$	3,000.00
Papa Ola Lokahi	$	13,000.00
Partners In Care	$	2,500.00
Partners In Development	$	3,000.00
Philippine Medical Association of Hawaii	$	3,646.36
Project Vision Hawaii	$	46,500.00
Read to Me International Foundation	$	3,000.00
The Food Basket Inc	$	1,000.00
United Self Help	$	10,000.00
United States Veterans Initiative	$	10,000.00
Waikiki Health	$	1,500.00
Waimanalo Health Center	$	172,700.00
We Are Oceania	$	5,000.00
Weed and Seed Hawaii Inc	$	1,000.00
West Hawaii Community Health Center Inc	$	6,837.70
Women's Fund of Hawaii	$	1,000.00
Total	**$**	**840,563.22**

HMSA		
Recipient	**Amount**	
Combined contributions of individual contributions totaling less than $1000	$	10,572.87
Hawaii Foodbank	$	10,000.00
Akamai Living Big Island Senior Fair	$	10,000.00
Department of Health (Diabetes Prevention)	$	10,000.00
Akamai Living Big Island Senior Fair	$	12,472.00
Kaimana Awards call for scholarship applications	$	10,000.00
Teen Health Camps	$	10,000.00
Hawaii Academy of Science	$	3,000.00
Young At Heart Expo	$	3,780.00
Department of Health (Diabetes Prevention)	$	10,000.00
People Strategies Hawaii	$	5,000.00
Honolulu Japanese Junior Chamber of Commerce	$	1,000.00
American Foundation for Suicide Prevention	$	1,000.00
Hawaii Student Nurses Association	$	1,000.00
Hawaii Appleseed	$	1,000.00
Kahoomiki	$	1,000.00
Mental Health America of Hawaii	$	1,000.00
Kaibigan ng lahaina	$	1,000.00
Moiliili Hongwanji Mission	$	1,000.00
Camp Mokuleia	$	1,000.00
Hawaii Keiki Museum	$	1,000.00
Gregory House Programs	$	1,000.00
Kona Hospital Foundation	$	1,000.00
Waikiki Health	$	1,000.00
Emergency Nurses Association	$	1,000.00
UH Foundation DKICP	$	1,000.00
Hawaii Mothers' Milk	$	1,000.00
Arthritis Foundation	$	1,000.00
Hawaii Parkinson Association	$	1,000.00
Kauai United Way	$	1,000.00
Hawaii Psychological Association	$	1,000.00
University of Hawaii Athletics	$	1,165.00
RiseHI Foundation	$	1,200.00

YWCA of Hawaii Island	$	1,500.00
Hawaii Athletic Trainers Association Foundation	$	1,500.00
Hamakua-Kohala Health Center	$	1,500.00
Kapolei Chamber of Commerce	$	1,500.00
MADD	$	1,576.00
Hawaii Active Seniors	$	1,727.75
Ahahui o Kauka Association of Native Hawaiian Physicians	$	2,000.00
Pacific Missile Range Facility	$	2,000.00
The Caregiver Foundation	$	2,000.00
UH Foundation - DKICP	$	2,000.00
Big Island Substance Abuse Council	$	2,000.00
Iolani School	$	2,000.00
Hawaii Island Community Health Center	$	2,000.00
Mililani Town Association	$	2,047.12
CIO Council of Hawaii	$	2,500.00
Run for Fitness dba Maui 5k	$	2,500.00
Keala Foundation	$	2,500.00
Lanakila Pacific Foundation	$	2,500.00
Boys & Girls Club of Hawaii - Kauai	$	2,500.00
Neighborhood Place of Puna	$	2,500.00
Hale Kipa	$	2,500.00
Partners in Care	$	2,500.00
Fur-Angel Foundation	$	2,500.00
Hawaiian Humane Society	$	2,500.00
Special Olympics Hawaii	$	2,500.00
Hawaii Lodging & Tourism Association Maui	$	2,500.00
State Democracy Project - Lahaina Strong	$	2,500.00
Maui Food Bank	$	2,500.00
Kendall Scholarship Fund (HGEA)	$	2,500.00
American Cancer Society	$	2,572.00
Hawaii Meals on Wheels	$	2,624.00
Hawaii Health and Harm Reduction Center	$	3,000.00
UH Foundation - UH Alumni Association	$	3,000.00
Hawaii Literacy	$	3,000.00
RYSE	$	3,000.00
COPD Coalition of Hawaii	$	3,000.00
Hawaii Academy of Science	$	3,000.00
Hilo Benioff Medical Center	$	3,000.00
Hawaii Island Adult Care, Inc	$	3,500.00
Pacific Gateway Foundation	$	3,500.00
Kuakini Foundation	$	3,500.00
Fusion Marketing	$	3,600.00
City and County Parks and Rec Elderly services	$	4,000.00
Hawaii Young Health Professionals	$	4,000.00
YWCA Oahu	$	4,000.00
Hawaii Children's Action Network	$	5,000.00
MA'O	$	5,000.00
Move Oahu Forward	$	5,000.00
American Diabetes Association	$	5,000.00
After-School All-Stars	$	5,000.00
Boys & Girls Club of Maui	$	5,000.00
Hawaii Dental Association Foundation	$	5,000.00
Ekolu Mea Nui	$	5,000.00
Aloha Harvest	$	5,000.00
Read to Me International	$	5,000.00
UH Foundation - Shidler Alumni Association	$	5,000.00
Public Schools of Hawaii Foundation	$	5,000.00

