

Time to update your contact information to stay informed.

IMPORTANT! Has your name, address, or phone number changed? Please update your contact information with us so you can receive up-to-date information. To make changes, you may log in to your kp.org account **or** email us at kpquest@kp.org **or** call us at [1-808-432-5330](tel:1-808-432-5330) or [1-800-651-2237](tel:1-800-651-2237). Mahalo.



Manage your health online

Have you created your online kp.org account or downloaded the KP app?

Manage your health at kp.org or with the Kaiser Permanente app. It is easy! Our website and app are your connection to great health and great care. Once you create your account, you can securely access time-saving tools and resources to stay on top of your care—anytime, anywhere.¹

- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Manage a family member's health care.²

To use these features on the go, [download the Kaiser Permanente app](#) to your mobile device and sign in. With our app, you can also access your digital member ID card, which you can use just like your physical ID card.

Questions?

If you would like additional help getting started with Kaiser Permanente, call us for new member onboarding support. If you have other questions about your plan, contact Member Services. For help or more information, please call [1-808-432-5330](tel:1-808-432-5330) (Oahu), [1-800-651-2237](tel:1-800-651-2237) (toll-free), [1-877-447-5990](tel:1-877-447-5990) (toll free for the hearing/speech impaired).

Footnotes:

¹These features are available when you get care at Kaiser Permanente facilities.

²Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.



New! 1-on-1 emotional support coaching by text is available 24/7.

Kaiser Permanente members 18 and older can get immediate support to help cope with many common challenges — from stress, low mood, sleep troubles, relationships, and more. Text with an emotional support coach on the [new Ginger app](#) anytime day or night. Kaiser Permanente members can use the Ginger app for 90 days at no additional cost.

Learn more and download the Ginger app at kp.org/coachingapps/hi



New 24/7 virtual care now available

Learn more about 24/7 virtual care and other online care options, including phone and in-person visits, go to kp.org/getcare.³



Self-care at your fingertips – at no additional cost to members

Everyone needs support for total health — mind, body, and spirit. These wellness apps can help you navigate life’s challenges, and make small changes to improve your sleep, mood, relationships, and more. It is self-care made easy, designed to help you live well and thrive.

To learn more about our Mental health and wellness apps, go to kp.org/mentalhealth

If you believe you are having a mental health or medical emergency, call [911](#) or go to the nearest hospital.



Calm – an app for meditation, mental resilience, and sleep



myStrength – an app to improve your awareness and adapt to life

Footnote:

³ Where appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.



COVID-19 booster and vaccine updates for keiki

COVID-19 Pfizer booster now recommended for keiki ages 5 to 11. The Centers for Disease Control and Prevention (CDC) now recommends a booster dose of the Pfizer COVID-19 vaccine for children ages 5 to 11. This guidance aligns with the FDA's recent amendment of the emergency use authorization (EUA) for the vaccine. Children ages 5 to 11 should get their booster at least 5 months after they receive their first 2 doses of the Pfizer vaccine.

COVID-19 vaccine now recommended for children under 5. In another huge step in the fight against COVID-19, the CDC now recommends the following COVID-19 vaccines for young children:

- **Pfizer:** 3 doses for children 6 months to 4 years old. The second dose should be given 3 weeks after the first, and the third dose should be given at least 8 weeks after the second.
- **Moderna:** 2 doses for children 6 months to 5 years old. The second dose should be given 1 month after the first.

Kids under 5 will get a lower dose of vaccine, making it safe, more tolerable, and still effective.

For more information about the vaccine and booster, visit kp.org/covidvaccine

Upcoming Town Hall Meeting on Electronic Visit Verification (EVV)



Electronic Visit Verification (EVV) is used by caregivers for some home and community-based services. Individuals receiving those services may receive an EVV device from Sandata Technologies that caregivers will use. The devices only capture information at the start and end of a visit. Please visit the Med-QUEST Division website for EVV information found here: <https://medquest.hawaii.gov/en/plans-providers/electronic-visit-verification.html>. See upcoming quarterly Town Hall Dates below:

QI Member and DD Participants

October 19, 2022 (Wednesday) 9 to 10 a.m.

January 19, 2023 (Thursday) 9 to 10 a.m.

Join by Computer: <https://medquest-hawaii-gov.zoom.us/j/86927763222>

or by Phone call: [1-800-788-0099](tel:1-800-788-0099) (Toll Free)

Conference ID 869 2776 3222

QI Self-Direct Members

October 19, 2022 (Wednesday) 2 to 3 p.m.

January 19, 2023 (Thursday) 2 to 3 p.m.

Join by Computer: <https://medquest-hawaii-gov.zoom.us/j/85239702380>

or by Phone call: [1-800-788-0099](tel:1-800-788-0099) (Toll Free)

Conference ID 852 3970 2380

FREQUENTLY ASKED QUESTIONS

1) What is the best way to communicate with my primary care provider (PCP)?

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

2) 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 24/7 advice.
- On Oahu call: [1-808-432-2000](tel:1-808-432-2000).
- On Neighbor Islands: [1-800-243-6000](tel:1-800-243-6000) (toll free).
- Or 711 TTY for hearing/speech impaired.

3) 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 [1-808-643-7979](tel:1-808-643-7979) (statewide)
TTY 711 (toll free)

4) 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 Clinics call [1-808-432-5330](tel:1-808-432-5330)

Maui Clinics call [1-808-243-6613](tel:1-808-243-6613)

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

Coming Soon

MTM, Inc. will be arranging curb-to-curb and non-ambulance door-to-door rides for eligible QUEST Integration Members to attend medical appointments and receive services, based on State of Hawaii, DHS, Med-QUEST Division approvals.

More information will be available in future Member newsletters and in the annual Member Handbook released at the end of this year.