

APPENDIX K: Emergency Preparedness and Response

Background:

This standalone appendix may be utilized by the state during emergency situations to request amendment to its approved waiver. It includes actions that states can take under the existing Section 1915(c) home and community-based waiver authority in order to respond to an emergency. Other activities may require the use of various other authorities such as the Section 1115 demonstrations or the Section 1135 authorities.¹ This appendix may be completed retroactively as needed by the state.

Appendix K-1: General Information

General Information:

A. State: Hawaii

B. Waiver Title: Hawaii 1915(c) Home and Community Based Services for Individuals with Intellectual and Developmental Disabilities (I/DD Waiver)

C. Control Number: HI.0013.R08.13

D. Type of Emergency (The state may check more than one box):

<input type="radio"/>	Pandemic or Epidemic
<input checked="" type="checkbox"/>	Natural Disaster
<input type="radio"/>	National Security Emergency
<input type="radio"/>	Environmental
<input type="radio"/>	Other (specify):

E. **Brief Description of Emergency.** *In no more than one paragraph each,* briefly describe the: 1) nature of emergency; 2) number of individuals affected and the state’s mechanism to identify individuals at risk; 3) roles of state, local and other entities involved in approved waiver operations; and 4) expected changes needed to service delivery methods, if applicable. The state should provide this information for each emergency checked if those emergencies affect different geographic areas and require different changes to the waiver.

1) Natural disaster – Kona Lows. This amendment will apply statewide to all providers impacted by the Kona Lows and affected by severe storms, flooding, landslides, and mudslides, resulting in service disruption (e.g., cancellation of services, closure of Adult Day Health, etc.). In response to the catastrophic Kona Low storms across the State, that occurred March 10-24, 2026, Robert F. Kennedy, Jr., Secretary of Health and Human Services, declared that a public health emergency exists and has existed since March 10, 2026, in the State of Hawaii.

2) The Hawaii Department of Health/Developmental Disabilities Division (DDD) is coordinating information from provider agencies across the State to understand the impact of the Kona Low storms. There are 36 Adult Day Health programs statewide and about 3000 participants who may not have been able to receive services. At the time of this Appendix K submission, DDD has identified two (2) providers that temporarily shut down their operations in line with the Governor's closure of public schools and State offices.

3) The Hawaii Department of Human Services/Med-QUEST Division (MQD) is the State Medicaid Agency and delegates operations of the I/DD Waiver to DDD. MQD and DDD are working closely to obtain authorization from CMS under §1915(c) for flexibilities to support Waiver providers affected by this disaster. The State agencies are also coordinating with the provider network, officials from the local, state and federal agencies, the DD Council, and other stakeholders to ensure a smooth and timely response to address the PHE.

4) Hawaii seeks temporary changes to the 1915(c) waiver to address the viability and sustainability of Waiver providers and the retention of their staff, in order to continue to provide supports and services to participants, families, and caregivers.

Temporary changes are needed to include retainer payments for providers who were unable to provide services due to the Kona Low storms.

F. Proposed Effective Date: Start Date: March 10, 2026 Anticipated End Date: March 24, 2026

G. Description of Transition Plan.

Waiver providers will be supported to utilize retainer payments to ensure staff retention and continued provision of services for participants and families.

H. Geographic Areas Affected:

State of Hawaii

I. Description of State Disaster Plan (if available) *Reference to external documents is acceptable:*

The State of Hawaii's Emergency Operations Plan:
<https://dod.hawaii.gov/hiema/files/2022/07/22-0228-State-of-Hawaii-Emergency-Operations-Plan-Basic-Plan.pdf>

Additional information specific to the Kona Lows can be found at:
<https://dod.hawaii.gov/hiema/march-2026-kona-low/>

Appendix K-2: Temporary or Emergency-Specific Amendment to Approved Waiver

Temporary or Emergency-Specific Amendment to Approved Waiver:

These are changes that, while directly related to the state's response to an emergency situation, require amendment to the approved waiver document. These changes are time limited and tied specifically to individuals impacted by the emergency. Permanent or long-ranging changes will need to be incorporated into the main appendices of the waiver, via an amendment request in the waiver management system (WMS) upon advice from CMS.

a. ___ Access and Eligibility:

i. ___ Temporarily increase the cost limits for entry into the waiver.