Fund for the Pacific Century	$	5,000.00
Health Management Associates	$	5,000.00
Adventist Health Castle	$	5,000.00
Center for Tomorrow's Leaders	$	5,083.80
YMCA of Honolulu	$	5,500.00
Boys & Girls Club of Hawaii	$	6,000.00
Hawaii Hotel Industry Foundation dba Charity Walk	$	7,500.00
HUGS	$	7,500.00
Maui Economic Development Board	$	8,000.00
Rehab Foundation	$	8,000.00
Helping Hands Hawaii	$	10,000.00
Hawaii Medical Association	$	10,000.00
Star Advertiser	$	10,000.00
Hawaii LGBT Legacy Foundation	$	10,000.00
Hawaii Foodbank	$	10,000.00
Na Wahine Pa'ani O Punahou	$	10,000.00
Hawaii Symphony Orchestra	$	10,000.00
Made in Hawaii Festival	$	10,000.00
National Kidney Foundation of Hawaii	$	10,000.00
Diamond Head Theatre	$	10,000.00
Chamber of Commerce Hawaii	$	11,000.00
March of Dimes	$	14,563.04
Make-a-Wish Hawaii	$	15,000.00
Navian Hawaii	$	15,000.00
Alzheimer's Association of Hawaii	$	15,700.00
United States Veterans Initiative	$	20,000.00
Friends of Hale 'Oluea Clubhouse	$	20,000.00
Manoa Valley Theatre	$	20,000.00
Spill The Tea Café	$	20,000.00
Navy League, Honolulu Council	$	20,000.00
University of Hawaii Foundation (UHERO)	$	25,000.00
Hawaii Workforce Funders Collaborative	$	25,000.00
American Heart Association	$	25,000.00
Kapiolani Health Foundation	$	27,500.00
East Hawaii IPA	$	35,000.00
Pouhana O Na Wahine	$	50,000.00
HomeAid Hawaii	$	50,000.00
Hui No Ke Ola Pono	$	50,000.00
Boys & Girls Club of America	$	50,000.00
Family Promise of Hawaii	$	70,000.00
Hui Malama I Ke Ala Ulili (huiMAU)	$	100,000.00
Hawaii Hospital Education and Research Foundation	$	100,000.00
Nohona Health	$	100,000.00
University of Hawaii (Rural Health Research and Policy Center)	$	100,000.00
Kahumana (Alternative Structures International)	$	100,000.00
I Ola Lahui	$	100,000.00
Kukulu Kumuhana O Anahola (KKOA)	$	100,000.00
Hoa Aina O Makaha	$	100,000.00
The Maui Farm	$	100,000.00
Palama Settlement	$	100,062.50
Project Vision Hawaii	$	105,000.00
Aloha United Way	$	135,000.00
Hazel Health	$	150,000.00
Healthy Mothers Healthy Babies	$	200,000.00
Hawaii Cancer Consortium	$	250,000.00
Straub Foundation	$	1,000,000.00
Total	**$**	**3,873,746.08**

