

## New Lahaina Clinic Now Open

At Kaiser Permanente, we remain committed to serving the West Maui community. Members can now receive care at our new Lahaina Clinic – a brand-new 5,200 square-foot structure designed to help us provide high-quality care in a more spacious environment. In addition, our mobile health vehicle is located next to the facility to serve as an extension to supplement the new clinical space.

### Services include:

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

Regarding pharmacy, members can pick up prescriptions at Walgreens, CVS/Longs, or Times in Lahaina or other Kaiser Permanente locations on Maui until the Lahaina Clinic pharmacy opens early this summer. Next business day delivery to the clinic also is available.

**The new clinic is located at** 2301 Kaanapali Parkway, Lahaina, 96761 (across from Roy's Kaanapali), about three miles from the original Kaiser Permanente Lahaina Clinic that was destroyed by the Maui wildfires.

Hours of operation are Monday through Friday, 8 a.m. to noon and 1 to 5 p.m. Kaiser Permanente members can schedule an appointment by logging into your [kp.org account](https://www.kp.org), using the Kaiser Permanente [mobile app](#), or calling toll free **1-833-833-3333** (TTY 711).

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## Looking for resilience and emotional support?

Mental health is as important as your physical health. So now is the time to prioritize your mental and emotional well-being. If you are having a hard time mentally or emotionally, we are here to help. Learn more about how you can get care for yourself or a loved one — no referral needed. To learn more go to [kp.org/mentalhealth](https://healthy.kaiserpermanente.org/hawaii/health-wellness/mental-health.html?kp_shortcut_referrer=kp.org/mentalhealth). *{link to [https://healthy.kaiserpermanente.org/hawaii/health-wellness/mental-health.html?kp\\_shortcut\\_referrer=kp.org/mentalhealth](https://healthy.kaiserpermanente.org/hawaii/health-wellness/mental-health.html?kp_shortcut_referrer=kp.org/mentalhealth)}*

If you believe you have an emergency medical condition, call 911 or go to the nearest hospital.

## Expanded maternity services on Maui

Kaiser Permanente Hawaii has recently expanded maternity services on Maui to provide enhanced care to members and their families. To see how these new services provide comprehensive care and support for parents and newborns from prenatal to pediatrics, go to [kpinhawaii.org/mauimaternity](https://kpinhawaii.org/mauimaternity)

# Medicaid Redetermination/Eligibility Renewal Update

**Med-QUEST resumes the QUEST (Medicaid) member eligibility renewal process:**

- Maui County renewal process resumed in April 2024
- Oahu (and rest of the state) renewal process resumed in December 2023

## 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: Renewal Schedule FINAL.pdf \(hawaii.gov\)](#). *{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.

Med-QUEST will be reaching out to members via text messages and phone calls to help them Stay Well and Stay Covered. Text messages will be sent from 45421 and automated phone calls will originate from 808-556-5748. These numbers are only used for outbound communications and no calls will be accepted. If you have questions, please contact the Med-QUEST service center at 1-800-316-8005. Please be aware of scams from other numbers. Med-QUEST will never ask for confidential member financial information over the phone.

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](https://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 do not 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 Updates

## Did you get your flu shot?

It is not too late to get your no-cost flu shot. You can walk in, no appointment necessary at some locations. Our sites are open Monday through Friday, 8:30 a.m. to 4:30 p.m. See specific location information below. Our sites are closed daily between noon and 1 p.m. and all day on holidays, unless otherwise noted below. Please remember to bring your Kaiser Permanente member ID card and a photo ID. For everyone's health and safety, masks are highly recommended when visiting our facilities. Visit [A Complete Guide to The Flu & Flu Shots | Kaiser Permanente](https://healthy.kaiserpermanente.org/hawaii/health-wellness/flu?kp_shortcut_referrer=kp.org/flu) { [https://healthy.kaiserpermanente.org/hawaii/health-wellness/flu?kp\\_shortcut\\_referrer=kp.org/flu](https://healthy.kaiserpermanente.org/hawaii/health-wellness/flu?kp_shortcut_referrer=kp.org/flu) } for the latest updates and locations:

**OAHU** (Appointments are highly encouraged on [kp.org](https://kp.org) or through the KP mobile app. Walk-ins may be accommodated; there may be a short wait.): Hawaii Kai, closed daily from noon to 1:30 p.m.; Honolulu; Kahuku; Kailua, closed daily from noon to 1:30 p.m.; Koolau, closed daily from noon to 1:30 p.m.; Mapunapuna; Moanalua Medical Center; Waipio; West Oahu at Kapolei, closed daily from 11:45 a.m. to 1:15 p.m.

**MAUI**: Maui Lani, by appointment only; flu shots are also available at scheduled in-person appointments at Kihei, Maui Lani Elua, and Wailuku (no walk-ins).

## Time to update your COVID-19 vaccine?

The updated 2023-2024 COVID-19 vaccine also is available by appointment at most locations for members who meet criteria. For details, visit [kp.org/covidvaccine](https://kp.org/covidvaccine).

On February 28, 2024, the Centers for Disease Control and Prevention (CDC) issued a recommendation that adults ages 65 years and older receive an additional dose of the updated 2023-2024 COVID-19 vaccine at least four months after their first dose of the vaccine, which became available in fall 2023. Kaiser Permanente Hawaii is now administering this additional dose of the updated 2023-2024 COVID-19 vaccine to older adults. Visit <https://healthy.kaiserpermanente.org/hawaii/health-wellness/coronavirus-information/covid-vaccine/vaccine-availability> to get locations and the latest information.

## Reduce the 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 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).

# 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](#) 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](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).