



## Kaiser Clinic Updates

The Lahaina Clinic pharmacy opened on Thursday, May 30, 2024. Operating hours are Monday through Friday, 8:30 a.m. to 5 p.m. The clinic, including the pharmacy, is closed daily from noon to 1 p.m. and all day on weekends.

The Kailua Clinic outpatient pharmacy on Oahu re-opened on Monday, July 1. The pharmacy's security gate, which malfunctioned a few months ago, has been replaced with a new gate. Regular operating hours resume – Monday through Friday, 8 a.m. to 5 p.m. The pharmacy is closed on weekdays from 12:30 to 1:30 p.m. for lunch and all day on weekends, holidays, and clinic closure days.

## Need to Update your QUEST Contact Information

Has your name, address, phone number, or email changed? Please update your contact information to ensure you continue to receive important benefits information. To make updates to your account, log in to your account on Med-QUEST Division's website here: <https://medical.mybenefits.hawaii.gov/> or call Med-QUEST at 1-800-316-8005 or log in to your account to make the change.

## Upcoming Events/Community Education

The Young at Heart Expo will be held on October 4, 2024, and October 5, 2024, at the Neal Blaisdell Center Arena on Oahu. This event is for people 50 years and over. Booths will provide the latest in health, financial and lifestyle products, and services. Kaiser Permanente QUEST Integration will be presenting information about Advance Health Care Directives. Please visit our website, <https://kpquest.org/benefits> for more information on Advance Health Care Directives.



## Hawai'i Child Wellness Incentive Program (HCWIP)

The Hawai'i Child Wellness Incentive Program (HCWIP) is a pilot program put into law by the Hawai'i State Legislature to help ensure the health of children in Hawai'i and early detection of potential illnesses. The pilot program will pay \$50 to each state Medicaid benefit recipient parent for each completed well-child examination. One payment for each child per year.

For more information visit: [https://medquest.hawaii.gov/en/members-applicants/already-covered/Hawaii\\_CWIP.html](https://medquest.hawaii.gov/en/members-applicants/already-covered/Hawaii_CWIP.html) or call the Med-QUEST Division Customer Service at 833-909-3631 to find out more.

## Med-QUEST Healthcare Advisory Committee

The Med-QUEST Healthcare Advisory Committee (MHAC) is a federally mandated body (42 CFR Ch. IV § 431.12). The MHAC meets regularly to talk with Med-QUEST Division (MQD) members, MQD healthcare providers, and MQD stakeholders about planning, delivery, and assessment of healthcare services provided by MQD. Public participation is encouraged. The next meeting date is scheduled on Wednesday, August 21, 2024. For more information, click link here:

<https://medquest.hawaii.gov/en/about/Med-QUESTHealthcareAdvisoryCommittee.html>.



## Reduce the Clutter



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- Sign in to your kp.org account or visit [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).

#### • 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 toll free **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 toll free **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 toll free **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) or use the [Kaiser Permanente app](#).

For medication refills and advice, call 24 hours a day, 7 days a week, toll free **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).

## Medicaid Ombudsman Program

Koan Risk Solutions, Inc. is contracted with State of Hawaii Department of Human Services (DHS) to review concerns and complaints against Medicaid Health Plans. You can call the Medicaid Ombudsman office at the numbers below:

- Toll-Free 1-888-488-7988
- Oahu 1-808-746-3324
- Members who are deaf, hard of hearing, speech impaired call 711 (TTY)

Or you can visit: <http://www.himedicaidombudsman.com>

## Other Community Resources

<https://medquest.hawaii.gov/en/resources.html>