Kaiser	
Recipient	**Amount**
Combined contributions of individual contributions totaling less than $1000	$ -
Kaiser Permanente Hawaii Medical Financial Assistance Program	$ 13,255,072.49
Kaiser Permanente Hawaii Charitable Health Coverage Program	$ 2,076,503.49
Kaiser Permanente Hawaii Undergraduate Internship Program	$ 89,008.29
ETP (Educational Theater Program)	$ 118,494.00
Medical Education and Training Nursing Education Programs: -Universisty of Hawaii at Manoa (Nursing) -Chaminade University (Nursing) -Hawaii Pacific University -Kapiolani Community College -Chamberlian University Laboratory Technology: -Kapiolani Community College (Medical Tech) -Kapiolani Community College (Phlebotomy) -Texas Tech University (Medical Tech) -University of Hawaii at Manoa (Medical Tech) Pharmacy: -University of Hawaii at Hilo Daniel K. Inouye College of Pharmacy Physical Therapy: -Syracuse -Pacific University Radiology: - Kapioloani Community College	$ 358,936.23
KIDS HURT TOO HAWAII	$ 50,000.00
HUA MOMONA FOUNDATION	$ 95,000.00
BOYS AND GIRLS CLUBS OF MAUI INC	$ 5,000.00
AHAHUI O NA KAUKA ASSOCIATION OF NATIVE	$ 20,000.00
HUNGRY HEROES HAWAII	$ 95,000.00
NATIVE HAWAIIAN EDUCATION ASSOCIATION	$ 300,000.00
COMMON GROUND COLLECTIVE	$ 95,000.00
CHAPLAIN MINISTRIES OF MAUI	$ 90,000.00
KUALOA-HEEIA ECUMENICAL YOUTH KEY	$ 95,000.00
HAWAII INSTITUTE OF PACIFIC AGRICULTURE	$ 50,000.00
LAHAINA INTERMEDIATE PTSA	$ 5,000.00
HAWAII HEART ASSN INC	$ 95,000.00
PROJECT VISION HAWAII	$ 90,000.00
HOOLA FARMS	$ 50,000.00
ALTERNATIVE STRUCTURES INTERNATIONAL	$ 75,000.00
PACIFIC GATEWAY CENTER	$ 20,000.00
HAWAIIAN COMMUNITY ASSETS	$ 50,000.00
HAWAII COMMUNITY FOUNDATION	$ 50,000.00
HAWAII COMMUNITY LENDING INC	$ 90,000.00
UNIVERSITY OF HAWAII	$ 350,000.00
HEALTHY MOTHERS HEALTHY BABIES	$ 90,000.00
LAHAINALUNA HIGH SCHOOL PTSA	$ 10,000.00
YOUNG WOMENS CHRISTIAN ASSOCIATION	$ 75,000.00
INSTITUTE FOR NATIVE PACIFIC EDUCATION	$ 75,000.00
PURPLE MAIA FOUNDATION	$ 50,000.00
MAUI ECONOMIC DEVELOPMENT BOARD INC	$ 120,000.00
MENTAL HEALTH AMERICA OF HAWAII	$ 40,000.00

HAWAII PUBLIC HEALTH INSTITUTE	$	3,000.00
HAWAII PUBLIC HEALTH INSTITUTE	$	15,000.00
HAWAII COMMUNITY REINVESTMENT	$	75,000.00
LUNALILO HOME	$	80,000.00
ELEPAIO SOCIAL SERVICES	$	80,000.00
HAWAII FOOD BANK	$	75,000.00
MAUI ROOTS REBORN	$	120,000.00
IHS THE INSTITUTE FOR HUMAN SERVICES INC	$	80,000.00
HAWAII APPLESEED CENTER FOR LAW AND	$	55,000.00
MAUI HUB	$	80,000.00
COMMUNITY SOLUTIONS INTERNATIONAL INC	$	45,000.00
HANA RETREAT	$	20,000.00
UNIVERSITY OF HAWAII FOUNDATION	$	7,000.00
KIDS HURT TOO HAWAII	$	30,000.00
UNIVERSITY OF HAWAII FOUNDATION	$	30,000.00
HAWAII PUBLIC HEALTH INSTITUTE	$	20,000.00
UNIVERSITY OF HAWAII FOUNDATION	$	13,500.00
YOUNG MENS CHRISTIAN ASSOCIATION	$	30,000.00
MAUI UNITED WAY	$	40,000.00
HUI LOKE KEA	$	500.00
WAIANAE COAST COMPREHENSIVE HEALTH	$	50,000.00
UNIVERSITY OF HAWAII FOUNDATION	$	800,000.00
Total	**$**	**19,877,014.50**

