

Frequently Asked Questions

1) How do I obtain a user account for the Hawaii Level of Care (HILOC) system?

Registration Process for Accessing the HILOC Application

To register for access to HILOC, select the **Register Here** link on the Login page:

- a. Type <https://hiloc.hshapps.com> in the address bar of the Web browser.
Select the **Register Here** link within the Secure Login box.

The screenshot shows the HILOC Secure Login page. At the top left is the HSH Connect logo. At the top right, it says 'this is a secure site please provide credentials to continue'. The main title is 'Hawaii Level Of Care Evaluation (HILOC)'. In the center is a 'Secure Login' box with 'User Name' and 'Password' input fields, a 'Log In' button, and a 'User Agreement' link. Below the box is a red warning message: 'For security purposes, your HILOC session will be logged out after 30 minutes of inactivity. You will need to save any changes you made prior to logging out or they will be lost.' At the bottom of the box, there is a link for 'Login Troubleshooting / FAQs' and a link for 'Need an account? Register Here', which is highlighted with a red arrow.

- b. Enter your first name, last name, and phone number (including area code). Required entries appear in pink.
- c. Select from the **Facility** or **Managed Care Plan** lists if applicable. If you work for a provider, select from the **Facility** list. If you work for a managed care plan, select from the **Managed Care Plan** list. You can select from only one list.
- d. Select the **Next** button to continue with the user registration or select **Cancel** to end.

Register for a HILOC Account.

First Name:

Last Name:

Phone Number:

Fax Number:

NOTE: If you are a representative for a facility or an employee of a managed care plan please make the appropriate selection below.

Facility:

Managed Care Plan:

Next Cancel

- e. After selecting the **Next** button, an error message will appear if any of the required entries are missing. Below are some examples of possible error messages.

Register for a HILOC Account.

First Name:

Last Name:

Phone Number:

Fax Number:

NOTE: If you are a representative for a facility or an employee of a managed care plan please make the appropriate selection below.

Facility:

Managed Care Plan:

• First Name is required.
• Last Name is required.
• Phone number is required.

Next Cancel

- f. If the phone number is less than 10 digits, the following error message will appear. To avoid this message, enter all 10 digits, including the area code (e.g., 8085551212).

Register for a HILOC Account.

First Name:

Last Name:

Phone Number: (555) 555-5555

Fax Number:

NOTE: If you are a representative for a facility or an employee of a managed care plan please make the appropriate selection below.

Facility:

Managed Care Plan:

✘ • Phone number is not a valid phone number.

- g. Enter your e-mail address, password, and password confirmation. Each of these entries is required. Please note that:
- You must enter your e-mail address in a valid e-mail format (e.g., jsmith@company.com) or the error message shown below will appear.

Register for a HILOC Account.

Email:

Please select a password that contains at least: 8 characters, one capital letter, one number, and one special character (such as *, #, etc.).

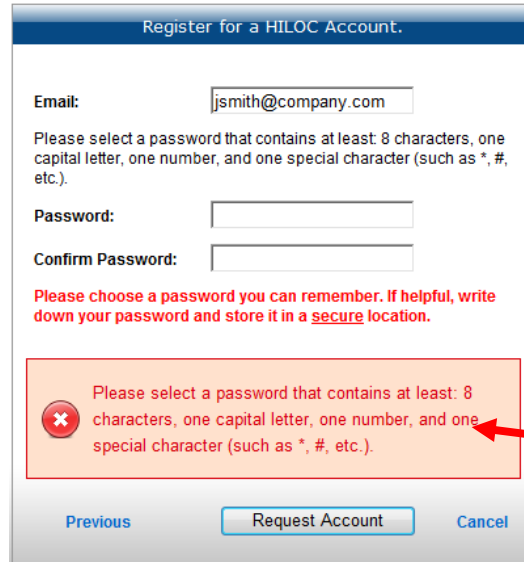
Password:

Confirm Password:

Please choose a password you can remember. If helpful, write down your password and store it in a secure location.

