

Stay safe with a fall risk assessment

Falls are one of the leading causes of injury for older adults, but many are preventable. Free fall risk assessments will be held for seniors at the Mapunapuna, West Oahu, Waipio, and Maui Lani Medical Offices. These assessments are open to the community and help identify your risk of falling.

To view upcoming dates, visit kpinhawaii.org/centerforhealthyliving. Registration is required. Call **808-432-2260 (TTY 711)**, Monday to Friday, 8:30 a.m. to 4 p.m., or email kaiserpermanente.healthylivingclasses@kp.org to sign up or learn more.

For members with a Kaiser Permanente QUEST (Medicaid) plan and a Medicare Advantage Dual Eligible Special Needs Plan (D-SNP) with a different company

Starting **January 1, 2027**, federal law requires both plans to be with the **same company**.

To keep seeing your Kaiser Permanente providers, you will need to change your D-SNP to Kaiser Permanente. Please call Kaiser Permanente Dual Complete toll-free at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. Hawaii Standard Time (HST) as soon as possible to make that change. We can also help to answer any questions you may have. Having both plans with the same company can make your care easier.

For help understanding all your Medicare options, call the Hawaii State Health Insurance Assistance Program (SHIP) at **808-586-7299** or toll-free at **1-888-875-9229 (TTY 1-866-810-4379)**.

Thank you for letting us help with your health care needs.

Surfers share the spirit of THE EDDIE® with kids

Professional surfers from the Eddie Aikau Foundation visited children at Kaiser Permanente Moanalua Medical Center. They spent time with kids on the pediatric floor, bringing kindness, support, and smiles to patients and their families. One special moment was when 10-year-old Lucy rang a bell to celebrate finishing her cancer treatment. [You can watch highlights from their visit.](#)

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](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.
- 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.

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 medquest.hawaii.gov/en/resources.html.

NONDISCRIMINATION NOTICE (NDN) AND LANGUAGE BLOCK (LB)

If you need help in another language, please use the QR Code below. If you would like to receive a free copy of this notice, please call 808-432-5330, toll free at 1-800-651-2237 or 711 by TTY.

kp.org/hawaii/medicaid/ndn

