

**Kaiser Permanente continues to serve QUEST Integration members on Oahu and Maui**

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**You may keep your Kaiser Permanente Medicaid plan and continue to see your Kaiser Permanente doctors.**

## Coronavirus and COVID-19

### Kaiser Permanente Preparedness and Response Building on What We Know

Throughout Kaiser Permanente, our caregivers have treated many COVID-19 patients. We're applying what we've learned based on what we've experienced.

We're also working closely with the Centers for Disease Control and Prevention and federal, state, and local agencies. Be assured that your health is our top priority.

### What Should You Do If You Think You Have the Coronavirus?

If you think you, or someone in your family has been exposed to the virus, and have symptoms of a respiratory illness, please call your doctor or care team for instructions. It's important to call before you come in. Calling ahead helps us direct you to the most appropriate care. We can also take safety measures to protect others. If this is a medical emergency, please call 911.

### How To Protect Yourself and Get Care

Your health and safety are always our top priority. We've gathered the most important information and help on the coronavirus and COVID-19. Visit <https://healthy.kaiserpermanente.org/hawaii/health-wellness/coronavirus-information> for more information.

Looking for care options? Visit [kp.org/getcare](https://kp.org/getcare).

You can also schedule a COVID-19 e-visit. An e-visit is an online screening to help you get connected. Login or create an account on [kp.org](https://kp.org). It is quick and convenient. You will get care from a Kaiser Permanente provider and 24/7 self-care. Visit [kp.org/getcare](https://kp.org/getcare).

### COVID-19 E-Visits Now Available via [kp.org](https://kp.org) and the KP App

When you want to speak with your provider, you can get a telephone appointment. We will also be rolling out video visits. Some doctors are already doing video visits.

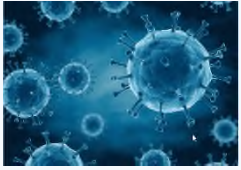


As a member you have a safe and easy way to get care for possible coronavirus symptoms. You can get a coronavirus e-visit using [kp.org](https://kp.org) or via the KP mobile app. On [kp.org](https://kp.org), simply log in, scroll down to "Common Symptoms and Questions," then select "Coronavirus."

If you have the KP mobile app, go to "View Appointments," then tap on "New Appointment" > "Start an E-visit" > "Continue" > "Coronavirus". You will be asked questions about your situation. This will help us determine the best way to treat your symptoms.



For help or more information, please call 808-432-5330 (Oahu), 1-800-651-2237 (toll-free), 711 (TTY)



## What is coronavirus?

The new coronavirus is a type of virus that causes coronavirus disease 2019 (COVID-19). This is an infection of the airways and lungs. It's part of the same family of coronaviruses that causes the common cold. Symptoms may appear 2 to 14 days after contact.

## What are the symptoms?

Patients with COVID-19 have had mild to severe symptoms of fever, cough, or shortness of breath. This is similar to the flu. Symptoms appear to be more severe in the elderly and people with chronic conditions. The latest data shows that about 80% of people with COVID-19 don't show any or show very mild signs of illness. Most people who get COVID-19 will not need to see their doctor and will recover on their own.

## How does it spread?



The virus is spread from person to person. Usually when people are within 6 feet. The virus spreads when an infected person coughs or sneezes. There are tiny droplets that can travel to another person.

1. There is no vaccine to prevent COVID-19.
2. The best way to prevent COVID-19 is to avoid others who may have it.
3. People may breathe in the droplets into their lungs.
4. The virus spreads when you touch your eyes, nose, and mouth without washing your hands.
5. The virus can spread when you prepare or eat food and drinks without washing your hands.
6. The virus can spread when you touch a contaminated surface or object.
7. You may not have symptoms. But you may spread the virus if you touch other people's hands or common objects with unwashed hands.

## What can you do?

1. Wash your hands often with soap and water for at least 20 seconds.
2. Use hand sanitizer with at least 60% alcohol if soap and water is not available. Cover all surfaces of your hands and run them together until they feel dry.
3. Avoid touching eyes, nose, and mouth with unwashed hands.
4. Avoid close contact with others.
5. Avoid contact with people who are sick.
6. Stay at home as much as possible.
7. If you go outside, stay 6 feet apart from other people. Remember: some people are at higher risk of getting very sick.