Ohana		
Recipient	Amount	
Combined contributions of individual contributions totaling less than $1000	$	1,400.00
AUNT BERTHA	$	26,160.00
HAWAII ISLAND COMMUNITY CENTER	$	183,333.33
MARCH OF DIMES FOUNDATION	$	2,500.00
GREGORY HOUSE PROGRAMS	$	2,500.00
HEALTH MANAGEMENT ASSOCIATES, INC.	$	7,500.00
NAMI HAWAII	$	25,000.00
OAHU PUBLICATIONS INC	$	16,334.00
HOPE CENTER MINISTRIES	$	5,000.00
WAIKIKI HEALTH	$	1,000.00
HAMAKUA HEALTH CENTER, INC.	$	6,650.00
MENTAL HEALTH AMERICA OF HAWAII	$	8,000.00
UNIVERSITY OF HAWAII of West Oahu	$	25,000.00
UNIVERSITY OF HAWAII	$	1,000.00
LEGAL AID SOCIETY	$	9,750.00
Total	**$**	**321,127.33**

United		
Combined contributions of individual contributions totaling less than $1000	$	5,732.56
Ecare Hawaii (Big Island Docs)	$	203,099.39
Hazel Health	$	150,000.00
Hawaii Island Community Health Center	$	95,000.00
Helping Hands of Hawaii	$	95,000.00
Aulama I Ke Ola (Healthcare Association of Hawaii)	$	90,000.00
Kumukahi Health & Wellness	$	76,500.00
Lanakila Pacific	$	32,000.00
Waikiki Health Center	$	30,500.00
March of Dimes	$	17,500.00
Alzheimer's Association	$	11,500.00
Community First Hawaii	$	10,500.00
Palama Settlement	$	8,000.00

Women Who Mean Business	$	7,225.13
AHARO Hawaii	$	5,000.00
American Heart Association	$	5,000.00
Family Promise of Hawaii	$	5,000.00
Going Home Hawaii	$	5,000.00
Hawaii Meals on Wheels	$	5,000.00
Philippines Medical Association of Hawaii	$	4,594.24
Lanakila Meals	$	4,000.00
Waianae Community Outreach	$	4,000.00
Kauai Veterans	$	3,000.00
Discover Imua	$	2,800.00
Farrington Alumni & Community Foundation	$	2,500.00
Hawaii Community Health Worker Association	$	2,500.00
Hawaii Home Project	$	2,500.00
Department of Veterans Affairs	$	2,000.00
Hawaii Island HIV AIDS Foundation	$	1,500.00
Hilo Benioff Medical Center Foundation	$	1,500.00
Kamaaina Kids	$	1,000.00
Sure Foundation	$	1,000.00
Total	**$**	**890,451.32**

Health Plan Notes

Kaiser
KP previously reported its Medicaid/CHIP losses consistent with its reporting to the IRS on Form 990 in the Contributions to the Community Section. At the request of MQD, KP has removed its Medicaid/CHIP losses from this year's report.

Management and Administrative Contracts

5) Provide the information below on any **management and administrative service** contracts for Med-QUEST services made in Hawaii and outside of the State, including a description of the purpose and cost of each contract. Contracts should be limited to those necessary to manage and administer health plan services. Include subcontractors. Do not include network healthcare providers. Health plan shall assign each contract to only one category based on health plan's determination of primary service performed by that contractor.