✘ Email is not a valid email address.

- A password must be entered and conform to password rules or the following error message will appear. The password rules are stated above the password box.



- h. Select **Request Account** when all boxes have been completed and you are ready to request an account.
- i. The **Previous** link will take you to the previous window. **Cancel** will close the registration form without saving previously typed entries.
- j. Please complete all questions carefully. Select information that you will easily remember, and be sure to place anything you write down in a safe place. Should you forget your password, see Password Help in Section 3 of the User Guide.

Once Health Services Advisory Group (HSAG) has verified your information, you will receive an e-mail confirmation that your account has been approved and you can start using HILOC.

2) I am not able to log in, or I just registered but the system will not let me log in, or I have forgotten my password.

Troubleshooting Your Login

You can try a few possible solutions prior to requesting assistance:

- a. Make sure that you are using your full e-mail address as your user name.
- b. Make sure that Caps Lock is not on (unless you used Caps Lock during registration) and that your password contains exactly the same information you entered during registration. Remember that passwords are case-sensitive and must contain at least eight characters, including, at least: one capital letter, one number, and one special character (such as *, #, etc.).

- c. If these suggestions have not resolved the issue, and you have tried your password at least twice, please select the [\[Reset Password\]](#) link, as seen below.



The screenshot shows a 'Secure Login' form with the following elements:

- Header: Secure Login
- User Name field: jsmith@company.com
- Password field: masked with 12 dots
- Reset Password link: [\[Reset Password \]](#) (highlighted with a red arrow)
- Error message: **Your login attempt was not successful. Please try again.**
- Buttons: [User Agreement](#) and
- Footer: [Login Troubleshooting / FAQs](#)
- Bottom: Need an account? [Register Here](#)

The following error message is displayed when too many unsuccessful login attempts have been made. Please be aware that your account may be locked after you have made three unsuccessful attempts to log in. If this does happen, you will need to call HILOC Support for assistance (866.316.6974).



The screenshot shows a 'Secure Login' form with the following elements:

- Header: Secure Login
- User Name field: jsmith@company.com
- Password field: masked with 12 dots
- Error message: **Your account has been locked out due to the number of log-in attempts. Please contact Application Support at 1-866-316-6974 to have your account unlocked.**
- Buttons: [User Agreement](#) and
- Footer: [Login Troubleshooting / FAQs](#)
- Bottom: Need an account? [Register Here](#)

Password Reset Steps

Step 1: If you cannot remember your password, select the [\[Reset Password\]](#) link.

The image shows a 'Secure Login' form. At the top, it says 'Secure Login'. Below that, there are two input fields: 'User Name:' with the value 'jsmith@company.com' and 'Password:' with a masked password of 12 dots. Below the password field is a link that says '[Reset Password]' with a red arrow pointing to it. Underneath the link, there is a red error message: 'Your login attempt was not successful. Please try again.' Below the error message are two buttons: 'User Agreement' (a link) and 'Log In' (a button). At the bottom of the form, there are two more links: 'Login Troubleshooting / FAQs' and 'Need an account? Register Here'.

Step 2: Once the [\[Reset Password\]](#) link is selected, the following screen will appear:

The image shows a 'Forgot Your Password?' screen. At the top, there is a yellow header with a padlock icon and the text 'Forgot Your Password?'. Below the header, there is a red message: '*** Verify your Email Address to continue with the password reset.' Below the message is an input field for 'Email Address:'. At the bottom right of the form is a button labeled 'Send Password Reset'.

Enter your e-mail address and select “Send Password Reset.”

Step 3: You will then see the following message:

The image shows a confirmation message box. It has a title bar with 'Close [X]' on the right. The main content of the box is a green message: 'An e-mail containing instructions on resetting your password has been sent to the e-mail address you entered below.'

