

## Make your care personal

Good health care starts with your primary care provider (PCP), who is your main doctor. You get to choose your PCP. Your PCP is in charge of your care, treats you, sends you to specialists if needed, and helps you access all our services. Your PCP will work with you to help you reach your health goals.

To learn about and choose your doctor, simply view the *Caring for you (Our Physicians and Locations)* directory located at [healthy.kaiserpermanente.org/hawaii/doctors-locations/HMO Provider Directory](https://healthy.kaiserpermanente.org/hawaii/doctors-locations/HMO%20Provider%20Directory) or use our online directory at

[healthy.kaiserpermanente.org/hawaii/doctors-locations#/simple-form](https://healthy.kaiserpermanente.org/hawaii/doctors-locations#/simple-form)

After you pick your doctor, it's important to see them at least once a year. You should also visit if your health changes, like after going to the ER or hospital. There are many ways to talk to your doctor, including:

- **Messaging:** [healthy.kaiserpermanente.org/hawaii/get-care/email](https://healthy.kaiserpermanente.org/hawaii/get-care/email)
- **Phone visits:** [healthy.kaiserpermanente.org/secure/appointments/schedule](https://healthy.kaiserpermanente.org/secure/appointments/schedule)
- **Video visits:** [healthy.kaiserpermanente.org/secure/appointments/schedule](https://healthy.kaiserpermanente.org/secure/appointments/schedule)
- **In-person appointments:** [healthy.kaiserpermanente.org/secure/appointments](https://healthy.kaiserpermanente.org/secure/appointments)

## Know where to go for the care you need

Here's the difference between Virtual Care, Urgent Care, and Emergency Care:

- **Virtual Care** is for things like coughs, sore throats, eye infections, and colds or flu without a fever. Visit [kp.org/getcare](https://kp.org/getcare) to start a phone, video, or e-visit, or call toll-free **1-833-833-3333** (TTY **711**) anytime to talk to a registered nurse 24/7 – no appointment needed.
- **Urgent Care** is for problems that require in-person care within 24 hours but aren't emergencies, like small cuts, sprains, or earaches. Call toll-free **1-833-833-3333** (TTY **711**) before you go. Urgent Care is available at:
  - Our Honolulu Medical Office, West Oahu Medical Office, and Maui Lani Medical Office.

- You can also visit affiliated urgent care centers on Oahu, Maui, Hawaii Island, Kauai, and when visiting the mainland. To find a location near you, visit [kp.org/locations](https://kp.org/locations).
- **Emergency Care** is for serious problems like severe injuries, passing out, chest pain, or trouble breathing. Call **911** or go to the nearest hospital.

To learn more about your same-day, after-hours, urgent, or emergency care options, visit [kp.org/knowbeforeyougohawaii](https://kp.org/knowbeforeyougohawaii).

## Protect yourself with seasonal vaccines

With fall and winter coming, more people will get sick with breathing illnesses. Even if you've had vaccines before, it's important to get the new ones to stay safe from the latest flu, COVID-19, and RSV. Learn how vaccines work and how to get them, so you can stay healthy all season.

- **Flu:** Don't let the flu slow you down. Getting a flu shot is the best way to protect yourself and your loved ones, and starting on September 3, you can get yours at no-cost simply by walking in without an appointment at most locations. The schedule varies slightly by location and is subject to change. For details, visit [kp.org/flu](https://kp.org/flu) before your visit.

Locations	Days	Hours
Honolulu, Hawaii Kai, Kahuku, Kailua, Koolau, Mapunapuna, Moanalua, Waipio, West Oahu, Lahaina*, Kihei*, Maui Lani, Hilo, Kona, Waimea, Lihue  *Appointments recommended at Lahaina and Kihei.	Starting on September 3:  <ul style="list-style-type: none"> <li>● Mondays to Fridays at most locations</li> <li>● Mondays, Wednesdays, and Fridays at Lahaina</li> </ul>	8:30 am to 4:30 pm, except for lunch hour
Honolulu, Koolau, Maui Lani, and Waipio	Starting on September 20:  <ul style="list-style-type: none"> <li>● Saturdays</li> </ul>	8 a.m. to noon

- **COVID-19:** Staying up to date on your COVID-19 shots is the best way to avoid serious illness.

