

Kaiser Permanente

QUEST Integration

Long Term Services and Supports (LTSS) Provider Directory



At Kaiser Permanente, we believe in total health. Our QUEST Integration program brings our eligible members additional services to improve their overall health and well-being.

INTRODUCTION

Through the QUEST Integration program, Kaiser Permanente offers a range of Long Term Services and Supports (LTSS) for low-income seniors and people with disabilities.

This directory provides a list of our LTSS providers. This includes in-home and community-based services for members who need help in maintaining their independence, and nursing facility care for members who require a higher level of support. Members who do not meet nursing facility level of care but are at risk of getting worse may also qualify for some LTSS services.

You can receive LTSS services from these providers if you qualify. To qualify, you'll need a health and functional assessment completed by one of our service coordinators. The service coordinator will work with you to identify the services needed and the provider who will provide the service. A Service Plan will be developed based on your medical and social needs. The Service Plan will describe the type of service(s) needed as well as the frequency, intensity, and quantity.

Kaiser Permanente works together with participating providers to ensure all cultural competence obligations are met. We are dedicated to ensuring that services are provided in a culturally competent manner to all members, including those with limited English proficiency and reading skills; as well as those with diverse cultural and ethnic backgrounds.

Accommodations for Individuals with Disabilities

Kaiser Permanente is committed to providing accessible facilities, services, and programs for all members, visitors and individuals with disabilities. In compliance with federal and state laws that prohibit discrimination based on disability, Kaiser Permanente provides:

1. accessible exam rooms and medical equipment;
2. free auxiliary aids and services to ensure effective communication with individuals with hearing, vision, cognitive, and/or communication-related disabilities, including qualified sign language interpreter services and informational materials in alternative formats (large print, audio tape/CDs, accessible PDFs or Microsoft Word documents, electronic texts/disks/CD-ROMS, and Braille); and
3. access to service animals, except where the animal poses a significant health or safety risk(s) to others.

For more information about access to a specific facility or provider, or if you believe that Kaiser Permanente has failed to provide appropriate access or services or otherwise discriminated on the basis of a disability, please contact Member Services toll-free 1-800-966-5955 or TTY 711, Monday through Friday, 8 a.m. - 5 p.m. or Saturday, 8 a.m. - noon. You may also contact or file a grievance with the Kaiser Permanente Civil Rights Coordinator in person, by mail, fax or email at: 711 Kapiolani Blvd, Honolulu, Hawaii 96813, civil-rights-coordinator@kp.org, toll-free 1-800-966-5955, TTY 711.

The availability and use of the Kaiser Permanente grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Health and Human Services, Office for Civil Rights or the Hawaii Civil Rights Commission.

Disclaimer

This listing is current as of June 1, 2021. Providers may be added or deleted from the QUEST Integration provider network without notice to you. For more information on the provider network, what your plan does and does not cover, or about prior authorization, please see your QUEST Integration Member Handbook. Or you can call our QUEST Integration call center at **808-432-5330** or toll free at **1-800-651-2237** (or TTY **711**).

OAHU

OAHU

ADULT DAY CARE CENTER (ADC)

SEAGULL SCHOOLS, INC.
95-531 FARRINGTON HWY.
KAPOLEI, HI 96707
(808) 674-1160
LANGUAGE(S) SPOKEN: FILIPINO,
SPANISH

TRIPLE ACE VENTURE CAPITAL, CORP.
DBA ULTIMACARE
94-239 WAIPAHU DEPOT ST., SUITE 101
(FOR MAILING SEND TO HILO)
WAIPAHU, HI 96797
(808) 933-9933 / (808) 747-3661 (appt.)
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

ALTERNATIVE CARE SERVICES, INC
2153 NORTH KING ST. #303
HONOLULU, HI 96819
(808) 848-2779 / (808) 848-2781
LANGUAGE(S) SPOKEN: ILOCANO

COMMUNITY CARE FOSTER FAMILY HOMES (CCFFH)