[Provide explanation of changes and specify the temporary cost limit.]

N/A

ii. ___ Temporarily modify additional targeting criteria.

[Explanation of changes]

N/A

b. ___ Services

i. ___ Temporarily modify service scope or coverage.

[Complete Section A- Services to be Added/Modified During an Emergency.]

ii. ___ Temporarily exceed service limitations (including limits on sets of services as described in Appendix C-4) or requirements for amount, duration, and prior authorization to address health and welfare issues presented by the emergency.

[Explanation of changes]

N/A

iii. ___ Temporarily add services to the waiver to address the emergency situation (for example, emergency counseling; heightened case management to address emergency needs; emergency medical supplies and equipment; individually directed goods and services; ancillary services to establish temporary residences for dislocated waiver enrollees; necessary technology; emergency evacuation transportation outside of the scope of non-emergency transportation or transportation already provided through the waiver).

[Complete Section A-Services to be Added/Modified During an Emergency]

iv. ___ Temporarily expand setting(s) where services may be provided (e.g. hotels, shelters, schools, churches) Note for respite services only, the state should indicate any facility-based settings and indicate whether room and board is included:

[Explanation of modification, and advisement if room and board is included in the respite rate]:

N/A

v. **___ Temporarily provide services in out of state settings (if not already permitted in the state's approved waiver).** [Explanation of changes]

N/A

c. **___ Temporarily permit payment for services rendered by family caregivers or legally responsible individuals if not already permitted under the waiver.** Indicate the services to which this will apply and the safeguards to ensure that individuals receive necessary services as authorized in the plan of care, and the procedures that are used to ensure that payments are made for services rendered.

N/A

d. **___ Temporarily modify provider qualifications (for example, expand provider pool, temporarily modify or suspend licensure and certification requirements).**

i. **___ Temporarily modify provider qualifications.**

[Provide explanation of changes, list each service affected, list the provider type, and the changes in provider qualifications.]

N/A

ii. **___ Temporarily modify provider types.**

[Provide explanation of changes, list each service affected, and the changes in the provider type for each service].

N/A

iii. **___ Temporarily modify licensure or other requirements for settings where waiver services are furnished.**

[Provide explanation of changes, description of facilities to be utilized and list each service provided in each facility utilized.]

N/A

e. **___ Temporarily modify processes for level of care evaluations or re-evaluations (within regulatory requirements).** [Describe]

N/A

f. ___ Temporarily increase payment rates

[Provide an explanation for the increase. List the provider types, rates by service, and specify whether this change is based on a rate development method that is different from the current approved waiver (and if different, specify and explain the rate development method). If the rate varies by provider, list the rate by service and by provider].

N/A

g. ___ Temporarily modify person-centered service plan development process and individual(s) responsible for person-centered service plan development, including qualifications.

[Describe any modifications including qualifications of individuals responsible for service plan development, and address Participant Safeguards. Also include strategies to ensure that services are received as authorized.]

N/A

h. ___ Temporarily modify incident reporting requirements, medication management or other participant safeguards to ensure individual health and welfare, and to account for emergency circumstances. [Explanation of changes]

N/A

i. ___ Temporarily allow for payment for services for the purpose of supporting waiver participants in an acute care hospital or short-term institutional stay when necessary supports (including communication and intensive personal care) are not available in that setting, or when the individual requires those services for communication and behavioral stabilization, and such services are not covered in such settings.

[Specify the services.]

N/A

j. X Temporarily include retainer payments to address emergency related issues.

[Describe the circumstances under which such payments are authorized and applicable limits on their duration. Retainer payments are available for habilitation and personal care only.]

Personal care/assistance is a component of all services for which retainer payments will be made.