## How you can help stop the spread



1. You may have COVID-19 even if you do not feel sick.
2. Wear a face mask or cover your face when you go out. Do not place face covering on children under age 2. Do not cover your face if you have trouble breathing. Do not place a mask on someone who is not able to remove the mask on their own.
3. The mask is meant to protect other people in case you are infected.
4. Do not use a face mask meant for a healthcare worker.
5. Continue to keep 6 feet away from others even when you wear a mask.
6. Cover coughs and sneezes.

## When you should wash your hands

1. Before, during, and after preparing food.
2. Before eating food.
3. Before and after caring for someone at home who is sick with vomiting or diarrhea.
4. After blowing your nose, coughing, or sneezing.
5. After you have touched objects in a public place (door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.).
6. Before touching your eyes, nose, or mouth.



## When you should wear masks

1. You should wear a cloth face mask in public places.
2. Many people with the coronavirus do not show symptoms. People can transmit the virus to others before showing symptoms, so a mask can help slow the spread of COVID-19.
3. Keep practicing physical distancing and stay home whenever possible. If you need to leave your home, you can make your own face mask. Unless directed to by a doctor, don't use medical-grade face masks, which should be reserved for hospital caregivers.

## People at high risk



For most people, COVID-19 symptoms are mild and go away on their own. If you're over 65, have a weakened immune system, or have an underlying health condition, you have a higher risk of developing serious symptoms. It's important you be extra careful. Take extra precautions:

1. Avoid large groups (including concerts, conventions, sporting events, and social gatherings).
2. Avoid visiting health care facilities except to get medical care (for example, nursing homes, clinics, and hospitals).
3. If you have a cough and fever, please call us and we'll make sure you get the care you need.





## Facility closures



To help protect our members, staff, and community, we have temporarily stopped providing in-person care at locations listed below. All services, including pharmacy, are temporarily closed at these medical offices and locations. To help members continue to get care at home, we've expanded our telehealth options, including e-visit, phone appointment, or a video visit with a doctor or clinician.

### Temporary facility closed

The following medical facilities are following their regular business hours. They continue to serve the needs of our members for in-person care. Lab and pharmacy services are available at these facilities during their usual business hours, unless otherwise noted.

- Ala Moana Behavioral Health
- Honolulu Medical Office (Saturday lab and pharmacy hours are discontinued until further notice).
- Koolau Medical Office
- Lahaina Clinic
- Mapunapuna Medical Office
- Maui Lani Medical Office
- Moanalua Medical Center
- Wailuku Medical Office
- Waipio Medical Office

The following facilities are temporarily closed until further notice:

- Kihei Clinic
- Kahuku Clinic
- Kapolei Clinic
- Hawaii Kai Clinic
- Kailua Clinic
- Nanaikeola Clinic

If you scheduled an appointment at one of the temporary closed medical facilities, a Kaiser Permanente staff member will reach out to share options available to you. This includes telehealth options (E-visit, phone appointment, or a video visit with a doctor).

**After-Hours Care** will remain open at Moanalua Medical Center, Monday - Friday, 5 to 10 p.m. and weekends and holidays, 8 a.m. to 10 p.m. Maui Lani Medical Office, Monday - Friday, 5 to 8 p.m. and weekends and holidays, 8 a.m. to 5 p.m. This information is current as of April 10. If you have questions, please call the following numbers to talk with a licensed care provider 24/7:

- Oahu: **808-432-2000**
- Maui: **808-243-6000**

The outpatient laboratory at Moanalua Medical Center will temporarily move from the first floor to the fourth floor, near the Neuroscience Department. The hours of operation remain the same. Our Business Office locations are not accepting in-person visits until further notice. For assistance, please call us at the following numbers for your area:

- Oahu (Moanalua Medical Center, Mapunapuna): **808-432-7940** (Option #4, then Option #1), Monday - Friday, 8:30 a.m. to 5 p.m. Fax: 808-432-7950.
- Honolulu (Honolulu, Hawaii Kai, Kailua, Ala Moana, Kahuku, Koolau): **808-432-2020** (Option #4, then Option #2), Monday - Friday, 8:30 a.m. to 5 p.m. Fax: 808-432-2025.
- Waipio (Kapolei, Nanaikeola, Waipio): **808-432-3297** (Option #4, then Option #3), Monday - Friday, 8 a.m. to 5 p.m. Fax: 808-432-3195.
- Maui (Kihei, Lahaina, Maui Lani, Wailuku): **808-243-6580** (Option #4, then Option #4), Monday - Friday, 8 a.m. to 5 p.m. Fax: 808-243-6609.