ABADILLA, MAYROSE
94-992 KUALUA PL.
WAIPAHU, HI 96797
(808) 778-4730
(808) 676-7059
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

ABRIGO, TRINA RAMOS
94-1128 KAHUAHALE ST.
WAIPAHU, HI 96797
(808) 381-2053
(808) 671-8727
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

ACOSTA, VICENTA
94-1037 MAHOE PLACE
WAIPAHU, HI 96797
(808) 671-4208 / (808) 636-5370

ADVIENTO, FEBY
1452 ALANI ST
HONOLULU, HI 96817
(808) 841-1527
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

AGCAOILI, SHAINA LEI DBA SHAINA'S
ADULT FOSTER CARE HOME
94-860 LUMIIKI ST
WAIPAHU, HI 96797
(808) 445-5472

AGONIAS, EVANGELINE G.
94-1135 AWALAI ST.
WAIPAHU, HI 96797
(808) 367-1413
LANGUAGE(S) SPOKEN: ENGLISH,
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO,

AGONIAS, FLORIEFE
94-312 PAIWA ST
WAIPAHU, HI 96797
(808) 391-7898

AGONOY, VLADIMIR FRANCIS C. DBA
VLADIMIR
94-1084 HOOMAKOA ST.
WAIPAHU, HI 96797
(808) 226-5021
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO, TAGALOG

OAHU

AGPALZA, ARLENE
1740 PIIKEA ST
HONOLULU, HI 96818
(808) 554-1384
(808) 744-4505
LANGUAGE(S) SPOKEN: FILIPINO,
TAGALOG

AGPOON, ALMA D.
94-536 HIAPAIOLE LP.
WAIPAHAU, HI 96797
(808) 258-4940 / (808) 784-0195
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO, TAGALOG

AGTARAP, LUCRESIA A.
94-1286 HUAKAI ST
WAIPAHAU, HI 96797
(808) 680-9490

AGUSTIN, ROWENA R.
99-1164 HALAWA HEIGHTS RD.
AIEA, HI 96701
(808) 230-5465 / (808) 200-7834
LANGUAGE(S) SPOKEN: TAGALOG

AGUSTIN, VICTORINA
94-149 MOKUKAUA ST.
WAIPAHAU, HI 96797
(808) 676-3024
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

ALCARAZ, JOCELYN S.
91-1124 KAUIKI ST.
EWA BEACH, HI 96706
(808) 744-0877

AMISTAD, PERLA
94-1067 HAALAU ST.
WAIPAHAU, HI 96797
PHONE: (808) 677-7968 / (808) 840-9490
FAX: (808) 677-0835
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

ANCHETA, CHERRY ANN
91-1052 ANAUNAU ST.
EWA BEACH, HI 96706
(808) 371-1444
LANGUAGE(S) SPOKEN: TAGALOG

ANDRES, MELECIA
1182 MANUWA DR.
HONLULU, HI 96818
(808) 422-1707
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

AQUINO, BERNADETTE
94-411 OILILUA PLACE
WAIPAHAU, HI 96797
(808) 744-4906
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

ARREZA, EMMANUEL
94-1385 HIAAI PL.
WAIPAHAU, HI 96797
(808) 671-7242
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

ARRUDA, JUDILYN
45-182 KEANA RD.
KANEOHE, HI 96744
(808) 247-5186
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

BACERRA, NOLY
94-921 KUAKAHI ST.
WAIPAHAU, HI 96797
(808) 671-6994
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO, PANGASINENSE

BADUA, LILIBETH
4318 LAAKEA ST.
HONOLULU, HI 96818
(808) 393-9398
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

OAHU

BALANTAC, GEMMA
1417C MIDDLE ST.
HONOLULU, HI 96819
(808) 585-1098 / (808) 744-9423
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

