

Kaiser Permanente

QUEST Integration

Long Term Services and Supports (LTSS) Provider Directory



At Kaiser Permanente, we believe in total health. Our QUEST Integration program brings our eligible members additional services to improve their overall health and well-being.

INTRODUCTION

Through the QUEST Integration program, Kaiser Permanente offers a range of Long Term Services and Supports (LTSS) for low-income seniors and people with disabilities.

This directory provides a list of our LTSS providers. This includes in-home and community-based services for members who need help in maintaining their independence, and nursing facility care for members who require a higher level of support. Members who do not meet nursing facility level of care but are at risk of getting worse may also qualify for some LTSS services.

You can receive LTSS services from these providers if you qualify. To qualify, you'll need a health and functional assessment completed by one of our service coordinators. The service coordinator will work with you to identify the services needed and the provider who will provide the service. A Service Plan will be developed based on your medical and social needs. The Service Plan will describe the type of service(s) needed as well as the frequency, intensity, and quantity.

This listing is current as of October 16, 2014. Providers may be added or deleted from the QUEST Integration provider network without notice to you. For more information on the provider network, what your plan does and does not cover, or about prior authorization, please see your QUEST Integration Member handbook. Or you can call our QUEST Integration call center at **808-432-5330** or toll-free at **1-800-651-2237**.

Adult Day Care Center (ADC)

Aloha Wellness Center
98-1388 Moaniani St., #203
Waipahu, HI 96797
808-484-9106

SECOH (Special Education Center of Hawaii)
Senior Center
708 Palekaua St.
Honolulu, HI 98616
808-734-0233

Adult Day Health Center (ADH)

Ori Anuenue Hale, Inc.
Wellness Center
64-1488 Kamehameha Hwy.
Wahiawa, HI 96786
808-622-3929

Assisted Living Facility (ALF)

All Island Case Management Corp.
1188 Bishop St., #1508
Honolulu, HI 96813
808-536-7100

Community Care Foster Family Home (CCFFH)

Acosta Senior Care
94-293 Hiwahiwa Pl.
Waipahu, HI 96797
808-691-9598
808-561-4072

All Island Case Management Corp.
1188 Bishop St., #1508
Honolulu, HI 96813
808-536-7100

Ericson E. Aczon
1618 Ohu St.
Honolulu, HI 96819
808-848-2407

Feby Talusan Adviento
1452 Alani St.
Honolulu, HI 96817
808-841-1527

Languages (in addition to English): Tagalog

Corazon Tagami A. Agarpao
94-1099 Waipahu St.
Waipahu, HI 96797
808-341-8507

Rhoda Agliam
94-396 Haaa St.
Waipahu, HI 96797
808-671-6487

Raquel Agpaoa
94-1006 Halehau St.
Waipahu, HI 96797
808-393-3239

Hildegard Akee
94-137 Hulahe St.
Waipahu, HI 96797
808-677-9378

Genedina Albano
91-1372 Kamahoi St.
Ewa Beach, HI 96706
808-681-4932

Paulina P. Alboroto
94-552 Koaleo St.
Waipahu, HI 96797
808-676-2770

Jocelyn S. Alcaraz
91-1124 Kauiki St.
Ewa Beach, HI 96706
808-744-0877

Emilio G. Andres
1935 Ulana St.
Honolulu, HI 96819
808-845-3162

Emilita C. Aquino
91-1053 Kuhina St.
Ewa Beach, HI 96706
808-689-5080

Heide Aquino
91-833 Oama St.
Ewa Beach, HI 96706
808-689-4513

Madelyn T. Arellano
91-1418 Maliko St.
Ewa Beach, HI 96706
808-744-9680
Languages (in addition to English): Tagalog

Emmanuel Galapia Arreza
94-1385 Hiaai Pl.
Waipahu, HI 96797
808-671-7242
Languages (in addition to English): Tagalog, Ilocano