Step 4: An e-mail will be sent to your inbox containing the following content:

A request has been submitted to HSAG to reset your password. Please select the following link to complete this process:
<https://as.hshapps.com/public/resetpassword.aspx?ID=c556df9d-1937-4c50-b311-0406e2c82c25>

If the application reset window does not launch, copy and paste the following Web address into the address bar of your Web browser:
<https://as.hshapps.com/public/resetpassword.aspx?ID=c556df9d-1937-4c50-b311-0406e2c82c25>. The links in this e-mail will only be valid for 24 hours from the time the e-mail was sent.

If you did not request this password reset, please contact Application Support at 1-866-316-6974.

Regards,

HSAG Support

Note: The links in this e-mail will only be valid for 24 hours from the time the e-mail is sent. Users who wait longer than 24 hours will need to repeat steps 1 through 3.

Step 5: Once you select the link in the e-mail, the following screen will display:

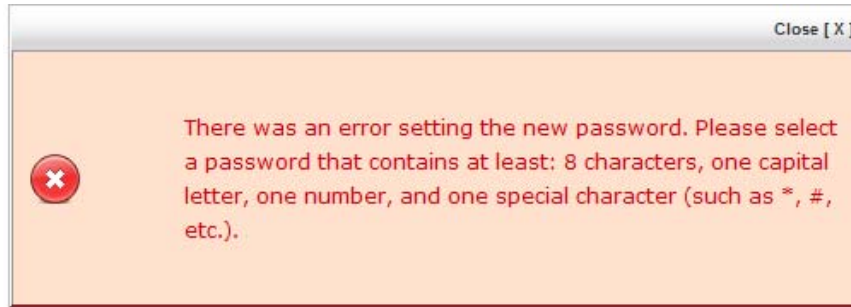


Enter and confirm a new password and select “Reset Password.”

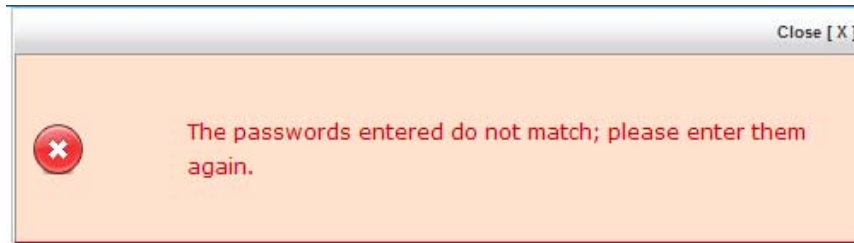
The password must meet all of the requirements. Please select a password that contains at least:

- 8 characters;
- one capital letter;
- one number;
- one special character (such as *, #, etc.).

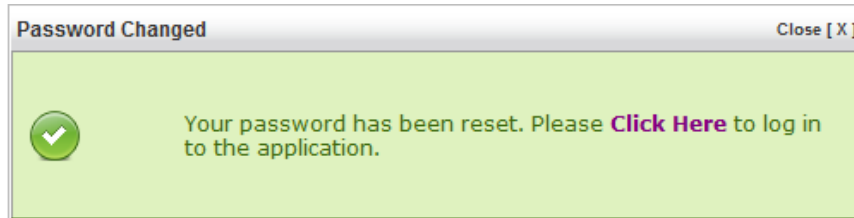
If the password entered does not meet all of these requirements, the following error message will display:



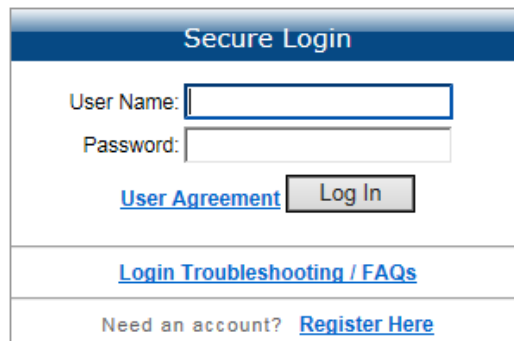
If you do not enter the same password in both spaces, you will get the following error message:



Step 6: You will receive the following message when the password is successfully reset:



Step 7: When you select “Click Here,” you will be redirected to the log-in screen for the application.