The Health Plan shall enter the reporting period in cell B3 as the State Fiscal Year (SFYxx).	SFY25		
AlohaCare			
Contractor Name	**Description of Contract Purpose (briefly describe the services provided)**	**Cost (SFY25)**	**Select a primary category for this contract**
Accuity LLP	Financial Audit	$ 262,670.06	Administration, Finance, Program Integrity
Administep/Legacy	Operates clearing house	$ 50,649.84	Administration, Finance, Program Integrity
Advent Advisory Group LLC	HEDIS / Data Validation	$ 70,780.00	Quality
AGK Consulting LLC	Provider contract review and consulting	$ 10,687.50	Provider Network and Services
American Well	Telehealth	$ 81,553.39	Covered Benefits and Services
Adriana Lopez-Martinez	HEDIS	$ 40,066.00	Quality
ATTAC Consulting Group LLC	Credentialing Advisory Service, HEDIS Data Submission	$ 240.00	Quality
Bizagi	IT, Cloud Server	$ 109,725.04	Administration, Finance, Program Integrity
CarelonRx, Inc	Pharmacy benefit & management	$ 1,984,523.90	Covered Benefits and Services
Carenet Healthcare Services	Nurse advice line	$ 68,579.56	Covered Benefits and Services
Centauri Health Solutions	Data Collection, Analysis & Reporting on Utilization of Services	$ 104,400.00	Utilization Management
Change Healthcare/Altegra Health	Encounter reporting and analytics	$ 280,892.24	Administration, Finance, Program Integrity
Clinical Laboratories of Hawaii LLP	Lab data extraction	$ 7,000.00	Quality
Cognizant TriZetto	Billing Automation Services	$ 610,989.29	Administration, Finance, Program Integrity
ComCom Systems Inc	Claims Processing	$ 16,805.01	Administration, Finance, Program Integrity
CommandDirect	Healthcare Communications	$ 99,550.05	Administration, Finance, Program Integrity
Concur Technologies	Finance Invoice and Expense System	$ 65,610.39	Administration, Finance, Program Integrity
Conduent	Data Mining Consulting Services	$ 1,405.34	Administration, Finance, Program Integrity
Council for Affordable Quality Healthcare, Inc.	Credentialing Services	$ 380.77	Administration, Finance, Program Integrity
Dawn R Welch	HEDIS	$ 987.14	Quality
Diagnostic Laboratory Services, Inc.	Lab data extraction	$ 6,325.58	Administration, Finance, Program Integrity
Edward Enterprises Inc.	Booklet Enterprises, Printing, Invitations	$ 257,670.84	Administration, Finance, Program Integrity
Eleven17	Social media management services	$ 71,152.51	Administration, Finance, Program Integrity
EOH Enterprises	IT management	$ 108,835.62	Administration, Finance, Program Integrity
Experian Marketing Solutions	IT License - Address Validation	$ 10,521.73	Administration, Finance, Program Integrity
Health Catalyst Inc	Consulting Services for improvement of care data warehouse	$ 1,612,268.36	Administration, Finance, Program Integrity
Healthedge	G8 Software; Altruista Licensing, care management tool	$ 576,179.70	Administration, Finance, Program Integrity

HealthLogix	Mailings to disease management program participants	$ 214,935.62	Administration, Finance, Program Integrity
HealthStream, Inc.	Credentialing and Provider Data Management Platform	$ 78,375.00	Provider Network and Services
Icario Health	Member Rate Adjustments	$ 463,144.45	Quality
IllumiCare, Inc.	IT - Electronic Medical Record	$ 18,711.26	Administration, Finance, Program Integrity
Inovalon	HEDIS Review Services	$ 655,337.12	Quality
IntelliRide	Member Transportation Services	$ 1,775,299.59	Covered Benefits and Services
Island Micro Solutions	Finance Software System	$ 272.25	Administration, Finance, Program Integrity
Jennifer Mann	HEDIS	$ 6,658.53	Quality
Kami Sandlin	HEDIS	$ 29,658.50	Quality
Lacee Paiz	HEDIS	$ 7,543.22	Quality
Language Services Associates	Interpretations	$ 14,110.50	Member Services
Lashaunda Okafor	HEDIS	$ 14,974.59	Quality
Level 3 Communications	Telecommunications	$ 260,120.97	Administration, Finance, Program Integrity
Lisa Forton	HEDIS	$ 55,055.76	Quality
Managed Healthcare Resources Inc	NCQA Consultant	$ 71,662.50	Administration, Finance, Program Integrity
Market Trends Pacific Inc	Member Survey	$ 7,570.16	Provider Network and Services
Mary Hoffmann	HEDIS	$ 1,303.77	Quality
Medical Review Institute of America	Physician review services for quality & utilization mgmt.	$ 28,793.70	Utilization Management
Melinda Baker	HEDIS	$ 30,036.84	Quality
Michelle Jaruf	HEDIS	$ 30,036.84	Quality
Milici Valenti Ng Pack Inc	Public Relations & Advertising	$ 638,448.55	Administration, Finance, Program Integrity
Milliman Inc	Actuarial Services	$ 284,654.04	Administration, Finance, Program Integrity
News Exposure LLC	Customized media Intelligence solutions	$ 7,497.38	Administration, Finance, Program Integrity
NWN Corporation	Consulting services for improvement of care data	$ 72,964.78	Quality
Optum360	Improve Billing Accuracy	$ 45,342.46	Administration, Finance, Program Integrity
OptumRx, Inc	Pharmacy benefit & management	$ 546,182.79	Covered Benefits and Services
Oracle America, Inc.	Accounting ERP	$ 60,548.05	Administration, Finance, Program Integrity
Physician Exchange	After hours & weekend telephone & assistance coverage	$ 10,095.30	Provider Network and Services
Professional Image, Inc.	Printing, Copying Materials	$ 66,913.84	Administration, Finance, Program Integrity
Quest Analytics LLC	IT, Software License	$ 39,882.95	Administration, Finance, Program Integrity
SAS Institute Inc.	Analytics Tool	$ 6,936.12	Administration, Finance, Program Integrity
Sirius Computer Solutions Inc	IT	$ 229,531.10	Administration, Finance, Program Integrity
Stella Catalan	HEDIS	$ 56,989.49	Quality
Tamika Titus	HEDIS	$ 18,018.99	Quality
Tanetta Jones	HEDIS	$ 38,134.00	Quality
Zelis-Välenz Health	Cost Containment/Claims Editing/Bill Review and Audit	$ 301,523.58	Administration, Finance, Program Integrity