Renalyn M. Aseret
94-205 Haaa St.
Waipahu, HI 96797
808-678-9668

Karen R. Asuncion
1815 Akina St.
Honolulu, HI 96819
808-989-9294

Monaliza B. Asuncion
94-819 Kaaka St.
Waipahu, HI 96797
808-664-9834
Languages (in addition to English): Tagalog

Leslie Ann P. Ballesteros
98-131 Kaluamoi Pl.
Pearl City, HI 96782
808-485-2464
Languages (in addition to English): Tagalog

Annabelle B. Banez
98-183 Pahemo St.
Aiea, HI 96701
808-664-9237

Gemma Bautista
94-1168 Limahana St.
Waipahu, HI 96797
808-744-8729

Marilyn C. Bayudan
94-033 Waikele Loop
Waipahu, HI 96797
808-676-4591

Louie R. Bernardo
3423 Likini St.
Honolulu, HI 96818
808-422-5754

Girly C. Bigornia
94-442 Alapine St.
Waipahu, HI 96797
808-676-1049

Christine Bragado
94-917 Kuhaulua St., #A
Waipahu, HI 96797
808-673-8582
Languages (in addition to English): Tagalog, Ilocano

Josephine "Leila" J. Cabalo
1467 Haloa Dr.
Honolulu, HI 96818
808-422-0686
Languages (in addition to English): Tagalog, Ilocano

Claribel Cabantog
94-058 Awamoku St.
Waipahu, HI 96797
808-664-4140

Rosario M. Cadelina
94-337 Loaa Pl.
Waipahu, HI 96797
808-676-7971
Languages (in addition to English): Tagalog, Ilocano

Ernesto S. Caliwliw Jr.
94-342 Kipou St.
Waipahu, HI 96797
808-744-2876

Rick C. Callo
94-385 Hamau St.
Waipahu, HI 96797
808-671-3552

Julieta Cambe
94-482 Alapine St.
Waipahu, HI 96797
808-398-4766

Noralynne Cansana
94-051 Nawaakoa Pl.
Waipahu, HI 96797
808-683-1328

Adoracion Castillo,
94-665 Loaa St.
Waipahu, HI 96797
808-676-9704
Languages (in addition to English): Tagalog, Ilocano

Mylene Ceon
91-1120 Kaunolu St.
Ewa Beach, HI 96706
808-840-0167
Languages (in addition to English): Tagalog

Grace Constantino-Reyes
94-586 Palai St.
Waipahu, HI 96797
808-676-8447

Esther A. Corpuz
94-972 Lumiloke St.
Waipahu, HI 96797
808-677-5230

Gudelia Solis Cruz
91-1054 Haawina St.
Kapolei, HI 96707
808-674-2706

Leticia C. Dagulo
95-528 Wailoa Lp.
Mililani, HI 96789
808-625-3551

Lewelyn Batoto Degracia
1050 A Wong Ln.
Honolulu, HI 96817
808-744-9458

Castora Pambid Dela Cruz
56-415 Papelehala Lp.
Kahuku, HI 96731
808-293-0377

Languages (in addition to English): Tagalog, Ilocano, Spanish

Marilyn Racpan Dela Cruz
91-1038 Puuainako Pl.
Ewa Beach, HI 96706
808-685-0194

Mariquit G. Delong
94-402 Opeha St.
Waipahu, HI 96797
808-671-6008

Ahled G. Domingo
91-1005 Manaopaa St.
Ewa Beach, HI 96706
808-685-4315

Languages (in addition to English): Tagalog, Ilocano

Celeste Francisco Domingo
91-147 Fort Weaver Rd.
Ewa Beach, HI 96706
808-689-5950

