



## QUEST (MEDICAID) REDETERMINATION/ELIGIBILITY RENEWALS START APRIL 1, 2023

In April 2023, the State of Hawaii Department of Human Services (DHS) Med-QUEST Division will start sending Medicaid eligibility renewal letters. Be on the lookout for a pink envelope with a pink letter from Med-QUEST that will provide instructions on eligibility renewals. This pink letter may require a response to maintain health coverage.

In late March 2023, Med-QUEST sent a plain **white** letter in a white envelope to **every Med-QUEST household** letting them know the month of their scheduled eligibility renewal. The redetermination months will range from **May 2023 to April 2024**. If you didn't receive the letter, please call us.

In preparation for this renewal period, you can update your contact information by logging in to your account at [medical.mybenefits.hawaii.gov](https://medical.mybenefits.hawaii.gov).

You can also update your contact information by calling the Kaiser Permanente QUEST Integration member services at **808-432-5330** or **1-800-651-2237**. For the hearing and speech impaired call TTY (**711**), Monday through Friday, 7:45 a.m. to 4:30 p.m., except state holidays.

To learn more about Medicaid eligibility renewals and see the [Medicaid Renewal Guide](https://kp.org/staycovered) on [kp.org/staycovered](https://kp.org/staycovered).

**NOTE: If a Kaiser Permanente QUEST Integration Health Plan member doesn't qualify for Medicaid, they still have options.** They might be able to buy a health plan through a health benefit exchange or continue their coverage with Kaiser Permanente and keep their Kaiser Permanente doctor. Members can explore health plan options at [kp.org/staycovered](https://kp.org/staycovered).



## TAKE STATINS AND OTHER MEDICINES AS PRESCRIBED

Medicine is an important part of treatment for many health conditions. For medications to be most effective and work safely, you need to take them exactly as prescribed. If you have problems such as new symptoms or side effects, talk to your doctor immediately.

### **Check with your doctor or pharmacist before starting any new medications.**

Some people see multiple specialists to treat different conditions. Some drugs, including over-the-counter medicines that your doctor may not realize you're taking, can interact with existing medication and potentially cause problems.

Make a complete list of all the medicines, vitamins, herbal remedies, and supplements you take, and share it with your doctors. Having a clear picture of everything you're putting into your body will help them provide safer and more effective care.

### **Prescription refills**

It's important to keep track of when you'll run out of your medicine. Don't wait until you have only a few pills left. Use a calendar to remind yourself to get refills. It may be dangerous to suddenly stop a medicine, so talk to your doctor or pharmacist about what to do if you miss a dose.

If you were given a prescription during a hospital or emergency room visit, it may only be enough medicine until you can see your regular doctor. Ask the discharging physician about how long you should continue the new medicines.

### **A bit about statins**

Statins are medicines that help with cholesterol, which is a fat-like substance in the blood. There is good and bad cholesterol. Having too much bad cholesterol in your blood vessels can raise your risk of heart disease, heart attack, and stroke. Many people with diabetes take statins because they're at higher risk of heart attack and stroke. Statins must be taken regularly as prescribed to work well and lower your risk. If you stop, your risk for heart attack and stroke may go back up.

### **Follow-up care**

A key part of your treatment and safety is to make and go to all appointments, and talk to your doctor if you experience problems.

### **Learn more**

To learn more about this and other topics visit [kp.org/health](https://kp.org/health)



## HEALTH AND WELLNESS: THE MIND-BODY CONNECTION

Consider some of the steps below to help support your emotional health and physical health.

### BREATH AND HEALTH

The way you breathe can affect your mind and body. Full, deep breathing is a good way to reduce tension and calm yourself. In Hawaiian culture, the breath is an important part of physical and spiritual health. Be aware of your breathing. Practice daily deep breathing exercises.

### NUTRITION AND EXERCISE

Key to your overall wellness and coping with stress is a well-balanced diet, plenty of water and regular exercise. Stay hydrated by drinking six to eight 8-ounce glasses of water daily, and try to steer clear of heavily processed foods that are high in sugar or saturated fat.

