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# HOUSE CONCURRENT RESOLUTION

REQUESTING AN AUDIT OF THE DEPARTMENT OF HUMAN SERVICES.

1           WHEREAS, the Med-QUEST Division of the Department of Human  
2 Services was the project leader in designing and building a new  
3 electronic eligibility system, called KOLEA, which determines  
4 eligibility for advance premium tax credits and cost share  
5 reductions that partially offset premium costs, for individual  
6 health insurance policies purchased under the federal Patient  
7 Protection and Affordable Care Act; and  
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9           WHEREAS, KOLEA, which was built with ninety percent federal  
10 funding, replaces a more than two decades old eligibility system  
11 and is intended to advance Hawaii's Medicaid system by allowing  
12 applicants to submit applications online, in addition to  
13 submitting paper applications; and  
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15           WHEREAS, KOLEA, in fact, suffers from continuing  
16 technological problems, such as constant freezing, frequent loss  
17 of applicant information, untimely updating of eligibility, and  
18 the inability to upload documents required for verification; and  
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20           WHEREAS, ongoing barriers such as a poorly functioning  
21 electronic application system and a lengthy application process  
22 make it difficult for patients to become enrolled in an  
23 efficient and timely manner; now, therefore,  
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25           BE IT RESOLVED by the House of Representatives of the  
26 Twenty-eighth Legislature of the State of Hawaii, Regular  
27 Session of 2015, the Senate concurring, that the Auditor is  
28 requested to conduct an audit of the Department of Human  
29 Services, including its Med-QUEST Division and KOLEA, the  
30 eligibility determination system of the Division; and  
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# H.C.R. NO. 104

1 BE IT FURTHER RESOLVED that the Auditor is requested to  
 2 submit findings and recommendations, including any proposed  
 3 legislation, to the Legislature not later than twenty days prior  
 4 to the convening of the Regular Session of 2016; and

5  
 6 BE IT FURTHER RESOLVED that certified copies of this  
 7 Concurrent Resolution be transmitted to the Auditor, the  
 8 Director of Human Services, and the Administrator of the Med-  
 9 QUEST Division of the Department of Human Services.

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