

Protect yourself with vaccines

Prevent flu, COVID-19, and RSV illnesses as winter gets near. Even if you have received vaccines before, it is important to get the updated versions for the best protection against severe illnesses from these diseases.

- **Flu** - Don't let the flu slow you down. Getting a flu shot is the best way to protect yourself and your loved ones this flu season.
- **COVID-19** - Staying up to date on your COVID-19 vaccinations is the best way to protect yourself from serious illness.
- **RSV** - The FDA has approved a vaccine for specific populations, including people 60 and older who are at risk for severe illness and pregnant people.

Learn more at our website, including where to go to get your vaccine so you can stay healthy all season long: <https://healthy.kaiserpermanente.org/hawaii/health-wellness/respiratory-infection/seasonal-vaccines>

Exercise to stay healthy and fit

Keep exercising even when the weather turns cold and daylight becomes less. Being active can help you stay healthy, control your weight, and get the most out of life. No matter what your age or condition, there is a type of exercise that is right for you. Find discounts and tools to help you stay active here:

<https://healthy.kaiserpermanente.org/hawaii/health-wellness/fitness-deals>

Verification of Services Letters

Kaiser needs to check that services billed by providers were actually received by our QUEST members. We will send a Verification of Services letter to at least 25% of QUEST members who received services like hospital care, home care, prescription drugs, and nursing home care. These letters will be sent to the QUEST member within 45 days of getting the claim.

If a QUEST member did not receive the service, they should call our QUEST Call Center at **808-432-5330**, toll-free at **1-800-651-2237**, or **711** (TTY). The Call Center will pass this information to our Fraud, Waste, and Abuse team, who will investigate. Kaiser

will report the findings to the state as part of their program. For more information on Medicaid Fraud Prevention, please visit the State of Hawaii, DHS, Med-QUEST Division's website here: <https://medquest.hawaii.gov/en/members-applicants/fraud-prevention.html>

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.

• 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. 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.
- 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 Member Handbook, or other coverage documents.

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



Fill and refill medication at kp.org/pharmacy.

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.

Other Community Resources

For Med-QUEST branch locations, housing assistance, and more resources to help you and your family, visit: <https://medquest.hawaii.gov/en/resources.html>

NONDISCRIMINATION NOTICE

Kaiser Permanente complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently or less favorably because of:

- Race
- Color
- National Origin (including limited English proficiency and primary language)
- Age
- Disability
- Sex

Kaiser Permanente provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, braille, accessible electronic formats, other formats)

Kaiser Permanente provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **808-432-5330**, toll-free **1-800-651-2237** or by TTY **711**

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way, you can file a grievance with: Kaiser Civil Rights Coordinator, 711 Kapiolani Blvd., Honolulu, HI 96813. Phone: **808-432-5330** or toll-free **1-800-651-2237**; TTY: **711**; Fax: **808-432-5300**; Email: civil-rights-coordinator@kp.org.

You can file a grievance in person or by mail or fax. If you need help filing a grievance, the Kaiser Permanente Civil Rights Coordinator is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights

Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW
Room 509F, HHH Building, Washington, D.C. 20201; **1-800-368-1019, 1-800-537-7697** (TDD) Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

HELP IN YOUR LANGUAGE

<p>(English) Do you need help in another language? Language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call 1-800-651-2237 to tell us which language you speak. (TTY: 711).</p>
<p>(Cantonese) 您需要其它語言嗎？你可以免費享用語言協助服務，包括適當嘅輔助輔助同服務。叫 1-800-651-2237，我們會提供免費翻譯服務 (TTY: 711).</p>
<p>(Chuukese) En mi niit alilis lon pwal eu kapas? Ekkewe angangen aninis ren fos mei pachenong ekkewe aninis me angang mei fich, ese kamo, mei kawor ngonuk. Koori 1-800-651-2237 omw kopwe ureni kich meni kapas ka ani. (TTY: 711).</p>
<p>(French) Avez-vous besoin d'aide dans une autre langue? Des services d'assistance linguistique, y compris des aides et services auxiliaires appropriés, sont à votre disposition gratuitement. Appelez le 1-800-651-2237 pour nous indiquer quelle langue vous parlez. (TTY: 711).</p>
<p>(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir bieten Ihnen kostenlose Sprachassistenten mit entsprechenden Hilfsmitteln und Dienstleistungen an. Rufen Sie an 1-800-651-2237 und sagen Sie uns Bescheid, welche Sprache Sie</p>
<p>(Hawaiian) Loa‘a iā ‘oe nā lawelawe kōkua ‘ōlelo me nā kōkua kōkua a me nā lawelawe me ka uku ‘ole. Kāhea 1-800-651-2237 ‘oe ia la kua a e ha‘ina ‘oe ia la maua mea ‘olelo o na ‘aina ‘e. (TTY: 711)</p>
<p>(Ilocano) Dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a katulongan a tulong ken serbisio, a libre, ket magun-od kenka. Awaganyo ti 1-800-651-2237 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711).</p>
<p>(Japanese) 貴方は、他の言語に、助けを必要としていますか？適切な補助器具やサービスを含む言語支援サービスを無料でご利用いただけます。お電話ください。 1-800-651-2237に 電話して 私たちに貴方の話されている言語を申し出てください。 (TTY: 711)</p>
<p>(Korean) 다른언어로 도움이 필요하십니까? 적절한 보조 도구 및 서비스를 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 전화 1-800-651-2237 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711).</p>
<p>(Mandarin) 您需要其它语言吗？语言协助服务包括适当的辅助工具和服务，免费提供给您。请致电1-800-651-2237，我们会提供免费翻译服务 (TTY: 711).</p>
<p>(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Jerbal in jiban ko kin kajin ekoba kein jipan ko rekkar im jermal ko, ejelok wōnāān, rej bed ñan kwe. Kūr 1-800-651-2237 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 711).</p>
<p>(Samoan) E te mana'omia se fesoasoani i se isi gagana? Au'aunaga fesoasoani i gagana e aofia ai fesoasoani ma au'aunaga fesoasoani talafeagai, e leai se tologi, e avanoa mo oe. Vili mai i le numera lea 1-800-651-2237 pea e mana'omia se fesoasoani mo se faaliliu</p>
<p>(Spanish) ¿Necesita ayuda en otro idioma? Tiene a su disposición servicios de asistencia lingüística, incluidos los servicios y ayudas auxiliares adecuados, de forma</p>

gratuita. Llame al **1-800-651-2237** y díganos que idioma habla. (TTY: **711**).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ang mga serbisyo ng tulong sa wika kabilang ang mga naaangkop na pantulong na tulong at serbisyo, na walang bayad, ay magagamit sa iyo. Tumawag sa **1-800-651-2237** para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: **711**).

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Ko e ngaahi ngāue tokoni ki he leá kau ai 'a e ngaahi tokoni mo e ngaahi ngāue tokoni fe'ungamālié, 'oku 'ikai ha totongi, 'oku 'atā ia kiate koe. Telefoni ki he **1-800-651-2237** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: **711**).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Các dịch vụ hỗ trợ ngôn ngữ bao gồm các dịch vụ và hỗ trợ bổ sung phù hợp, miễn phí, có sẵn cho bạn. Gọi **1-800-651-2237** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: **711**).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Ang mga serbisyo sa pagtabang sa pinulongan lakip na ang angay nga mga tabang ug mga serbisyo sa auxiliary, nga walay bayad, anaa kanimo. Tawag sa **1-800-651-2237** aron magpahibalo kung unsa ang imong sinulti-han. (TTY: **711**).