

FLU SHOT AND COVID BOOSTER UPDATES



Time to get your flu shot | Important changes to flu shot locations

Kaiser Permanente members can get their no-cost walk-in flu shot now and throughout flu season. No appointment is necessary for flu shots. Members can also visit our weekend flu shot clinics at select locations – including drive-thru clinics at our Koolau and Waipio facilities. The COVID-19 vaccine and booster also are available at many locations.

The updated COVID-19 booster is available on a walk-in, first-come, first-served basis, no appointment necessary, to people 12 and older who received their primary vaccination series or most recent booster at least 2 months ago. Appointments still are required for the primary COVID-19 vaccination series.

Members will need to bring their Kaiser Permanente member ID card and a photo ID. For everyone's safety, masks are required at all Kaiser Permanente facilities.

All flu shot clinics are closed for lunch from noon to 1 p.m. on weekdays and all day on holidays.

Note: This year, no-cost flu shots will only be available at Kaiser Permanente locations. Kaiser Permanente will NOT pay if you receive a flu shot at retailers and pharmacies outside of Kaiser Permanente.

Learn more at kp.org/flu

CONTACT NUMBER CHANGES AND KEIKI CHECKUP REMINDER



New! One number to call statewide for medical advice, appointments, pharmacy information and more: 1-833-833-3333 (TTY 711).

It's now easier than ever to get care your way at Kaiser Permanente. We now have one statewide phone number for you to connect with us 24/7 to get medical advice or to call us during clinic hours Monday through Friday to book an appointment. For advice 24 hours a day, 7 days a week, call **1-833-833-3333** or TTY **711**.

Better yet, to schedule routine appointments, email your doctor's office with non-urgent questions, refill most prescriptions, view most test results, and more, go to **kp.org/getcare**.

If you believe you have an emergency medical condition, 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.



If you have keiki, make sure they are up to date on their checkups and sports physicals.

Make sure keiki are healthy and have up to date vaccinations. Schedule a well-child visit. If a sports physical is needed, we have got keiki covered. To see a schedule of recommended vaccines, go to **kp.org**

To schedule an appointment, use the Kaiser Permanente app, or call for an appointment call **1-833-833-3333** or TTY **711**. Learn more at **kp.org/getcare**.

A wide variety of Specialty Services are available to support our young members' health and development. Whether a child has allergies, asthma, Attention Deficit Hyperactivity Disorder (ADHD) or diabetes, we have got them covered. Classes to support parents are also available to help them build strong relationships with their keiki from newborn (including breast-feeding consultations) through the teen years.

If you have questions about your Kaiser Permanente Quest Integration Health Coverage, call us at **808-432-5330** or **1-800-651-2237**.

NON-MEDICAL TRANSPORTATION UPDATE



Attention Oahu Members: Change in Non-Emergency Medical Transportation Provider

Kaiser Permanente QUEST Integration Health Plan has entered into an agreement with Medical Transportation Management (MTM) to be the new Transportation Coordinator for Kaiser Permanente Medicaid members on Oahu beginning November 1, 2022. We are dedicated to providing a smooth transition for you.

MTM's Contact Center is open Monday through Friday, 5 a.m. to 7 p.m. (HST) for routine appointments, and 24 hours a day, 7 days a week for urgent appointments. The Member Trip Reservation Line is: **1-855-735-1226 (TTY 711)**.

MTM will follow the Med-QUEST policy for non-emergency medical transportation:

- Explore the availability of free transportation
- Require that Members not using TheHandi-Van or bus have a determination from their doctor or Health Coordinator for a medically necessary higher level of transportation

How to schedule your ride

Starting October 15, 2022, you may call MTM to schedule Non-Emergency Medical Transportation on Oahu for appointments from November 1, 2022, and after. Please 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.