Adult Day Health (ADH), Community Learning Services (CLS), Personal Assistance/Habilitation (PAB), and Individual Employment Supports (IES): To preserve services and employment programs that providers may not have been able to deliver, and maintain a stable workforce, DDD will make retainer payments for ADH, CLS, PAB, and IES. The retainer payments will be authorized based on an average of authorized units in the Individualized Service Plan (ISP). The Waiver provider may bill the retainer for the difference between the authorized units and the number of units provided. Such retainer payments will be limited to the duration of the two (2) Kona Low storms.

DDD will perform a post-payment audit and recoup any overpayments.

k. ___ Temporarily institute or expand opportunities for self-direction.

[Provide an overview and any expansion of self-direction opportunities including a list of services that may be self-directed and an overview of participant safeguards]

N/A

l. ___ Increase Factor C.

[Explain the reason for the increase and list the current approved Factor C as well as the proposed revised Factor C]

N/A

m. ___ Other Changes Necessary [For example, any changes to billing processes, use of contracted entities or any other changes needed by the State to address imminent needs of individuals in the waiver program]. [Explanation of changes]

N/A

Contact Person(s)

A. The Medicaid agency representative with whom CMS should communicate regarding the request:

First Name: Meredith
Last Name: Nichols
Title: Administrator, Med-QUEST Division
Agency: Department of Human Services
Address 1: 601 Kamokila Boulevard
Address 2: Suite 518
City: Kapolei
State: Hawaii
Zip Code: 96707

Telephone: (808) 692-8052
E-mail mnichols@dhs.hawaii.gov
Fax Number (808) 692-8155

B. If applicable, the State operating agency representative with whom CMS should communicate regarding the waiver is:

First Name: Ryan
Last Name Lee
Title: Acting Administrator, Developmental Disabilities Division
Agency: Department of Health
Address 1: 2201 Waimano Home Road
Address 2: Hale C
City Pearl City
State Hawaii
Zip Code 96782
Telephone: (808) 733-1689
E-mail ryan.lee@doh.hawaii.gov
Fax Number (808) 453-6770

8. Authorizing Signature

Signature:



State Medicaid Director or Designee

Date:

05/06/2026

First Name: Meredith
Last Name Nichols
Title: Administrator, Med-QUEST Division
Agency: Department of Human Services
Address 1: 601 Kamokila Boulevard
Address 2: Suite 518
City Kapolei
State Hawaii
Zip Code 96707
Telephone: 808-692-8052
E-mail mnichols@dhs.hawaii.gov
Fax Number 808-692-8155

Section A---Services to be Added/Modified During an Emergency

Complete for each service added during a time of emergency. For services in the approved waiver which the state is temporarily modifying, enter the entire service definition and highlight the change. State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Specification				
Service Title:				
<i>Complete this part for a renewal application or a new waiver that replaces an existing waiver. Select one:</i>				
Service Definition (Scope):				
Specify applicable (if any) limits on the amount, frequency, or duration of this service:				
Provider Specifications				
Provider Category(s) <i>(check one or both):</i>	<input type="checkbox"/>	Individual. List types:	<input type="checkbox"/>	Agency. List the types of agencies:
Specify whether the service may be provided by <i>(check each that applies):</i>	<input type="checkbox"/>	Legally Responsible Person	<input type="checkbox"/>	Relative/Legal Guardian
Provider Qualifications <i>(provide the following information for each type of provider):</i>				
Provider Type:	License <i>(specify)</i>	Certificate <i>(specify)</i>	Other Standard <i>(specify)</i>	
Verification of Provider Qualifications				
Provider Type:	Entity Responsible for Verification:		Frequency of Verification	
Service Delivery Method				
Service Delivery Method <i>(check each that applies):</i>	<input type="checkbox"/>	Participant-directed as specified in Appendix E	<input type="checkbox"/>	Provider managed



ⁱ Numerous changes that the state may want to make necessitate authority outside of the scope of section 1915(c) authority. States interested in changes to administrative claiming or changes that require section 1115 or section 1135 authority should engage CMS in a discussion as soon as possible. Some examples may include: (a) changes to administrative activities, such as the establishment of a hotline; (b) suspension of general Medicaid rules that are not addressed under section 1915(c) such as payment rules or eligibility rules or suspension of provisions of section 1902(a) to which 1915(c) is typically bound.