

It's not too late to get your flu shot



Get your annual flu shot now to protect yourself and your family. Our flu shot clinics are open for adults and children 6 months or older. For everyone's safety, please wear a mask when you visit our flu shot clinics. For locations and hours, visit kp.org/flu.

You can also get your COVID-19 vaccine or booster at most locations. Visit kp.org/covidvaccine for information. Make an appointment at kp.org/evisits or use the KP app. If you cannot make your appointment online, call **808-432-2000** on Oahu. On Maui, call **808-243-6000**. TTY **711**.

Health Coverage

COVID-19 has affected the lives, incomes, and health coverage of many people. Now, as the economy begins to turn around, many people are going back to work or their incomes are increasing. That means they may have to switch from a health plan through Medicaid to other health coverage.

If you have questions about your coverage please visit kp.org/medicaid. Or you may call Kaiser Permanente QUEST Integration Call Center, Monday through Friday, 7:45 a.m. to 4:30 p.m.

Oahu: **808-432-5330**
Maui: toll free **1-800-651-2237**
TTY: **711**



Questions about other Kaiser Permanente coverage options?

We're here to help you stay covered. If you have questions about other Kaiser Permanente plan options available to you, go to kp.org/exploreeoptions, or call us at **1-800-270-4095** (TTY **711**).

Get Care

Convenient ways to get care when it works for you.

There are many ways you can get care. Learn more at kp.org/getcare

- 24/7 advice
- Online
- E-visits
- Video visits
- Phone
- In-person

Questions about COVID-19?

To learn the latest updates about the COVID-19 vaccine, booster shots, testing, and how to protect yourself and get care, visit kp.org.

Order your COVID-19 self-test now

While self-tests are in short supply, here are some ways Kaiser Permanente members may be able to get COVID-19 home antigen tests at no cost.

- **Federal government** — Every home in the U.S. is eligible to order 4 free self-tests without shipping fees at [covidtests.gov](https://www.covidtests.gov).
- **Kaiser Permanente pharmacies** — If a member is already planning to visit a Kaiser Permanente location, they may be able to pick up a self-test while they're there, as supply allows.
- **Retail pharmacies** — We've added a new convenient option for Kaiser Permanente members to pick up self-tests at no cost from participating retail pharmacies, such as Walmart and Rite Aid. To see a list of participating retailers, visit kp.org.

Members will need to take the test to the pharmacy counter and show their photo ID and Kaiser Permanente ID card. Availability of tests may vary.

If a member pays for an FDA-approved test, they can submit a claim for reimbursement by signing in to their account at kp.org. Select "Coverage & Costs," and then select "Submit a claim."

For the latest information on supply and available brands at Kaiser Permanente locations, visit kp.org/covidtests.

Getting vaccinated — and getting a booster dose when eligible — is still essential for protecting yourself, your business, and your community. Members can book an appointment for the COVID-19 vaccine or booster through kp.org or the KP app.

For updates, visit kp.org/coronavirus. You can also call our 24/7 KP COVID InfoLine at **1-855-550-0951** (available in English and Spanish) for recorded updates.

FREQUENTLY ASKED QUESTIONS

What’s the best way to communicate with my PCP?

- For non-emergent concerns, log into your kp.org account. <https://healthy.kaiserpermanente.org/hawaii/register>.



1) How do I make an appointment with a doctor?

- Book online at kp.org/appointments 24/7.
- During clinic hours, call a clinic.
- After clinic hours, call After-Hours Advice Line.
- On Oahu call: **808-432-2000**.
- On Neighbor Islands: **808-243-6000**.
- Or TTY **711** for hearing/speech impaired.



Create an account if you're a current or former member or have received care at a Kaiser Permanente facility and want to receive your medical records.

[Create my account](#)

[Help](#)
Already have an account? [Sign in](#)

2) How do I get help with my medication refills?



Fill and refill medication at kp.org/pharmacycenter

Order refills by phone, 24 hours a day, 7 days a week **808-643-7979** (statewide)
TTY **711** (toll free)

Create a caregiver account if you don't have a Kaiser Permanente plan but care for someone who does or if you care for someone who has received care at a Kaiser Permanente facility

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

If you need help to get to your appointment but are unable to get transportation, a Member Care Services Associate (MCSA) may be able to assist you if it is medically needed. Please call at least one week before your scheduled appointment.

Oahu

Oahu Clinics call **808-432-5330**



Maui

Maui Clinics call **808-243-6613**

