

# Maui Fire Updates

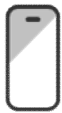


We recognize these are incredibly challenging times for our Maui community and across all of Hawaii. We grieve for those who have been lost and our hearts go out to everyone impacted by the Maui fires.

If you have been affected by the wildfires, we are here to listen and offer support. Kaiser Permanente and our community partners can provide emotional support, helpful information, and links to resources. **Call our Resilience Support Hotline at 808-446-6676**, Monday through Friday, 9 a.m. to 5 p.m. **Our services are confidential, free, and available to anyone affected by the Maui wildfires.** [View our Resilience Support Hotline flyer.](#)

Members and non-members can join our Behavioral Health classes, including a series on Healing After Loss, at no cost (See the Behavioral health care section at [kp.org/maui-fires](https://kp.org/maui-fires)). Members also can get support for emotional wellness through on-demand self-care apps at no additional cost. To get started, visit [kp.org/selfcareapps](https://kp.org/selfcareapps).

If you need immediate mental health-related or addiction crisis support, or are worried about someone else, you can also:



- Call the Suicide and Crisis Lifeline at **988**
- Call **1-800-273-TALK (1-800-273-8255)**
- Text **HOME** to **741741** to access the Crisis Text Line

For the latest updates about where the Maui community can get medical services, including at our clinics, the Mobile Health Vehicle schedule, community resources, and more, go to [kp.org/maui-fires](https://kp.org/maui-fires), or follow us on Instagram [@kphawaii](https://www.instagram.com/kphawaii) or Facebook [facebook.com/KPHawaii](https://www.facebook.com/KPHawaii).

## Maui Community Resources for Other Needs

If you have been affected by the wildfires and need help, visit Maui County's **Maui Nui Strong website** at [mauinuistrong.info/support](https://mauinuistrong.info/support), which is updated regularly. Help is available including financial assistance, food & supplies, care for keiki and mothers, government aid, temporary housing, transportation, unemployment and job resources, animal support, and more.

## Med-QUEST Redetermination Updates



### Med-QUEST has paused Medicaid member disenrollments/ terminations statewide

The State of Hawaii, Department of Human Services, Med-QUEST Division (MQD) has paused QUEST (Medicaid) member disenrollments/terminations statewide as follows:

- Maui terminations paused through the end of May 2024
- Oahu (and rest of the state) terminations on pause for the rest of 2023

The following applies for all Med-QUEST members statewide:

- MQD has paused terminations for the rest of 2023. This means Medicaid coverage will continue through at least the end of this year without interruption. This does not apply to those who voluntarily ask Med-QUEST to end their coverage, those who have moved out of state, or those who are deceased.
- If MQD can renew a member's eligibility at this time successfully, they will. Then a pink letter confirming the member's renewed Medicaid coverage will be mailed to them.
- If MQD is unable to renew a member's Medicaid coverage at this time, the member's renewal date will be pushed out to a new month after this pause.

The Kaiser Permanente QUEST Integration Health Plan is available to those eligible for Medicaid who reside on Maui and Oahu.

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## No-Cost Flu Shots



### No-cost flu shots from Kaiser Permanente now available

Do not let the flu slow you down. Kaiser Permanente members can get their no-cost flu shot today so you can keep living life to the fullest. Flu shots are safe, convenient, and available at no cost at many Kaiser Permanente locations. For more details and to find a location near you, visit [kp.org/flu](https://kp.org/flu).

# COVID-19 Updates



## COVID-19 vaccine now available at many Kaiser Permanente locations

Kaiser Permanente Hawaii members ages 6 months and older can receive the updated COVID-19 vaccine manufactured by Pfizer at most Hawaii clinics across the state. No appointment is required at most locations, and these sites are open Monday through Friday, 8:30 a.m. to 4:30 p.m. (closed noon to 1 p.m.) unless otherwise noted.

The COVID-19 vaccine also is available at select Kaiser Permanente locations on Saturdays, 8 a.m. to noon, no appointment necessary.