BALLARES, ARNIE O.
94-852 KUHAULUA ST.
WAIPAHAU, HI 96797
(808) 393-7236
LANGUAGE(S) SPOKEN: TAGALOG

BALMILERO, ROSALINA
94-817 HOHUI PLACE
WAIPAHAU, HI 96797
(808) 676-8514

BAMBA, MAYROSE DBA BAMBA'S
FOSTER HOME
739 HOOPAI ST
PEARL CITY, HI 96782
(808) 456-7798
LANGUAGE(S) SPOKEN: ENGLISH,
TAGALOG, ILOCANO

BARAYUGA, FELY
1808 BECKLEY ST.
HONOLULU, HI 96819
(808) 845-5170
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

BIEN, MARILYN DBA MJG FOSTER HOME
92-743 PAAKAI ST
KAPOLEI, HI 96707
(808) 690-3460
LANGUAGE(S) SPOKEN: ENGLISH

BONDOC, GRETCHEN DBA G & E
BONDOC FOSTER HOME
94-322 HAAA ST
WAIPAHAU, HI 96797
(808) 218-1601
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

BRAGA, FLORDELIZA M.
94-904 KUAKAHI ST.
WAIPAHAU, HI 96797
(808) 783-9095 / (808) 892-1596
LANGUAGE(S) SPOKEN: ILOCANO,
ENGLISH, TAGALOG

BRAGA, FLOREDIZA
94-904 KUAKAHI ST
WAIPAHAU, HI 96797
(808) 783-9095 / (808) 892-1596
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

BRIONES, MARCELA
3835 LIKINI ST.
HONOLULU, HI 96818
(808) 200-2532 / (858) 888-2964
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO, FILIPINO

BRUNN, PRISCILLA
99-243 AIEA HTS DR.
AIEA, HI 96701
(808) 469-0173 / (808) 484-9165
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO, VISAYAN

BUAN, RESURRECCION
DBA QUALITY CAREGIVING
91-1044 UOUOA
EWA BEACH, HI 96706
(808) 223-6497
LANGUAGE(S) SPOKEN: ILOKANO,
LANGUAGE(S) SPOKEN: TAGALOG

BUGARIN, EUFRACIO
47-506 HAANOPI WAY
KANEHOE, HI 96744
(808) 239-4796

BUMANGLAG, D.M. KARLA
94-440 KAHUALENA ST.
WAIPAHAU, HI 96797
(808) 256-3117
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

OAHU

CABATO, PAMELA
94-858 LUMIHOAHU ST.
WAIPAHU, HI 96797
(808) 342-4052

CABOTE, EMMA
DBA KLARE FOSTER HOME
1067 ALA LILIKOI ST
HONOLULU, HI 96818
(808) 840-9497
FILIPINO

CABUS, NORMA
98-1674 LAAUHUAHUA PL.
PEARL CITY, HI 96782
(808) 294-3277 / (808) 456-1300
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

CALAPINI, MARITES
94-108 HULA ST.
WAIPAHU, HI 96797
(808) 676-4913

CALMA, JOY
94-734 KAIAO ST.
WAIPAHU, HI 96797
(808) 492-6263 / (808) 260-4006
LANGUAGE(S) SPOKEN: ILOCANO,
PANGASINAN, TAGALOG

CASEM, MARLENE
98-1443 HOOHIKI ST.
PEARL CITY, HI 96782
(808) 664-4036 / (808) 265-4233
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

CASTILLO, ADORACION
94-665 LOAA ST.
WAIPAHU, HI 96797
(808) 676-9704
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

CAUTON, WILMA
94-295 KAHUANANI ST.
WAIPAHU, HI 96797
(808) 391-2618 / (808) 677-1104
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

CLAVERIA, HELEN
94-1261 HUAKAI ST.
WAIPAHU, HI 96797
(808) 393-4580 / (808) 744-4679
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

