

URGENT: For Kaiser Permanente QUEST members enrolled in a Medicare D-SNP with a different company

Starting **January 1, 2027**, federal law requires you to have the same health plan for both your Medicare Dual Eligible Special Needs Plan (D-SNP) and your QUEST plan.

To keep seeing your Kaiser Permanente providers, you will need to change your Medicare D-SNP to Kaiser Permanente by **September 30, 2026**. 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)**. They provide free help to explain all your Medicare coverage options.

Your Medicaid benefits might be changing

Beginning January 1, 2027, federal law requires more frequent renewals and new rules for some adults to keep Medicaid coverage.

Every six months, the state will conduct a review to determine if you and/or your family members still meet QUEST eligibility requirements. This review process is called eligibility renewal.

Please see the [enclosed flier](#), and for the latest updates on Hawaii's Medicaid changes, visit www.medquest.hawaii.gov/hr1.

Disaster Readiness Tips

Hawaii hurricane season lasts through November 30. Heavy rain, strong winds, flooding, and power outages can happen at any time of year.

Take steps now to keep yourself, your family, and your pets safe.

- Make an emergency plan. Practice where to go and how to leave safely.
- Pack an emergency kit. Include food, water, medicine, a flashlight, and extra batteries.
- Plan how to contact each other if phones or internet stop working.
- Pack supplies for your pets. Include food, medicine, and comfort items.
- Keep copies of important papers in a waterproof bag or save them online.
- Charge phones and other devices. Keep a portable charger ready.
- Fill your gas tank and check your car in case you need to leave.
- Sign up for local alerts and watch weather updates.

Protect yourself from the flu

Getting a flu shot is the best way to protect yourself and your loved ones. Starting September 8, Kaiser Permanente members can get a no-cost flu shot at a walk-in vaccine clinic or during their next in-person appointment. High-dose flu vaccines are also available for members ages 65 and older.

Saturday flu shot clinics begin September 19 at our Honolulu, Koolau, Maui Lani, and Waipio locations. Before your visit, check kp.org/flu for clinic hours and more information.

Join us at the Young at Heart Expo

Oahu members can get a no-cost flu shot on Friday, September 25, and Saturday, September 26, from 9 a.m. to 4 p.m. at the Neal Blaisdell Center Exhibition Hall, Hawaii Suites. Kaiser Permanente will also offer free Life Care Planning seminars and support for preventive care. [Learn more.](#)

Heart health matters: what to know about statins

Learn about heart health with expert advice from Kaiser Permanente. In the latest Ask the Doctor in Generations Magazine, Dr. Stephen Chan answers common questions about statins, including how they work, who may benefit from taking them, and how they can help prevent heart attacks. [Read the full Q&A.](#)

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.

- o Make an [appointment](https://kp.org/getcare) online or use the [Kaiser Permanente app](https://kp.org/app).
- o 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.
 - o 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