Secure Login

User Name:

Password:

[User Agreement](#)

[Login Troubleshooting / FAQs](#)

Need an account? [Register Here](#)

Step 8: The first time you log in, you will be asked to agree with the terms and conditions of the HILOC application by selecting the “Submit” button in the User Agreement. If you select “Close,” (signifying you do not agree with the terms and conditions) you will not be allowed to access the application.

User Agreement

Hawaii Level of Care (HILOC) User agreement:
Please read the following terms of use and indicate that you agree by clicking the "Submit" button at the bottom of the page.

Warning: The information contained in the HILOC Web Application is confidential under State and federal law. Use and disclosure of this information is limited to purposes directly related to the administration of the State of Hawaii Medicaid Program, including the managed care and fee for service programs. The use and disclosure of this information is also subject to the privacy and security requirements of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act. By entering member information into HILOC, users attest that the information is correct and understand that they may be reviewed under federal law if intentionally providing false or untrue information.

Please review the HILOC User Guide before using the system for the first time.

Attestation and data use agreement: As a registered and enabled HILOC user, I understand that I am responsible and accountable for:

- Staying informed of the requirements of all applicable privacy laws;
- Ensuring my compliance with the terms of this agreement;
- Using the HILOC application and the personal identifying/protected health information it contains only to perform my employment-related duties;
- Ensuring the information I enter into HILOC is true and correct;
- Requesting deactivation of my individual account when I leave the employment under which I am activated/enabled; and
- Ensuring that my individual user ID and password are not shared or disclosed.

Violation of the terms and conditions of this agreement and/or violations of the State and federal confidentiality and privacy requirements may result in termination of your access to the HILOC Web Application. Violations may also be reported to the State of Hawaii, Department of Human Services for investigation.

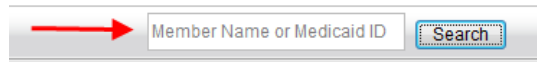
I agree with these terms and conditions

I do not agree with these terms and conditions

Note: For security purposes, the HILOC application contains a “time-out” function, which logs the user out of a session after 30 minutes of inactivity. You will need to save any changes you made prior to logging out or they will be lost.

3) How do I search for or enter new members?

Member Search or Medicaid ID Search



Please remember to search for a member thoroughly. If searching by **Medicaid ID** number is not successful, please try searching by the member’s last name, or even a part of the last name, before trying to enter a new member.

The **Member Name or Medicaid ID** search box allows you to search by a member’s name or Medicaid ID number. Type a value in the **Member Name or Medicaid ID** box and select **Search** to view results in the Search Results page. If you want to search by both the member’s first and last name, separate the first and last name values by a space. You can type a partial value in the search box for a member’s name, but to retrieve the desired result, the first characters of either the first or the last name must be entered.

Enter in the Search text box:	Result would contain:
Z	Every member whose first or last name began with a “Z” Example: Zoe Smith, Mary Zheng, Zelda Zane.
Rob	Every member whose first or last name began with “Rob”
Rob S	Every every member whose first or last name begins with Rich and whose first or last name begins with S Example: Sam Richards , Rich Smitman, Sally Richard

Typing less than the full Medicaid ID to search for a member will not produce results. In addition, if a Medicaid ID number is entered for the search and the member does not display, this does not mean you should add a new member. If the member did not have the Medicaid ID assigned within the HILOC system, the Medicaid ID search will not work. Searching by name is necessary in these cases until the ID has been placed on the member’s record.