Languages (in addition to English): Tagalog, Ilocano

Tessie Francisco Domingo
94-920 Kumuaao St.
Waipahu, HI 96797
808-678-1312

Marissa Domingo
91-708 Aikanaka Rd.
Ewa Beach, HI 96706
808-689-7055

Ruby Domingo
94-429 Alapine St.
Waipahu, HI 96797
808-382-2654

Janeth C. Doruelo
94-128 Kaupu Pl.
Waipahu, HI 96797
808-772-4311

Elena C. Etrata
1212 Palamea Ln.
Honolulu, HI 96817
808-847-3826

Languages (in addition to English): Tagalog

Elizabeth Etrata
94-706 Kaaoki Pl.
Waipahu, HI 96797
808-206-3847

Jedemiah Felix
2730 Kalihi St.
Honolulu, HI 96819
808-848-8138

Bernadette Firme
99-421 Aheahe St.
Aiea, HI 96701
808-678-2848

Lovelle L. Flores
98-530 Kaamilo St.
Aiea, HI 96701
808-484-1998

William Flores Jr.
94-1007 Hiapo St.
Waipahu, HI 96797
808-753-2808

Tina Gagabi
94-349 Ikepono Pl.
Waipahu, HI 96797
808-676-7269

Lucita Galano
86-182 Moelua St.
Waianae, HI 96792

Lilia O. Galutira
94-780 Koniaka Pl.
Waipahu, HI 96797
808-671-9468

Daisy A. Ganancial
92-366 Waiomea St.
Kapolei, HI 96707
808-682-2855

May Ganton
94-638 Loaa St.
Waipahu, HI 96797

Florence Gaygay
1139 Ukana St.
Honolulu, HI 96818
808-423-6585

Languages (in addition to English): Tagalog, Ilocano

Frances Gay-ya
99-075 Moanalua Rd.
Aiea, HI 96701
808-744-0859

Nenita L. Gouveia
94-573 Kahuanani St.
Waipahu, HI 96797
808-676-7484

Erlinda P. Ibarra
3145 D. Kalihi St.
Honolulu, HI 96819
808-744-0257

Isabel R. Infante
1537 Haloa Dr.
Honolulu, HI 96818
808-888-0661

Languages (in addition to English): Tagalog, Ilocano

Esperanza Javier
94-493 Hiwahiwa Wy.
Waipahu, HI 96797
808-680-9484

Languages (in addition to English): Tagalog, Ilocano

Evelyn B. Jornacion
94-760 Kaaholo St.
Waipahu, HI 96797
808-677-0095

Antonia S. Josue
94-835 Kaaholo St.
Waipahu, HI 96797
808-678-0783

Janet M. Juan Barrios
94-913 Kahualani St.
Waipahu, HI 96797
808-744-5971

Mae Dawn B. Lagmay
957 Peach St.
Wahiawa, HI 96786
808-622-6114
Languages (in addition to English): Tagalog, Ilocano