	Total	**$**	**12,697,714.45**	

HMSA				
Contractor Name	**Description of Contract Purpose (briefly describe the services provided)**	**Cost (SFY25)**		**Select a primary category for this contract**
American Well	Platform for HMSA Online Care	$	3,227,167.00	Covered Benefits and Services
Carelon Behavioral Health / Beacon Health Options, Inc	Behavioral Health, Service Coordination and Utilization Mangement	$	3,659,339.46	Covered Benefits and Services
Carenet Health (Carenet)	24-hour nurse call line	$	876,642.50	Covered Benefits and Services
CVS Caremark	Pharmacy Benefits Manager (PBM), Specialty Drug Services, Rare Disease Management	$	375,809.85	Covered Benefits and Services
EyeMed	Claim processing, member servicing and provider inquries for al routine vision services	$	518,126.14	Covered Benefits and Services
NIA Magellan Health, Inc. (NIA)	Radiology services, pain management, utilization management	$	732,052.16	Covered Benefits and Services
Firstsource	Claims operations, membership and enrollment functions, and some provider network, customer service and product design functions	$	10,397,356.40	Administration, Finance, Program Integrity
Ceridian	Payments to providers of home and community based services	$	7,890,375.85	Covered Benefits and Services
Magellan Healthcare, Inc.	Behavioral health and substance abuse management, utilization management, coaching, and support for both members and providers	$	2,630,305.78	Covered Benefits and Services
	Total	**$**	**30,307,175.14**	

Kaiser				
Contractor Name	**Description of Contract Purpose (briefly describe the services provided)**	**Cost (SFY25)**		**Select a primary category for this contract**
Cardinal Services, LTD	Member materials printing and mailing	$	29,667.52	Administration, Finance, Program Integrity
Centauri Health Solutions	Member outreach SSI/SSDI membership eligibility	$	119,691.72	Member Services
Bloodhound Technologies, Inc.	HEDIS and Non-HEDIS performance metric data analysis and reporting	$	77,479.44	Quality
Oneil Digital Solutions, LLC	Member materials printing and mailing	$	493.40	Administration, Finance, Program Integrity
Ceridian HCM, Inc.	Payroll for self-direct services	$	22,213.45	Administration, Finance, Program Integrity
Medical Transportation Management, Inc.	Transportation services	$	2,103,726.52	Covered Benefits and Services
MedImpact	Pharmacy benefits management system	*		Covered Benefits and Services
AAA Kamaaina Health Care	Case management in foster homes	$	53,326.92	Covered Benefits and Services
A&A Case Management Senior Services, LLC	Case management in foster homes	$	25,338.48	Covered Benefits and Services