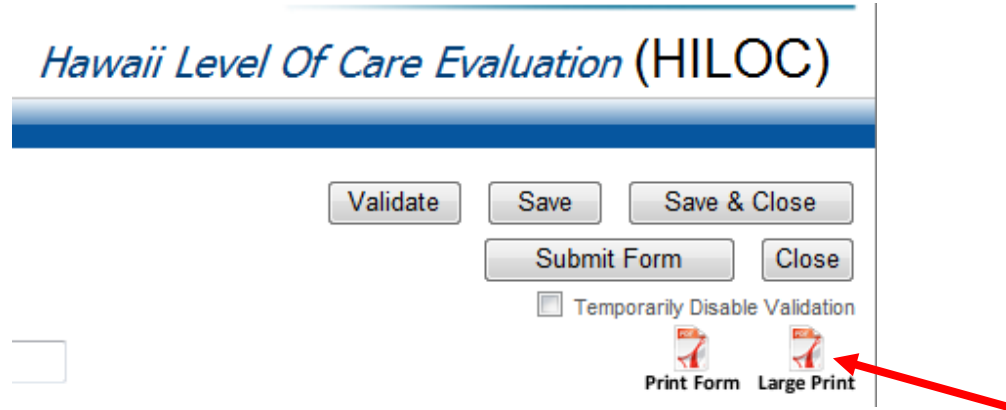
4) How do I view or print the forms or reports?

Viewing and Printing (from Adobe Acrobat PDF)




Look for the **Print Form** or the **Large Print** symbol on the top right portion of the page. To open or save the form as a PDF document, select the Adobe Acrobat icon. Select **Open** to open the 1147 form as a PDF document. Once

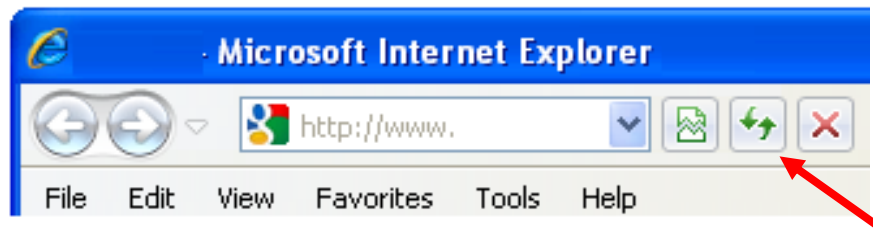
opened, you can print the PDF document to your local printer. Note that each form may be multiple pages when printed (e.g., 1147 may print as five pages).



5) My screen does not show all the boxes on the forms.

Troubleshooting Screen Refresh

Older versions of Internet Explorer may require you to select on the refresh button. This is found at the top of the screen, and may look like this: .



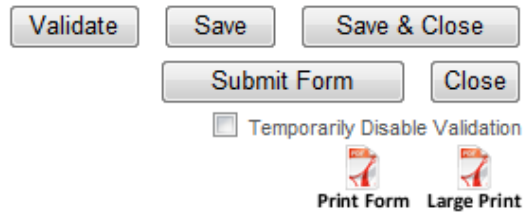
If this does not refresh the screen, select on the save button and then select on one of the page buttons. This should provide the screen refresh and allow you to continue.

6) I have entered all the data—now what should I do?

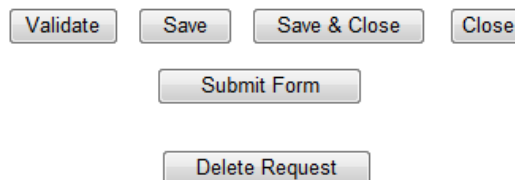
Validate, Submit, and Other Form Buttons

There are five buttons and two print icons located at the top of each page, as well as six buttons available at the bottom of each page. See below for images of these buttons and descriptions of their functions.

Top Right of Form



Bottom of Form



- **Validate:** Confirms that the form’s current entries are complete and valid. If errors exist, a list of missing or incomplete items will be displayed in red and the boxes for that information will also be highlighted in red. Corrections need to be made to these validation errors in order for you to submit the form for HSAG’s review.
- **Save:** Saves the form’s current entries (the form remains open).
- **Save & Close:** Saves the form’s current entries and closes the form.
- **Close:** Closes the form without saving entries that were made after the last time the form was saved.
 - PLEASE NOTE: If you select **Close**, all changes to the form will be lost.
- **Submit Form:** Saves the form’s current entries, validates the form’s entries, and changes the form status to “Submitted” or “MCP Review.” If the form’s entries are not complete and valid, an error message will appear specifying which item(s) need to be corrected or completed, just as it did when using the **Validate** button. After those corrections have been made, the form can be submitted successfully.
- **Delete Request:** Removes the requested form. Once deleted, the form cannot be retrieved.