Rosario L. Laroya
94-1026 Mahoe Pl.
Waipahu, HI 96797
808-671-4706

Esmeralda Anicete Laxamana
94-472 Kuahui St.
Waipahu, HI 96797
808-678-9602

Geovane S. Laya, RN, BSN
91-1191 Kamoava St.
Ewa Beach, HI 96706
808-312-4189

Nimfa S. Leslie
91-733 Makule Rd., #C
Ewa Beach, HI 96706
808-689-6606

Olivia S. Lewin
92-915 Welo St., #102
Kapolei, HI 96707
808-223-5052

Languages (in addition to English): Tagalog, Ilocano, Japanese

Maria Imelda N. Lim
94-470 Lino Pl.
Waipahu, HI 96797
808-676-4495

Languages (in addition to English): Tagalog, Ilocano

Imelda B. Llantero
3145 Kalihi St., #A
Honolulu, HI 96819
808-841-2614

Mary Jane G. Lopez
94-905 Kuhaulua St.
Waipahu, HI 96797
808-676-6566

Thelma Maglines
94-1192 Hina St.
Waipahu, HI 96797
808-676-4800

Edita A. Magsipoc
94-430 Kahualoa Pl.
Waipahu, HI 96797
808-927-2585

Roselle C. Mangunay
94-1041 Kaaholo St.
Waipahu, HI 96797
808-840-0089

Concepcion D. Manog
1921 Ulana Pl.
Honolulu, HI 96819
808-853-1452

Rosarie Mae T. Marquez
1945 E Dillingham Blvd.
Honolulu, HI 96819
808-397-9046

Languages (in addition to English): Tagalog, Visayan

Zenaida Miller
86-3005 Leihua Pl.
Waianae, HI 96792

Jeanna P. Mongco
87-122A Auyong
Homestead Rd.
Waianae, HI 96792
808-744-1786

Illuminada L. Morin
94-079 Waikele Lp.
Waipahu, HI 96797
808-686-9399

Ethelyn Fernandez Nacion
45-576 Awanene Pl.
Kaneohe, HI 96744
808-235-4600
Languages (in addition to English): Tagalog, Ilocano, Bisaya

Janette Domingo Nino
94-1235 Kahuaia St.
Waipahu, HI 96797
808-680-7432

Ohana Case Management
92-7055 Elele St.
Kapolei, HI 96707
808-678-8200

Remedios R. Onigama
91-714 Poloula Pl.
Ewa Beach, HI 96706
808-689-7767
Languages (in addition to English): Tagalog, Ilocano

Ophelia Pabalan
94-441 Kiau Pl.
Waipahu, HI 96797
808-671-8560

Cynthia Pablo
94-409 Kipou St.
Waipahu, HI 96797
808-232-9798

Teresita Pagtama
94-446 Alapine St.
Waipahu, HI 96797
808-677-3938

Themla Pagtama
94-446 Alapine St.
Waipahu, HI 96797
808-888-3964

Mary Julie U. Pantoca
91-111 Haiea Pl.
Ewa Beach, HI 96707
808-681-0426
Languages (in addition to English): Tagalog, Ilocano

Felicitas G. Pascual
94-234 Pupukui St.
Waipahu, HI 96797
808-671-4642
Languages (in addition to English): Tagalog, Ilocano

Lucrecia Pastor
94-392 Haaa St.
Waipahu, HI 96797
808-678-1513

Jean C. Prieto
91-102 Akekee Pl.
Ewa Beach, HI 96706
808-681-4061

Estrella Rabago
1745 Akani St.
Honolulu, HI 96819
808-843-2286

Aristotle G. Ramos
2820 Kalihi St., #B
Honolulu, HI 96819
808-847-2820

Jesusa Largo Ramos
94-722 Loaa St.
Waipahu, HI 96797
808-678-0994

Vincent U. Rayo
2848 Kalihi St.
Honolulu, HI 96819
808-848-4620

Paz Remular
94-1006 Kuakolu Pl.
Waipahu, HI 96797
808-677-7255

Rowena G. Sabio
94-815 Kaaka St.
Waipahu, HI 96797
808-676-0629
Languages (in addition to English): Tagalog

Editha Pengson Soria
98-874 Kaamilo St.
Aiea, HI 96701
808-783-6425
Languages (in addition to English): Tagalog, Ilocano

