



Hawaii Self-Verification Guide: Detecting Possible Misuse of Benefits and Services in Your Name (Parents & Caregivers)

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Hawaii Self-Verification Guide

Detecting Possible Misuse of Benefits and Services in Your Name (Parents, Caregivers, and Guardians)

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Purpose: This document provides a Hawaii-specific, legally safe pathway for parents, caregivers, and guardians to verify whether public benefits or services were billed, paid, or claimed using their own identity or that of a dependent, and outlines official steps to take when discrepancies are identified.

Introduction

Hawaii does not provide a single public, name-searchable clearinghouse that aggregates all benefit payments, child care subsidies, and health care claims. Records are maintained by individual agencies under state and federal confidentiality rules. The recommended approach is **self-verification**: obtain and review official records you are legally entitled to access, confirm provider and program details using official tools, and escalate concerns through formal dispute or fraud-reporting channels if warranted.

Section 1 – Licensed / Regulated Child Care Verification (Hawaii DHS)

Child care licensing and oversight in Hawaii are administered by the Hawaii Department of Human Services (DHS), Child Care Program Office. Parents and guardians can verify licensed child care providers using official DHS resources.

1.1 Official provider information and licensing overview

Hawaii DHS — Child Care Licensing and Regulation:

<https://humanservices.hawaii.gov/bessd/child-care/> [1]

1.2 DHS Child Care Program contacts (official)

Hawaii DHS — Child Care Program Office (contacts and guidance):

<https://humanservices.hawaii.gov/bessd/child-care/child-care-contacts/> [2]

Section 2 – Child Care Subsidy / Voucher Program (Hawaii Child Care Subsidy)

Hawaii provides child care assistance through the DHS Child Care Subsidy Program. If you suspect a subsidy was used in your name or your child's name, review any official notices you received and request verification through official DHS application and case management channels.

2.1 Official program information

Hawaii DHS — Child Care Subsidy Program:

<https://humanservices.hawaii.gov/bessd/child-care/child-care-subsidy/> [3]

2.2 Apply / manage benefits

Hawaii DHS — Apply for Child Care Subsidy:

<https://humanservices.hawaii.gov/bessd/child-care/apply-for-child-care/> [4]

2.3 What parents/guardians should review

- Eligibility and authorization notices (approved dates, provider name, child identifiers).
- Provider licensing status through DHS Child Care Program Office contacts (Section 1). [1]
- Dates of care/attendance versus your own records.
- Whether subsidy activity appears to continue after withdrawal or provider change.

Section 3 – Medicaid / Health Claims Verification (Med-QUEST) and Fraud Reporting

Hawaii Medicaid is known as Med-QUEST and is administered by the Hawaii Department of Human Services. Health services billed under Medicaid generate claims records. If you suspect services were billed in your name or your child's name, request and review claims history through official plan/member channels, then report suspected fraud through official DHS and Attorney General pathways.

3.1 Med-QUEST fraud reporting (Hawaii DHS)

Hawaii DHS — Med-QUEST Fraud Reporting:

<https://humanservices.hawaii.gov/mqd/fraud/> [5]

3.2 Hawaii Attorney General — Medicaid Fraud Control Unit

Hawaii Department of the Attorney General — Medicaid Fraud Control Unit:

<https://ag.hawaii.gov/mfcu/> [6]

Section 4 – Public Records Requests (Hawaii Uniform Information Practices Act)

Hawaii public records access is governed by the Uniform Information Practices Act (UIPA), Chapter 92F, Hawaii Revised Statutes. Records involving minors, benefit cases, or protected health information may be restricted; however, parents and guardians may request records they are legally entitled to receive.

4.1 Office of Information Practices guidance

Hawaii Office of Information Practices — UIPA overview:

<https://oip.hawaii.gov/> [7]

4.2 Statutory reference (HRS Chapter 92F)

Hawaii Revised Statutes — Chapter 92F:

https://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0092F/ [8]

Section 5 – Reporting Suspected Benefit Fraud (Hawaii)

If you suspect misuse of benefits or services, preserve documentation first (letters, notices, provider names, dates), then report through official channels only. Avoid public accusations.

5.1 DHS benefit and Medicaid fraud reporting

Hawaii DHS — Med-QUEST Fraud Reporting:

<https://humanservices.hawaii.gov/mqd/fraud/> [5]

5.2 Hawaii Attorney General — Medicaid Fraud Control Unit

Hawaii AG — MFCU:

<https://ag.hawaii.gov/mfcu/> [6]

Section 6 – Public “Red Flag” Patterns (For Awareness Only)

The following indicators do not prove misconduct, but may justify additional verification:

- **Date mismatch:** claims or payments on days services were not received.
- **Provider mismatch:** provider listed that the family never used.
- **Duration mismatch:** billing continues after withdrawal or termination.
- **Authorization mismatch:** services exceed authorized scope.
- **Identity mismatch:** records referencing an unfamiliar dependent.

Appendix A – Official Hawaii Resources

1. HI DHS Child Care Licensing – <https://humanservices.hawaii.gov/bessd/child-care/> [1]
2. HI DHS Child Care Contacts –
<https://humanservices.hawaii.gov/bessd/child-care/child-care-contacts/> [2]
3. HI DHS Child Care Subsidy – <https://humanservices.hawaii.gov/bessd/child-care/child-care-subsidy/> [3]
4. HI DHS Apply for Child Care –
<https://humanservices.hawaii.gov/bessd/child-care/apply-for-child-care/> [4]
5. HI Med-QUEST Fraud Reporting – <https://humanservices.hawaii.gov/mqd/fraud/> [5]
6. HI Attorney General MFCU – <https://ag.hawaii.gov/mfcu/> [6]
7. HI Office of Information Practices – <https://oip.hawaii.gov/> [7]
8. HI UIPA Statute (HRS 92F) –
https://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0092F/ [8]

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