

# Maui Fire Updates

## Have you moved or changed your phone number?

Has your contact information changed in the past three years? Updating your address, phone number and email will ensure you continue to receive important benefits information. Call the number on the back of your health insurance card to update your contact information today.

## New Temporary Lahaina Clinic Scheduled to Open Spring 2024

At Kaiser Permanente, our hearts continue to go out to our Maui community affected by the Maui wildfires. As a result of this disaster, we rapidly responded by delivering care, services, comfort, and other resources to those who need it. While we've been operating a temporary facility leveraging two Mobile Health Vehicles located at the Royal Lahaina Resort & Bungalows, we've been working on a new temporary Lahaina Clinic that's scheduled to open this Spring. Once the new facility opens, we'll close our temporary location at the Royal Lahaina.

### Services to be offered at the new temporary Lahaina Clinic include:

- Primary Care
- Same-Day Care
- Pediatrics
- Ob-gyn
- Integrated Behavioral Health
- Pharmacy
- Lab

**The new temporary clinic will be located at** 2301 Kaanapali Parkway, Lahaina, 96761 (near Hyatt Regency Maui Resort and Spa), about 5 miles from the original Kaiser Permanente Lahaina Clinic that was destroyed by the Maui wildfires.

**For the latest updates regarding where the Maui community can get resilience and emotional support, medical services** (including at our clinics), the Mobile Health Vehicle schedule, community resources, and more, go to [kp.org/maui-fires](https://healthy.kaiserpermanente.org/hawaii/alerts/p2/maui-wildfire-updates.html?kp_shortcut_referrer=kp.org/maui-fires), *{link to https://healthy.kaiserpermanente.org/hawaii/alerts/p2/maui-wildfire-updates.html?kp\_shortcut\_referrer=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).

# Medicaid Redetermination/Eligibility Renewal Update

Med-QUEST resumes QUEST (Medicaid) member disenrollments/terminations statewide as follows:

- Oahu (and rest of the state) terminations resumed January 2024
- Maui terminations paused through the end of May 2024

## Important Renewal Information for QUEST Members

After a 3-month pause, the Department of Human Services Med-QUEST Division (MQD) restarted the eligibility renewal process in December 2023. Please be on the lookout for your pink letter in the mail. For details on when you might receive your letter, [click here](https://medquest.hawaii.gov/content/dam/formsanddocuments/med-quest/staywellstaycovered/n14/Renewal%20Schedule%20FINAL.pdf) *{link to https://medquest.hawaii.gov/content/dam/formsanddocuments/med-quest/staywellstaycovered/n14/Renewal%20Schedule%20FINAL.pdf }*

The pink letter may require a response to maintain health coverage. Be sure to read the letter and follow all instructions, if applicable.

Members can rest assured that their QUEST (Medicaid) coverage will remain active until their case is up for renewal.

Throughout the pandemic, all QUEST (Medicaid) members received continuous uninterrupted coverage amid the public health emergency. Starting in April 2023 and continuing into 2024, all residents who receive health care benefits through the Department of Human Services Med-QUEST Division (MQD) will be scheduled for a review of their eligibility.

**In preparation for this renewal period, Med-QUEST asks members to do the following:**

- Be sure to update your contact information by logging into your account on **Medical.mybenefits.hawaii.gov** or by calling us at **808-432-5330** or **1-800-651-2237**. For the hearing and speech impaired call TTY (**711**), Monday through Friday, 7:45 a.m. to 4:30 p.m., except state holidays.
- If you no longer need QUEST (Medicaid) coverage, call Med-QUEST at 1-800-316-8005, (TTY/TDD 711) to let them know.

## Stay covered

If you don't qualify for Medicaid, you have options. You might be able to buy a health plan through a health benefit exchange or continue your coverage with Kaiser Permanente. You can explore [health plan options here](https://continuecoverage.kaiserpermanente.org/). *{link to https://continuecoverage.kaiserpermanente.org/ }*

# Vaccine Update

## Did you get your flu shot? Time to update your COVID-19 vaccine?

With respiratory illnesses on the rise, it's important to get the flu shot and updated COVID-19 vaccine. These are available to Kaiser Permanente members at no additional cost at many Kaiser Permanente locations.

Kaiser Permanente members can **get the no-cost flu shot** today. 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://healthy.kaiserpermanente.org/hawaii/health-wellness/flu?kp_shortcut_referrer=kp.org/flu). *{link to https://healthy.kaiserpermanente.org/hawaii/health-wellness/flu?kp\_shortcut\_referrer=kp.org/flu }*

Even if you've been vaccinated before, it's important to get the updated vaccine for the best protection against severe illness and hospitalization from the current COVID-19 strains. Members can **get the updated COVID-19 vaccine at no cost**. For more details and to find a location near you, visit [kp.org/coronavirus](https://healthy.kaiserpermanente.org/hawaii/health-wellness/coronavirus-information?kp_shortcut_referrer=kp.org/coronavirus). *{link https://healthy.kaiserpermanente.org/hawaii/health-wellness/coronavirus-information?kp\_shortcut\_referrer=kp.org/coronavirus }*

## Kaiser Permanente Continues to Support Maui Community Long Term

Immediately following the Maui wildfires, Kaiser Permanente began caring for members and non-members at our Mobile Health Vehicles/Clinics, temporary first aid tents, and our Maui facilities. In addition to our rapid response to deliver care and services to those affected, we provided other resources including:

- Medical Financial Assistance to qualified members and patients affected by the disaster
- Introducing the Hawaii Health Access Program for Maui residents who aren't eligible for Medicaid or other health plans (open enrollment ends January 16, 2024). This program is fully funded by Kaiser Permanente with no public funds.
- Over \$2M in grants and donations to 21 Maui community organizations. Our support has helped fund:
  - the first community outreach and resource events in West Maui
  - mental health wellness and prevention programs for children and families in the hotel shelters
  - food distribution
  - transportation for the elderly
  - targeted outreach to Native Hawaiian, Pacific Islander, and Filipino communities, as well as people with low English proficiency to help them navigate and secure federal and other benefits

## Start the New Year with Less Clutter



Get your Kaiser Permanente documents safely and securely simply by going online. It is easy!

### Here is how:

- Sign in to your [kp.org](https://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](https://kp.org) account or go to [kp.org/gopaperless](https://kp.org/gopaperless).

## 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).

#### • 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](https://kp.org/getcare) online or use the [Kaiser Permanente app](https://kp.org/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](https://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.

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



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

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

### 3. 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](https://kpquest.org/help).