Virginia Suniga
91-1052 Kahiuka St.
Ewa Beach, HI 96706
808-371-3199

Amely R. Supnet
98-346 Ponokiwi St.
Aiea, HI 96701
808-486-7400

Dominica S. Tabisola
94-423 Apowale St.
Waipahu, HI 96797

808-744-6951

Languages (in addition to English): Tagalog, Ilocano

Abundia R. Tagaro
92-522 Awawa St.
Kapolei, HI 96707

808-422-2444

Maribel B. Tan
94-250 Kipou St.
Waipahu, HI 96797

808-384-0494

Languages (in addition to English): Tagalog, Ilocano

Norma Aczon Tan
94-1076 Haalau St.
Waipahu, HI 96797

808-677-7492

Fanny T. Tan
1956 Kealakai St.
Honolulu, HI 96817

808-845-6335

Zenaida C. Tierra
1051-B Kopke St.
Honolulu, HI 96819

808-841-1854

Languages (in addition to English): Tagalog, Ilocano

Meloni Mieke Trias
96-137 Waiawa Rd.
Pearl City, HI 96782

808-888-7513

Erlinda S. Ubaldo
94-156 Waipahu St.
Waipahu, HI 96797

808-678-3276

Arnolfa L. Ugot
91-1146 Kaunolu St.
Ewa Beach, HI 96706

808-689-6347

Madeline Ulep
94-1469 Hiapo St.
Waipahu, HI 96797

808-744-3597

Melanie M. Viernes
94-1161 Waipahu St.
Waipahu, HI 96797

808-677-4611

Languages (in addition to English): Tagalog, Ilocano

Arlene Saguibo Villar
94-1094 Puloku St.
Waipahu, HI 96797

808-680-0711

Languages (in addition to English): Tagalog, Ilocano

Marivic S. Visaya
91-1017 Pailani St.
Ewa Beach, HI 96706

808-744-5283

Community Care Management Agency (CCMA)

Blue Water Resources
94-408 Akoki St., #205
Waipahu, HI 96797

808-678-3661

Nightingale Case Management
98-029 Hekaha St., #30
Aiea, HI 96701

808-484-2205

Companion Services

Aloha Habilitation Services
232 Walker Ave.
Wahiawa, HI 96786

808-622-4200

Home Health Aide, Certified Nursing Assistant, Licensed Practical Nurse, Registered Nurse Skilled Nursing

Paradise Nursing Workforce
4747 Kilauea Ave., #205
Honolulu, HI 96816

808-735-5801

Homemaker or chore services

Aloha Habilitation Services
232 Walker Ave.
Wahiawa, HI 96786

808-622-4200

Metrocare Hawaii - Plus
500 Ala Moana Blvd., #400
Honolulu, HI 96813

808-934-8334

Homemaker or chore services, Personal Care Assistant

Heaven's Helpers
1388 Kapiolani Blvd., #200
Honolulu, HI 96814

808-952-6898

Personal Emergency Response System

Critical Signal Technologies
27475 Meadowbrook Road
Novi, MI 48377
888-557-4462

Private Duty Skilled Nursing

Aloha Habilitation Services
232 Walker Ave.
Wahiawa, HI 96786
808-622-4200

Residential Care Services or Type 1 or Type II Expanded Adult Residential Care Home (E-ARCH)

Case Management Corp.
1188 Bishop St., #1508
Honolulu, HI 96813
808-536-7100

Aloha Habilitation Services
232 Walker Ave.
Wahiawa, HI 96786
808-622-4200

Respite Care

Aloha Habilitation Services
232 Walker Ave.
Wahiawa, HI 96786
808-622-4200

Skilled Nursing Facility (SNF)

Evangelical Lutheran Good Samaritan Society - Pohai Nani
45-090 Namoku St.
Kaneohe, HI 96744
808-247-6211

Nuuanu Hale
2900 Pali Hwy.
Honolulu, HI 96817
808-595-6311

Community Care Management Agency (CCMA)

Blue Water Resources
94-408 Akoki St., #205
Waipahu, HI 96797
808-678-3661

Community Care Foster Family Home (CCFFH)

Luz Raras Alonzo
508 S. Kamehameha Ave.
Kahului, HI 96732
808-877-9012
Languages (in addition to English): Tagalog, Ilocano

Bella R. Ariota
449 Kaa Cir.
Kahului, HI 96732
808-877-4199

Glodylyn Ariota
449 Kaa Circle
Kahului, HI 96732
808-877-4199
Languages (in addition to English): Tagalog, Ilocano