Please have the following information when you call to schedule your ride:

- Member's name,
- Medical Record Number (MRN)
- birthdate,
- phone number,
- appointment date and time,
- pick up address,
- drop off destination and address,
- destination phone number, and
- time to be picked up to return home.

MTM's goal is to provide high-quality customer service and timely transportation to medical appointments.

If you have questions about this change, please contact Kaiser Permanente QUEST Integration customer service at kpquest@kp.org or call us at **808-432-5330** or **1-800-651-2237**. For the hearing and speech impaired call TTY (**1-877-447-5990**), Monday through Friday, 7:45 a.m. to 4:30 p.m., except state holidays.

MATERNITY CARE AT KAISER PERMANENTE



Looking for maternity help? Mothers at Kaiser Permanente have many choices.

From birth and beyond, Kaiser Permanente is with you every step of the way. Kaiser Permanente provides great coverage for young and growing families. We have what you need to give baby a healthy start, from highly trained doctors, nurses, and certified nurse-midwives, to family birth rooms and breastfeeding support. Our integrated approach to care gives expectant moms peace of mind, knowing that the care team works together to take care of mom and baby every step of the way.

As an award-winning hospital for obstetrics and maternity care, our Moanalua Medical Center has a Family Birth Center—more than a place, it is a family of professionals dedicated to caring for parent and baby.^{1,2} To learn more, go to our **Family Birth Center website**.

If you are looking for more tools and resources to help with the pregnancy journey, go to **kp.org/maternity**.

If you have questions about your Kaiser Permanente Quest Integration Health Coverage, call us at **808-432-5330** or **1-800-651-2237**

¹ Kaiser Permanente Moanalua Medical Center has received the 2022 Women's Choice Award® as one of America's best hospitals for Obstetrics, in addition to Cancer Care and Stroke Care. The award signifies that Moanalua Medical Center is one of the top health care providers in the country out of more than 4,700 hospitals offering these services. The award qualifications are based on preferences of the female patient using robust criteria that includes relevant clinical performance, patient satisfaction and appropriate accreditations.

The Women's Choice Award gives women a collective voice so that they can help each other identify trusted brands, products, and services. Best Hospitals awards are 100% objective, fact-based awards based on what matters most to women when choosing a hospital. WomenCertified Inc. does not in any way endorse any business, hospital, brand, product and/or service, but instead, reports the collective opinion and judgment of female consumers for brands and publicly available clinical data for hospitals. Visit www.womenschoiceaward.com to learn more.

² Kaiser Permanente Moanalua Medical Center has been named to Newsweek's list of America's Best Maternity Hospitals 2022. The hospitals on Newsweek's best maternity hospitals list demonstrate the highest performance in the United States. The award is presented by Newsweek and Statista, the world-leading statistics portal and industry ranking provider. Designated hospitals meet rigorous standards for excellence in maternity care — including low rates of cesarean section, episiotomy, and elective early delivery — and follow important protocols to protect moms and babies, among other measures.

Presented by Newsweek and Statista Inc., the world-leading statistics portal and industry ranking provider. Newsweek and Statista invited over 10,000 medical professionals to participate in the survey. Only 350 institutions nationwide were recognized on America's Best Maternity Hospitals 2022 list. The awards list was announced on May 11, 2022. For more information, visit the Newsweek website at www.newsweek.com/worlds-best-hospitals-2022.

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) 9-10 am

January 19, 2023 (Thursday) 9-10 am

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

or by Phone call: 800-788-0099 (Toll Free)

Conference ID 869 2776 3222

QI Self-Direct Members

October 19, 2022 (Wednesday) 2-3 pm

January 19, 2023 (Thursday) 2-30 pm

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

or by Phone call: 800-788-0099 (Toll Free)

Conference ID 852 3970 2380

FREQUENTLY ASKED QUESTIONS

1) What is the best way to communicate with my 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 After-Hours Advice Line.
- 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 1-833-833-3333 or 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 and Maui Clinics call 1-833-833-3333 or TTY 711

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