Check with your doctor and keep them informed about any changes to your diet and movement routines, or if you're thinking about starting a new exercise program.

### ALCOHOL INTAKE

Even small amounts of alcohol, such as one drink, can make depression worse and disrupt your sleep and mood.

### DEPRESSION

Grief, stress, physical challenges and changing life circumstances can trigger depressive symptoms and other emotional health problems. Know when to get help. If you're concerned about your mind and mood, talk to a personal physician or behavioral health expert to help improve your outlook.

### SELF-CARE APPS

Digital apps can help your emotional well-being and resilience. The myStrength app offers a personalized program that teaches mindfulness and other helpful behaviors. Calm is an app designed to help lower stress, reduce anxiety and improve sleep by using guided meditation. Learn more at [kp.org/selfcare](https://kp.org/selfcare).

### GETTING HELP

Mental health care is not one-size-fits-all, and treatment differs for everyone – from the type of provider you see and how often you see them to the length of time it takes for treatments to be most effective. If you don't know where to start, talk with your doctor to understand your options and next steps.

If you believe you're having a mental health or medical emergency, call **911** or go to the nearest hospital.



# Here for your total health

## Find community resources near you

If you ever need help with your daily needs, it's good to know where you can turn. Kaiser Permanente's community resource directory is a convenient online tool to help you find services for healthy food, housing, child care, financial assistance, transportation, and more.



Food



Housing



Child care



Financial assistance

To get started, visit [kp.org/communityresources](https://kp.org/communityresources) or scan the QR code.

To speak to a resource specialist, call **1-800-443-6328** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m.



You deserve to thrive in mind, body, and spirit. Our community resource directory brings you closer to what you need to live well and thrive.

The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.

## FREQUENTLY ASKED QUESTIONS

### 1) What is the best way to communicate with my primary care doctor?

- For non-emergent concerns, log into your [kp.org](https://healthy.kaiserpermanente.org/hawaii/register) account or register here: <https://healthy.kaiserpermanente.org/hawaii/register>.

### 2) How do I make an appointment with a doctor?

- To schedule a doctor's office visit.
  - Make an [appointment](#) online or use the [Kaiser Permanente app](#).
  - Call us at **1-833-833-3333 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.
- For 24/7 Advice, or if you need care after we close at 5 p.m., call us at **1-833-833-3333 (TTY 711)**
- Connect with a clinician 24/7 by phone or video, no appointment necessary. Go to [kp.org/getcare](https://kp.org/getcare).
- Urgent Care is available at our Honolulu Medical Office, West Oahu Medical Office, and Maui Lani Medical Office.
  - You can also visit many [affiliated urgent care centers \(PDF\)](#) in Maui, Hawaii Island, Kauai, and Las Vegas. Before getting care from our affiliated primary care clinician, we recommend you call the 24/7 advice line at **1-833-833-3333 (TTY 711)**.
- If you believe you're having a [medical or mental health emergency](#), call **911** or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Member Handbook, or other coverage documents.

**You have many ways to get care when it works for you.** This includes online, by phone, or in-person. Learn more at [kp.org/getcare](https://kp.org/getcare)

### 3) How do I get help with my medication refills?

Fill and refill medication at [kp.org/pharmacycenter](https://kp.org/pharmacycenter)

For medication refills and advice, call 24 hours a day, 7 days a week **1-833-3333 (TTY 711)**.



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### 4) How do I get help with transportation to my doctor appointments?

If you are not able to get transportation and need help to get to your Non-Emergency medical appointments:

- On **Oahu and Maui**, please call MTM (Medical Transportation Management).  
Member Trip Reservation Line: **1-855-735-1226 (TTY 711)**.  
Open Monday through Friday 5 a.m. to 7 p.m. for routine appointments and 24 hours a day, 7 days a week for urgent appointments.

Please call to schedule at least 3 business days before your appointment. It is also important to notify MTM of any cancellations or schedule changes as soon as you are aware of them.

For other frequently asked questions, please visit our public website at <https://kpquest.org/help>.