Lorenza P. Bonete
11 Hoomoku Lp.
Kahului, HI 96732
808-873-8416
Languages (in addition to English): Tagalog, Ilocano

Marjory Bumatay
497 S. Kamehameha Ave.
Kahului, HI 96732
808-344-3111

Languages (in addition to English): Tagalog, Ilocano

Samuel Bumatay
448 N. Wakea Ave.
Kahului, HI 96732
808-344-2915
Languages (in addition to English): Tagalog

Blanchita Cabiles
540 Kaulana St.
Kahului, HI 96732
808-280-7400
Languages (in addition to English): Tagalog, Ilocano

Imelda C. Cordero
74 Kuuhoa Pl.
Kahului, HI 96732
808-344-9887
Languages (in addition to English): Ilocano

Ellen Z. Cruz
176 Molokai Akau St.
Kahului, HI 96732
808-214-5275
Languages (in addition to English): Tagalog, Ilocano, Visayan

Jessica S. Domingo
1016 Laelae St.
Wailuku, HI 96793
808-244-9819
Languages (in addition to English): Tagalog

Edita Domingo
141 Puukani St.
Kahului, HI 96732
808-877-3719

Languages (in addition to English): Tagalog, Ilocano

Estrelita Bondoc Gaoiran
440 Kea St.
Kahului, HI 96732
808-877-7404

Mary Jean Guira
383 W. Papa Ave.
Kahului, HI 96732
808-877-0351
Languages (in addition to English): Tagalog, Ilocano

Nelly G. Hinoguin
173 W. Lanai St.
Kahului, HI 96732
808-877-8089
Languages (in addition to English): Tagalog, Visayan

Genoveva Navalta Lagat
1902 Koae Pl.
Wailuku, HI 96793
808-243-9454
Languages (in addition to English): Tagalog, Ilocano

Chita Madariaga
801 Makaaka Dr.
Wailuku, HI 96793
808-249-2565

Encarnacion Mendez
322 S. Lehua St.
Kahului, HI 96732
808-276-9177
Languages (in addition to English): Tagalog

Mineriza T. Pascua
74 Puukani St.
Kahului, HI 96732
808-446-5651

Roman S. Queja
58 E. Kauai St.
Kahului, HI 96732
808-214-7274
Languages (in addition to English): Tagalog, Ilocano

Carmelita Quemado
430 Puolo Pl.
Kahului, HI 96732
808-873-8918
Languages (in addition to English): Tagalog

Renee Raras
677 Maika Pl.
Wailuku, HI 96793
808-298-4826

Norma Romero
48 Aoloa Lp.
Kahului, HI 96732
808-871-2072
Languages (in addition to English): Tagalog, Ilocano

Manuel E. Salazar
761 Aukai St.
Wailuku, HI 96793
808-871-1575

Bernard Ferino Sarmiento
400 Holua Dr.
Kahului, HI 96732
808-871-7145
Languages (in addition to English): Tagalog, Ilocano

Pasiana M. Spellicy
421 Waiehu Beach Rd.
Wailuku, HI 96793
808-214-6065

Adela V. Suzuki
607 S. Kamehameha Ave.
Kahului, HI 96732
808-871-8542
Languages (in addition to English): Tagalog, Ilocano

Renely Lazo Ubilas
100 Kealohilani St.
Kahului, HI 96732
808-877-1447
Languages (in addition to English): Tagalog, Ilocano

Madelyn C. Uclaray
652 Kaimana St.
Kahului, HI 96732
808-873-7227
Languages (in addition to English): Tagalog, Ilocano

Roseminic T. Ulep
360 Hilu Pl.
Kahului, HI 96732
808-873-9311
Languages (in addition to English): Tagalog, Ilocano

Christopher Ulep
360 Hilu Pl.
Kahului, HI 96732
808-873-9311
Languages (in addition to English): Tagalog, Ilocano

Expanded Adult Residential Care Home (E-ARCH)