- **RSV:** The U.S. Food and Drug Administration (FDA) has approved a vaccine for certain people, like those 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:

[healthy.kaiserpermanente.org/hawaii/health-wellness/respiratory-infection/seasonal-vaccines](https://healthy.kaiserpermanente.org/hawaii/health-wellness/respiratory-infection/seasonal-vaccines)

## Women, schedule your mammograms

October is Breast Cancer Awareness Month. It's a good time for women to plan their mammograms. A mammogram is an X-ray of the breast that checks for breast cancer. Mammograms can find lumps that are too small to feel.

Cancer is easier to treat if it's found early. Mammograms can't stop you from getting breast cancer, but they can help save lives by finding cancer early.

Talk to your doctor. They might suggest you start getting mammograms when you're younger if you have a higher chance of getting breast cancer.

## Get \$50 for your child's PCP visit!

Until June 30, 2027, QUEST (Medicaid) parents can get a \$50 Visa/Mastercard for each child under 18 who goes to a yearly check-up called a well-child visit. The child doesn't need to be in QUEST—only the parent does.

These well-child visits help keep your child healthy. They include things like exams, shots, and tests, and you don't have to pay extra. The PCP will check how your child is growing and ask questions about their health and behavior. They'll also tell you when to come back for the next visit.

To make an appointment, go to [kp.org](https://kp.org). To learn how to get your \$50, visit: [medquest.hawaii.gov/en/members-applicants/already-covered/Hawaii\\_CWIP.html](https://medquest.hawaii.gov/en/members-applicants/already-covered/Hawaii_CWIP.html)

## One community, many hands

Kaiser Permanente is helping schools focus on mental health by creating wellness rooms for teachers to rest and relax. We are also growing the number of mental health workers in Hawaii. Our new Maui Recovery Funders Collaborative makes it easier for organizations to get funding. Read more about how we are supporting Hawaii at [kpinhawaii.org/community](https://kpinhawaii.org/community).

## 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 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).

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).

## Other Community Resources

For Med-QUEST branch locations, housing assistance, and more resources to help you and your family, visit [medquest.hawaii.gov/en/resources.html](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](mailto: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.

This notice is available at [Noticehttps://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice/medicaid](https://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice/medicaid)