## **<sup>1</sup>How to Apply for Kaiser Permanente QUEST Member if you are not enrolled in Medicaid**

Kaiser Permanente participates in QUEST Integration for those who live on Oahu or Maui. Once you qualify for QUEST (Hawaii Medicaid) through the state of Hawaii, Department of Human Services, Med-QUEST Division, you'll need to apply for health coverage. When applying, be sure to choose **Kaiser Permanente**.

### **There are 3 ways to apply for QUEST Integration Health Plan:**

1. **By Phone:** Call 877-628-5076 or TTY 711. Tell the representative that you choose the Kaiser Permanente health plan.
2. **By written application:** See below on how to request an application. Once you get the applications, you will need to write at the top of each page of Step 5 (Your Family's Health Coverage pages) and Step 6 (Signature page) of the application that "I request Kaiser Permanente." Completed applications may be mailed, faxed, or hand-delivered to any Med-QUEST office.
3. **Online application:** If you apply online at [mybenefits.hawaii.gov](http://mybenefits.hawaii.gov), you will be automatically enrolled into a health plan that may not be Kaiser Permanente. If that happens, and you want to change to Kaiser Permanente, you must inform Med-QUEST Customer Service of your health plan choice within 15 days of the date of your enrollment choice notice. The new health plan will start on the first day of the following month. Until then, you'll stay with the health plan you were assigned.

**Med-QUEST Customer Services Call Center at:**  
Oahu: **808-524-3370** or TTY/TDD **808-692-7182**  
Maui: **1-800-316-8005** or TTY/TDD **1-800-603-1201**

To request an application:

- You may call the State's Med-QUEST Division Eligibility Office and ask for a QUEST Integration application form.

On Oahu, call **808-587-3521** or **808-587-3540**  
On Maui, call **808-243-5780**

OR

- You may also find the application at the State's Med-QUEST Integration website:

[www.mybenefits.hawaii.gov](http://www.mybenefits.hawaii.gov)

### **What you may need to apply:**

- Social Security Numbers (or document numbers for any legal immigrants who need insurance).
- Employer and income information for everyone in your family (for example, from pay stubs, W-2 forms, or wage and tax statements).
- Policy numbers for any current health insurance.
- Information about any job-related health insurance available to your family.

**If you have any questions about Kaiser Permanente QUEST Integration health plan, call us at 1-800-651-2237.**

<sup>1</sup> Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente health plan service area in which you enroll.

## Electronic Visit Verification – Member Welcome Letter

Dear Medicaid Member,

Later this year, the State of Hawaii will start using a new tool called Electronic Visit Verification (EVV) to meet the new federal requirements. If you receive certain home health, personal assistance, or nursing services, EVV will verify when your caregiver begins and ends these services. This will help Medicaid make sure you receive your services and your caregivers are paid for the services they provide.

EVV is free to you and your caregiver(s).

EVV will apply to Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Respiratory Therapy, Social Work, Personal Assistance Level I (PA1), Personal Assistance Level II (PA2), Attendant Care, Respite, Nursing - Private Duty, Nursing - Respite, and Nursing - Attendant Care.

Caregivers will use an EVV application on their smartphone.

- Caregivers will use the EVV application to check-in when they arrive and begin services
- Caregivers will use the EVV application to check-out when they end services

If your caregiver is not able to use a smartphone, more information will be sent on other ways to record their start and end times.

For more information, please visit [www.medquest.hawaii.gov/EVV](http://www.medquest.hawaii.gov/EVV) to read Frequently Asked Questions.

If you have questions about EVV, please email [EVV-MQD@dhs.hawaii.gov](mailto:EVV-MQD@dhs.hawaii.gov) or you can talk to your service coordinator.

Sincerely,

Jon Fujii