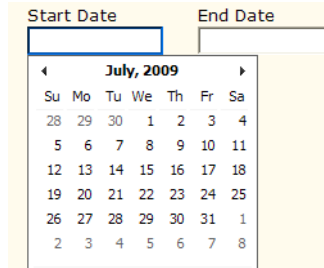
7) I get a message that says “Server Error”—now what should I do?


Error Troubleshooting

Server errors are often caused by data in fields that do not meet the criteria for the expected response. For example:

- a. Phone numbers should ONLY contain numbers (no letters).

- b. Date issues can be avoided by using the calendar function seen here and selecting the date on the calendar itself rather than entering the date. To launch the calendar function, select the date field.



- c. Generally, if you select the Back or  button, you should be able to review the data by selecting Validate, so the system can help to determine which fields contain errors, and Save, to make certain your work is not lost.
- d. Error messages can be caused when the computer's cache has not been cleared. Instructions for clearing a browser's cache will be specific to the type of browser you are using, but normally simultaneously selecting Control/Shift/Delete will display a window for deleting browsing history. Delete temporary internet files, cookies and histories and .reopen the HILOC application.

If none of these suggestions work, please try to e-mail a screen shot to the Help Desk at HILOCSupport@hsag.com for review. Depending on your computer/keyboard combination, this can be performed by holding down the Shift key along with the Print Screen key, and then pasting (either Ctrl-V or right select the mouse and select Paste) the image into your e-mail window.

8) Technical Support

If you have any further technical questions or need technical assistance, please e-mail or call your plan security point of contact (SPOC) or the Med-QUEST Division (MQD) staff.

1. UnitedHealthcare Community Plan (UHC CP):
 - Karin Calantoc, SPOC
Sr. Administrative Assistant
Phone Number: 808.535.1037
E-mail: karin_calantoc@uhc.com
(underscore between first and last name)

 - Nancy Angala, RN
MCP Review Nurse
Phone Number: 808.636.4703
E-mail: nancy_angala@uhc.com
(underscore between first and last name)

2. Ohana:
 - Daena Couch, SPOC/MCP Reviewer
Q.I. Program Coordinator
Phone Number: 808.675.7346
E-mail: daena.couch@wellcare.com

3. HMSA:
 - Donna-Lei Williams, SPOC
Director, QI Service Coordination
Phone Number: 808.948.5001
E-mail: donna-lei_williams@hmsa.com
(underscore between first and last name)

 - Susan Faulkner, RN
MCP Review Nurse
Phone Number: 808.948.5701
E-mail: susan_faulkner@hmsa.com
(underscore between first and last name)

 - Christine Kanemaru
MCP Review Nurse
Phone Number: 808.948.6533
E-mail: Christine_kanemaru@hmsa.com
(underscore between first and last name)

4. Kaiser: Michelle Tolentino-Nahulu, RN
SPOC/MCP Review Nurse
Phone Number: 808.432.3543
E-mail: Michelle.D.Tolentino@kp.org

5. AlohaCare: Mamivir Aquino, SPOC
Medical Management Director
Phone Number: 808.973.0818
E-mail: mfajardo@alohacare.org

Brigitte Seal, LPN
MCP Review Nurse
Phone Number: 808.973.6387
E-mail: bseal@alohacare.org

6. MQD: Kathleen Ishihara, SPOC
Phone Number: 808.692.8159
E-mail: kishihara@dhs.hawaii.gov

7. If you require further assistance, please use the **Feedback** button within the HILOC application. This button is located in the left navigation tree.

8. If that is not possible, please call 808.941.1444.

9. If you are still having difficulties, you may reach the HSAG Help Desk at 866.316.6974. HSAG may request an interactive online session to assist with detailed technical issues.

10. For online e-mail support: HILOCsupport@hsag.com