Vaccine supply may be limited initially, but Kaiser Permanente expects to have consistent supply in the coming weeks. With the federal health emergency ended and the federal government no longer funding COVID vaccines, Kaiser Permanente is not administering the COVID-19 vaccine to non-members.

**For availability, locations, details, and the latest information on the updated COVID-19 vaccine, go to [kp.org](https://kp.org) or call 1-833-833-3333 (TTY 711).**

## For local updates on COVID-19

Visit [kp.org/coronavirus](https://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.

## Have a QUEST Dental Appointment and Need Transportation?



**QUEST members who need ground transportation to their dental appointments may be eligible for taxi service.**

See guidelines below:

- Dental taxi service may be authorized if you are unable to use public transportation.
- Dental taxi trip can be one way or round-trip, between your home and nearest appropriate dental facility.
- Side trips are not allowed (including pharmacy or shopping).
- Call Community Care Management Corp (CCMC) at **808-792-1055**. Please call to schedule at least five (5) business days before your appointment.
- CCMC will confirm the dental appointment with the dentist and contact a taxi company to reserve a dental taxi trip.
- CCMC will need a Prior Authorization before you are scheduled for a dental taxi trip.

The taxi company will contact members within two (2) business days before the reserved dental taxi trip date to confirm.

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## Street Medicine



### **Bringing care to members where they live**

Street Medicine is medical outreach to QUEST members facing houselessness at the location where they live (encampments in the streets, shelters, and temporary housing units).

Covered services include:

- Behavioral healthcare,
- Addiction treatment,
- Care coordination,
- Physical health needs
- Primary care services.

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

## Reduce Paper Clutter



**Is your paper piling up? Get your Kaiser Permanente documents safely and securely simply by going online. It is easy!**

### Here is how:

- Sign in to your kp.org account or visit [kp.org/gopaperless](https://kp.org/gopaperless).
- Sign on with your user ID and password, and you will be taken directly to the “My document delivery preferences” page.
- Set your document delivery preference to “paperless.”

### Why go paperless?

- Enjoy peace of mind of having documents securely stored.
- Access your documents 24 hours a day.
- Change your preference at any time.

### Already opted to get some of your bills and documents online?

New documents are regularly becoming available. So be sure to update your online document delivery preferences on your kp.org account or go to [kp.org/gopaperless](https://kp.org/gopaperless).

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## Frequently Asked Questions

### 1. What is the best way to communicate with my primary care provider?

For non-emergent concerns, log into your [kp.org account](https://kp.org/account) or register here: [kp.org/register](https://kp.org/register).

### 2. How do I make an appointment with a doctor?

You have many ways to get care when it works for you. This includes online, by phone, or in-person. Learn about your care options and how you can get a phone visit now or video visit now at [kp.org/getcare](https://kp.org/getcare).

- 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**)
- Connect with a clinician 24/7 by phone or video, no appointment necessary. Go to [kp.org/getcare](http://kp.org/getcare).
- Urgent Care is available at our Honolulu Medical Office, West Oahu Medical Office, and Maui Lani Medical Office.
  - You can also visit many [affiliated urgent care centers \(PDF\)](#) in Maui, Hawaii Island, Kauai, and Las Vegas. Before getting care from our affiliated primary care clinician, we recommend you call the 24/7 advice line at **1-833-833-3333** (TTY **711**).
- If you believe you are 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.

### 3. How do I get help with my medication refills?



Fill and refill medication at [kp.org/pharmacy](http://kp.org/pharmacy).

For medication refills and advice, call 24 hours a day, 7 days a week **1-833-833-3333** (TTY **711**).

### 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 and Maui**, please call MTM (Medical Transportation Management).
- Member 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.
- Please call to schedule at least 3 (three) business days before your medical appointment. It is also important to notify MTM of any cancellations or schedule changes as soon as you are aware of them.

**For dental appointments**, to see if you are eligible for taxi service, call Community Care Management Corp (CCMC) at **808-792-1055**. Please call to schedule at least five (5) business days before your dental appointment.

**If you have other questions**, please visit [kpquest.org/help](http://kpquest.org/help).