

Important Renewal Information for QUEST Members



Watch for Your Pink Envelope

Throughout the pandemic, all QUEST (Medicaid) members received continuous uninterrupted coverage amid the public health emergency. Starting in April 2023 through March 2024, all residents who receive health care benefits through the Department of Human Services Med-QUEST Division (MQD) will be scheduled for a review of their eligibility.

In March 2023, QUEST households were sent a letter informing them of which month their eligibility will be reviewed. Members can rest assured that their QUEST (Medicaid) coverage will remain active until their case is up for renewal.

Then, one month prior to members' renewal, they will receive a pink letter in the mail. This pink letter may require a response to maintain health coverage. Be sure to read the letter and follow all instructions, if applicable.

In preparation for this renewal period, Med-QUEST asks members to do the following:

- Be sure to update your contact information by logging into your account on **Medical.mybenefits.hawaii.gov** or by calling us 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.
- If you no longer need QUEST (Medicaid) coverage, call Med-QUEST at 1-800-316-8005, (TTY/TDD 711) to let them know.

Stay covered

If you do not qualify for Medicaid, you still have options. You might be able to buy a health plan through a health benefit exchange or continue your coverage with Kaiser Permanente. You can explore [health plan options here](#).

Reduce paper clutter

Is your paper piling up? Get your Kaiser Permanente documents safely and securely simply by going online. It is easy!

Here is how:

- Visit kp.org/gopaperless.
- Sign on with your user ID and password, and you will be taken directly to the “My document delivery preferences” page.
- Set your document delivery preference to “paperless.”

Why go paperless?

- Enjoy peace of mind of having documents securely stored.
- Access your documents 24 hours a day.
- Change your preference at any time.

Already opted to get some of your bills and documents online?

New documents are regularly becoming available. So be sure to update your online document delivery preferences at kp.org/gopaperless.



Move to reduce falls, improve mood

The thought of exercise may feel overwhelming to some. But exercise can be about making small changes in your physical activity. Think of exercise as moving. Being more active can help you get stronger mentally and physically, improve your balance, boost your energy, and lower your risk of several health issues. The key is to be consistent and make it part of your lifestyle.



Top 7 benefits of regular exercise:

- Helps control stress, depression, and anxiety
- Aids in managing blood pressure and cholesterol
- Lowers your risk for heart attack and stroke
- Strengthens your lungs
- Can help you reach a healthy weight, which aids bladder control
- Lowers your blood sugar
- Helps your balance and bone strength, which can reduce falls

Learn more about movement here {



Some exercises to prevent falls:

- **Improve your balance with leg bends.** Start by standing. Hold on to a sturdy chair or wall. Bend one knee so your foot comes up behind you and is

level with your knee. Lower your foot to the floor. Repeat with the other leg.

- **Improve your core strength.** Start by sitting in a sturdy chair against a wall. Stand up without using your hands. If this is too hard, use a pillow on the chair until you get stronger. Repeat 10-15 times, if possible.

Learn more about fall prevention here {



Be safe. Know your limits.

Talk to your doctor about your exercise activities and before starting a new fitness program. With your doctor's help, you can decide what is safe and what to avoid.

- If you are new to exercise or changing your routine, do not overdo it. Do a little at first, and then slowly do more. For example, using the stairs can be a small and literal first step.
- If you have health problems, it can be hard to be active. Talk to your doctor for suggestions on fitness. There may be some physical limits on what you can do. Be aware of your body's limits so you do not get injured.
- Stop and talk to your doctor if you experience anything beyond mild muscle pain and soreness.

For more information, visit kp.org

Frequently Asked Questions

1. What is the best way to communicate with my primary care provider?

- 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.
- 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 are 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

3. How do I get help with my medication refills?

Fill and refill medication at kp.org/pharmacycenter

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



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>.