Above and Beyond Case Management, LLC	Case management in foster homes	$ 412,306.00	Covered Benefits and Services
Absolute Care Management Services	Case management in foster homes	$ 86,030.44	Covered Benefits and Services
Advanced Case Management	Case management in foster homes	$ 39,998.80	Covered Benefits and Services
All Island Case Management Corp.	Case management in foster homes	$ 169,523.68	Covered Benefits and Services
Azil Case Management	Case management in foster homes	$ 28,174.32	Covered Benefits and Services
Blue Water Resources, LLC	Case management in foster homes	$ 25,583.20	Covered Benefits and Services
Case Management Professionals, Inc.	Case management in foster homes	$ 49,034.28	Covered Benefits and Services
Case Management Solutions, LLC	Case management in foster homes	$ 79,679.92	Covered Benefits and Services
Health Services Hawaii 808, Inc.	Case management in foster homes	$ 43,401.52	Covered Benefits and Services
HI Secure Care Case Management Agency, LLC	Case management in foster homes	$ 95,361.76	Covered Benefits and Services
Kina'ole Case Management Agency, LLC	Case management in foster homes	$ 7,014.84	Covered Benefits and Services
Lokahi Case Management Agency, LLC	Case management in foster homes	$ 62,737.66	Covered Benefits and Services
Nightingale Case Management	Case management in foster homes	$ 67,736.72	Covered Benefits and Services
Ohana Case Management CCMA QI	Case management in foster homes	$ 99,998.40	Covered Benefits and Services
Quality Case Management, Inc.	Case management in foster homes	$ 25,061.68	Covered Benefits and Services
Residential Choices, Inc.	Case management in foster homes	$ 28,384.88	Covered Benefits and Services
	Total	**$ 3,751,965.55**	

Ohana			
Contractor Name	**Description of Contract Purpose (briefly describe the services provided)**	**Cost (SFY25)**	**Select a primary category for this contract**
Centene Corporation	Claims Administration	Covered under Corporate allocation	Administration, Finance, Program Integrity
Centene Corporation	Enrollment & Member Administration	Function performed at Corporate	Administration, Finance, Program Integrity
Centene Corporation	Marketing & Materials Fulfillment (i.e. sending members' ID cards or handbooks)	Function performed at Corporate	Member Services
American Specialty Health System	Acupuncture	$ 47,590.00	Covered Benefits and Services
Audiology Distribution, Inc. d/b/a HearUSA	Hearing services	$ 122,008.00	Covered Benefits and Services
Ceridian	Payroll Processing for Self-Direction	$ 65,600.00	Administration, Finance, Program Integrity
Pharmacy Benefits Manager (ESI)	Pharmacy administration	$ 65,000.00	Covered Benefits and Services
Transportation (Intelliride , MM Medical Transport)	Member transportation services	$ 6,626,889.00	Covered Benefits and Services
Premier Eye Care	Eye care administrative services	$ 2,412,623.47	Covered Benefits and Services
Translations (Interpretek, Translation Station)	Translation services	$ 46,000.00	Covered Benefits and Services
DME (Medline Industries, Home Care Delivered, United Medco, BRAVA)	Medical Supplies	$ 1,954,202.00	Covered Benefits and Services
Hawaii Health and Harm Reduction	Pain Management	$ 54,250.00	Covered Benefits and Services
NCH Management Systems Inc.	Educative and collaborative model to improve member care	$ 113,802.00	Quality
Waimanalo Health Center	Food as Medicine	$ 32,000.00	Covered Benefits and Services

HAWAII HEALTH INFORMATION EXCHANGE	Quality Analytics Reporting	$	60,000.00	Quality
Healthy Mothers, Healthy Babies	Community-based midwifery-led model of care that offers rural residents perinatal care	$	208,250.00	Quality
	Total	**$**	**11,808,214.47**	

United			
Contractor Name	**Description of Contract Purpose (briefly describe the services provided)**	**Cost (SFY25)**	**Select a primary category for this contract**
Dayforce, fka Ceridian (in Hawaii)	Administration of payroll processing for caregivers (personal assistance and CHORE services)	$ 55,167.89	Covered Benefits and Services
Modivcare, fka LogistiCare (mainland based with Hawaii Operations)	Non-emergent ground and air transportation benefit administration (estimated administration costs)	$ 1,050,002.89	Covered Benefits and Services
	Total	**$ 1,105,170.78**	

Health Plan Notes

Kaiser

* Kaiser Foundation Health Plan, Inc. contracts with MedImpact for all lines of business and does not have a Medicaid specific contract.

United

For State Fiscal Year 2025 UnitedHealthcare Insurance Company dba UnitedHealthcare Community Plan - Hawaii did not have third-party management and administrative service contracts for the following categories of service:
Administration, Finance, Program Integrity; Member Services; Provider Network and Services; Quality; or Utilization Management