JC E-Arch
203 Awa Pl.
Kihei, HI 96753
808-879-4827
Languages (in addition to English): Tagalog

Home Health Agency
Nurse Pro-Care
270 Hookahi St., #211
Wailuku, HI 96793
808-877-0829

Home Health Aide, Certified Nursing Assistant, Licensed Practical Nurse, Registered Nurse Skilled Nursing

Paradise Nursing Workforce
353 Hanamau St., #22
Kahului, HI 96732
808-484-4885

Personal Emergency Response System

Critical Signal Technologies
27475 Meadowbrook Road
Novi, MI 48377
888-557-4462

**Residential Care Services or
Type 1 or Type II Expanded
Adult Residential Care
Home (E-ARCH)**

Case Management Corp.
1188 Bishop St., #1508
Honolulu, HI 96813
808-536-7100

GLOSSARY

Adult Day Care Center (ADC)

Supportive care for four or more disabled adults. Services include observation/supervision, coordination and implementation of behavioral, medical and social care plans, and therapeutic, social, educational, recreational, and other activities.

Adult Day Health Center (ADH)

Organized day program with nursing oversight for adults with physical and/or mental conditions. The purpose is to help members to stay in the community as much as possible.

Assisted Living Facility (ALF)

For members living in ALF, services include personal care, supportive care (homemaker, chore and meal preparation), nursing, and medication oversight.

Community Care Foster Family Home (CCFFH)

For members living in Community Care Foster Family Homes (certified private home with care provider living in the home), services include personal and supportive care, homemaker, chore, companion, nursing and medication oversight.

Community Care Management Agency (CCMA)

For members living in Community Care Foster Family Homes and other community settings, services by a CCMA include nurse delegation to the caregiver; assessments for needed services, supplies, and equipment; face-to-face monitoring and implementation of the care plan; and assisting the caregiver with adverse effects and/or changes in condition of members.

Companion Services

Non-medical care, supervision, and socialization prior authorized by a service coordinator and documented in the service plan.

Homemaker or chore services

Activities provided when the regularly responsible person is temporarily absent or unable to provide the service. Services are prior authorized by a service coordinator.

Nursing Facility (NF), Skilled Nursing Facility (SNF), or Intermediate Care Facility (ICF)

Nursing facility services provided in a nursing facility licensed and certified to provide skilled nursing and rehabilitative services on a regular basis. Nursing facility members require 24-hr a day assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

Personal Emergency Response Systems (PERS)

Electronic device coupled with a 24 hour emergency assistance service that helps members get immediate assistance in the event of an emotional, physical, or environmental emergency.

Residential Care Services or Type 1 or Type II Expanded Adult Residential Care Home (E-ARCH)

Residential care services are personal care services, nursing, homemaker, chore, companion services and medication oversight provided in a licensed private home by a care provider living in the home.

GLOSSARY

Respite Care

Provided to members unable to care for themselves and are furnished short-term because care givers are absent or need relief. Three levels can be provided: hourly, daily, overnight.

Skilled (or Private Duty) Nursing

Provided to members requiring ongoing nursing care, provided by licensed nurses.

For more information,
Please Call Us At One Of The Numbers

Kaiser Permanente QUEST Integration Call Center

808-432-5330 or **1-800-651-2237** (toll free)

Monday - Friday, 7:45 a.m. - 4:30 p.m. (except holidays)

After-Hours Advice Line

808-432-7700 (Oahu)

1-800-467-3011 (neighbor islands)

1-877-447-5990 (toll free) hearing/speech impaired

Monday - Friday, 5 p.m. - 8 a.m. the next day

Saturday, noon - Monday, 8 a.m.

Holidays, 8 a.m. - 8 a.m. the next day

Prescription refills

Refill prescriptions online at kp.org/rxrefill

Order refills by phone, 24 hours a day, seven days a week.

808-643-RxRx (7979)

kpquest.org