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><b>(English)</b> Do you need help in another language? Language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call <b>1-800-651-2237</b> to tell us which language you speak. (TTY: <b>711</b>).</p>
<p><b>(Cantonese)</b> 您需要其他语言帮助吗？我们免费为您提供语言援助服务，包括适当的辅助工具和服务。请致电 <b>1-800-651-2237</b> 告知我们您说什么语言。(TTY: <b>711</b>).</p>
<p><b>(Chukese)</b> En mi nit aninis non pwan och fosun fonu? Mi kawor aninisin fosun fonu me ekoch pisekin aninis, ese kamo, mi kawor ngonuk. Kekeru <b>1-800-651-2237</b> ka ereni kich meni fosun fonu ke kan fos non. (TTY: <b>711</b>).</p>
<p><b>(French)</b> Avez-vous besoin d'aide dans une autre langue ? Des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le <b>1-800-651-2237</b> pour nous dire quelle langue vous parlez. (TTY: <b>711</b>).</p>
<p><b>(German)</b> Benötigen Sie Hilfe in einer anderen Sprache? Die Sprachassistenten mit entsprechenden Hilfsmitteln und Dienstleistungen steht Ihnen kostenfrei zur Verfügung. Rufen Sie <b>1-800-651-2237</b> an, um uns mitzuteilen, welche Sprache Sie sprechen. (TTY: <b>711</b>).</p>
<p><b>(Hawaiian)</b> Loa'a iā 'oe nā lawelawe kōkua 'ōlelo me nā kōkua kōkua a me nā lawelawe me ka uku 'ole. Kāhea <b>1-800-651-2237</b> oe ia la kua a e ha'ina 'oe ia la maua mea 'olelo o na 'aina 'e. (TTY: <b>711</b>).</p>
<p><b>(Ilocano)</b> Kasapulam kadi ti tulong iti sabali a pagsasao? Dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a kanayonan a tulong ken serbisio, a libre, ket mabalin a mausar para kenka. Tawagan ti <b>1-800-651-2237</b> tapno maibagam kadakami no ania a pagsasao ti pagsasaom. (TTY: <b>711</b>).</p>
<p><b>(Japanese)</b> 他の言語でのサポートが必要ですか？適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。<b>1-800-651-2237</b> にお電話いただき、使用される言語をお知らせください。(TTY: <b>711</b>)。</p>
<p><b>(Korean)</b> 다른 언어로 도움이 필요하신가요? 언어 지원 서비스는 필요에 따라 보조 기기 및 서비스를 포함하여 무료로 제공됩니다. 도움이 필요한 언어를 알려주시려면 <b>1-800-651-2237</b> 로 전화해 주세요. (TTY: <b>711</b>) .</p>
<p><b>(Mandarin)</b> 您需要其他語言的幫助嗎？您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 <b>1-800-651-2237</b> 告訴我們您說哪種語言。(TTY: <b>711</b>).</p>
<p><b>(Marshallese)</b> Kwōj ke aikuj jipañ ilo kajin ko jet? Ro rej ropajikin jipañ eok ikijien kajin im jerbal ko jet repojakin jerbal ippam ilo ejjelok oñaer. Kūr tok <b>1-800-651-2237</b> ñan kaaroñ tok kōm kōn kajin eo am. (TTY: <b>711</b>).</p>
<p><b>(Samoan)</b> O lo'o e mana'omia se fesoasoani i se isi gagana? O auaunaga fesoasoani i le gagana, e aofia ai meafaigaluega talafeagai ma auaunaga, e leai ni totogi, o lo'o avanoa mo oe. Fa'amalie atu i le <b>1-800-651-2237</b> ma ta'u mai i matou le gagana e te tautala ai. (TTY: <b>711</b>).</p>
<p><b>(Spanish)</b> ¿Necesita ayuda en otro idioma? Tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al <b>1-800-651-2237</b> para que nos indique el idioma que habla. (TTY: <b>711</b>).</p>
<p><b>(Tagalog)</b> Kailangan mo ba ng tulong sa ibang wika? Available sa iyo ang mga serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa <b>1-800-651-2237</b> para sabihin sa amin kung aling wika ang sinasalita mo. (TTY: <b>711</b>).</p>
<p><b>(Tongan)</b> 'Oku ke toe fiema'u ha tokoni 'i ha lea kehe? 'Oku 'i ai ha sevesi tokoni fakatonu lea pea mo ha naunau me'a fanongo, 'oku ta'etotongi, mo faingamalie kiate koe. Taa <b>1-800-651-2237</b> pea talamai 'a e lea 'oku ke faka'aonga'i. (TTY: <b>711</b>).</p>

**(Vietnamese)** Bạn có cần trợ giúp bằng ngôn ngữ khác không? Bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-651-2237** để cho chúng tôi biết ngôn ngữ bạn nói. (TTY: **711**).

**(Visayan)** Nanginahanglan ka ba og tabang sa laing pinulongan? Ang mga serbisyo sa tabang sa pinulongan lakip ang angay nga mga auxiliary nga mga himan ug serbisyo, libre, anaa kanimo. Tawag sa **1-800-651-2237** aron isulti kanamo kung unsang pinulongan ang imong ginasulti. (TTY: **711**).