

Happy New Year Kaiser Permanente QUEST Integration Health Plan Members!



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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 808-432-5330 or 1-800-651-2237. Mahalo!

CONTACT NUMBER CHANGES



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're 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.



IS IT THE FLU, COVID-19, RSV, OR JUST A COLD?

Cold season is upon us, and with it, the all-too-familiar sneezes and sore throats.

But with flu season hitting hard and early, plus talk of a possible winter surge in COVID-19 cases, you might worry that the cold you feel coming on is something more.

Parents of infants and young children may also be concerned about RSV, or respiratory syncytial virus. Almost all children have had an RSV infection by the time they are 2 years old, but this year, the virus has begun spreading early and is causing more severe illness than usual. Older adults and people with heart and lung disease or weak immune systems are also at risk for severe RSV.

The chart below lays out the most common symptoms of a cold, the flu, and COVID-19. To learn about the symptoms of RSV, visit kp.org/rsv.

| Signs and symptoms* | Cold | Flu | COVID-19 |
|---|-----------|-----------|-----------|
| Symptom onset | Gradual | Sudden | Gradual |
| Muscle and body aches | Slight | Common | Sometimes |
| Cough | Sometimes | Common | Common |
| Diarrhea | Rare | Sometimes | Sometimes |
| Fatigue, weakness | Sometimes | Common | Common |
| Fever over 100 degrees | Rare | Common | Common |
| Loss of taste or smell | Rare | Rare | Sometimes |
| Shortness of breath or difficulty breathing | Rare | Rare | Common |
| Runny or stuffy nose | Common | Common | Common |
| Sneezing | Common | Sometimes | Sometimes |
| Sore throat | Common | Common | Common |
| Headache | Rare | Common | Common |

*Chart does not include all possible symptoms. COVID-19 symptoms may change with new variants and depending on vaccination status.

What to do if you feel sick 🤧

If you start to feel symptoms of a respiratory infection, taking a COVID-19 home antigen test is the quickest and easiest way to rule out a coronavirus infection and make sure you're not putting others at risk. If your test result is positive, stay home and isolate, and contact your doctor if you need guidance or support. If your result is negative, retest 24 to 48 hours after your first test.

Most patients don't need to be tested for flu or RSV unless there is a potential need for them to be hospitalized. But stay home if you feel sick to avoid spreading your illness to others.

For most healthy people, diseases such as the flu, COVID-19, and RSV will go away on their own. But if you need care or advice, we offer members several options, including completing an e-visit on kp.org/evisits, emailing your doctor, calling the advice number on your member ID card, or scheduling a video, phone, or in-person appointment.

If your child is having severe breathing problems or you see that their skin or fingernails have a bluish color due to a lack of oxygen, do not hesitate to go to an emergency department or call **911**.

Flu Shot and Covid Boosters

Kaiser Permanente members can still get their no-cost walk-in flu shot 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 still 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

REMOTE PATIENT MONITORING FOR DIABETES AND HYPERTENSION

If you have high blood pressure or diabetes, technology can provide ongoing feedback on your health status to your care team.

Kaiser Permanente members who have diabetes, high blood pressure, or congestive heart failure, for example, can participate in remote monitoring programs. The program combines technology with clinical expertise and human connection. Patients enrolled receive Bluetooth-enabled monitors that securely send blood pressure or blood sugar readings to their electronic health record right away. Care team members review that data to track patient progress and follow up with recommendations for each person.

Remote patient monitoring is one of a wide range of telehealth services offered by **Kaiser Permanente**. Services include: telephone visits, secure email, online physical therapy, and 2-way video visits, as well as doctor-to-doctor consults. Through kp.org, members can also schedule visits, fill prescriptions, view lab results, and access their health records.





ADULT DENTAL NOW COVERED



State of Hawaii, DHS Med-QUEST, not Kaiser Permanente, covers dental services. Some limitations and prior authorization may apply.

Dental Services are now available to eligible members over the age of 21 starting in January 2023. **Some limitations and prior authorization may apply.** Covered services include the following:

| Services | Description and Limitation |
|---|--|
| Preventive Services | <ul style="list-style-type: none"> • Comprehensive Oral Evaluation – Once every 5 years • Periodic screening examinations - 2 per year • Prophylaxis - 2 per year • Topical fluoride or fluoride varnish - 2 per year |
| Diagnostic and Radiology Services | <ul style="list-style-type: none"> • Bitewing X-rays - 2 per year • Full series X-rays – 1 every 5 years • Periapical X-rays • Biopsies of oral tissue |
| Endodontic Therapy Services | <ul style="list-style-type: none"> • Root canal therapy on permanent molars |
| Restorative Services | <ul style="list-style-type: none"> • Amalgams on primary and permanent posterior teeth • Composites on anterior and posterior teeth • Pin and/or post reinforcement • Cast cores • Recement inlays and crowns • Stainless steel crowns |
| Oral Surgery | |
| Periodontal Therapy Services | <ul style="list-style-type: none"> • Scaling and root planning – one every 24 months |
| Prosthodontic Services | <ul style="list-style-type: none"> • Complete Upper and Lower Dentures – one every 5 years • Partial Dentures – one every 5 years • Denture relines -- one every 2 years • Repairs |
| Emergency and Palliative Treatment | <ul style="list-style-type: none"> • Gingivectomy, for gingival hyperplasia • Other medically necessary emergency dental services |

Dental Prescriptions - All Medicaid member dental prescriptions **must be filled at non-Kaiser Permanente** retail pharmacies. If a Medicaid member tries to bring a prescription from a dentist to fill at a **Kaiser Permanente** pharmacy, the member will be redirected to a retail pharmacy in the community.

To get more detailed information about covered services, limitations, and prior authorization, and participating dentists/providers near you, starting in January 2023, you can call the Community Case Management Corporation (CCMC) at **808-792-1070** or toll-free at **1-888-792-1070**, Monday through Friday, 8 a.m. to 5 p.m. (closed on State Holidays).



Here for your total health

Find community resources near you

If you ever need help with your daily needs, it's good to know where you can turn. Kaiser Permanente's community resource directory is a convenient online tool to help you find services for healthy food, housing, child care, financial assistance, transportation, and more.



Food



Housing



Child care



Financial assistance

To get started, visit kp.org/communityresources or scan the QR code.

To speak to a resource specialist, call 1-800-443-6328 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.



You deserve to thrive in mind, body, and spirit. Our community resource directory brings you closer to what you need to live well and thrive.

The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.

FREQUENTLY ASKED QUESTIONS

1) What is the best way to communicate with my PCP?

- 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**)
- Urgent Care is available at our Honolulu Medical Office, West Oahu Medical Office, and Maui Lani Medical Office.
- If you believe you're having a [medical or mental health emergency](#), call **911** or go to the nearest hospital.

For the convenient ways to get care (online, by phone, or in-person), go to kp.org/getcare

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 are not able to get transportation and need help to get to your Non-Emergency medical appointments:

- On **Oahu**, please call MTM (Medical Transportation Management).
MTM's 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.
- On **Maui**, please call **808-432-5330** or TTY **711**.
MTM is targeted to begin scheduling appointments in a few months for Maui QUEST members.

Please call to schedule at least 3 business days before your appointment.



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