CORPUZ, ADELA CATHLYN
94-252 KIPOU STREET
WAIPAHU, HI 96797
(808) 744-6988

CUECO, GLORIA
94-571 KUPUNA LOOP
WAIPAHU, HI 96797
(808) 677-8457

DAGULO, LETICIA
95-528 WAILOA LOOP
MILILANI, HI 96789
(808) 625-3551

DALIGCON, ROWENA
94-1134 HOOMAKOA ST.
WAIPAHU, HI 96797
(808) 888-4415
LANGUAGE(S) SPOKEN: FILIPINO
(TAGALOG), ILOCANO

DAPROZA, NANCY
1326 HOOLI CIRCLE
PEARL CITY, HI 96782
(808) 256-3675
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

OAHU

DELONG, MARIQUIT
94-402 OPEHA ST.
WAIPAHU, HI 96797
(808) 671-6008

DIEGO, MARLENE
94-1237 HALELEHUA ST.
WAIPAHU, HI 96797
(808) 744-3181 / (808) 277-1700
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

DOMINGO, CELESTE
91-147 FORT WEAVER RD.
EWA BEACH, HI 96706
(808) 689-5950
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

DOMINGO, ILUMINADA
94-1177 HOOMAKOA ST
WAIPAHU, HI 98797
(808) 722-0754/(808) 676-5188
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

DOMINGO, KRIS MARIE DBA KRIS
DOMINGO CARE HOME LLC
94-1157 AWAIKI PL
WAIPAHU, HI 96797
(808) 725-8918
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

DORO, NOBLEZA
257 THOMAS ST.
WAHIAWA, HI 96786
(808) 450-2216
LANGUAGE(S) SPOKEN: TAGALOG

DUMOT, CHARLITA DBA CHARLITA
DUMOT ARCH AND EXPANDED ARCH
610 ONEAWA ST.
KAILUA, HI 96734
(808) 262-6678
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ITALIAN

DUPRA, GILIANE
91-869 HALALII ST.
EWA BEACH, HI 96797
(808) 476-4169
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

GALINATO, BELINDA
94-653 KUPUNA LP
WAIPAHU, HI 96797
(808) 671-8824

GALLARDO, IMEE
94-443 KAHUALENA ST.
WAIPAHU, HI 96797
(808) 385-1055 / (808) 888-8511
LANGUAGE(S) SPOKEN: VISAYAN,
LANGUAGE(S) SPOKEN: TAGALOG

GALVAN, MAGDA
94-1125 KAAHOLO ST.
WAIPAHU, HI 96797
(808) 677-4841 / (808) 589-7867
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO, ENGLISH

GAMIAO, VIVIAN
91-1092 KAUNOLU ST.
EWA BEACH, HI 96706
(808) 689-0673
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

GAMIOA, JOSETH
92-324 KIOWAO PL.
KAPOLEI, HI 96707
(808) 232-9804
LANGUAGE(S) SPOKEN: TAGALOG,
VISAYAN

GANANCIAL, DAISY DBA GANANCIAL
FOSTER HOME
92-366 WAIOMEA ST.
KAPOLEI, HI 96707
(808) 682-2855 / (808) 232-4020
LANGUAGE(S) SPOKEN: ENGLISH,
TAGALOG, ILOCANO

OAHU

GARO, VIRGIE M.
37 CYPRESS AVE., #A
WAHIAWA, HI 96786
(808) 293-4481
LANGUAGE(S) SPOKEN: ILOCANO,
ENGLISH, TAGALOG

GENETIANO, FELIPA
1305 NAKUINA ST
HONOLULU, HI 96819
(808) 436-5460

GUIEB, MARILOU
215 THOMAS STREET
WAHIAWA, HI 96786
(808) 621-4913
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO, TAGALOG

HAN, ROWENA DBA R&R QUALITY
FOSTER HOME CARE, LLC
99-608 HONOHINA ST.
AIEA, HI 96701
(808) 738-7907 / (808) 352-4543

HANKS, ARLENE
44-124 MIKIOLA DR.
KANEOHE, HI 96744
(808) 754-9422
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

JARA, MARK LOUIE
94-446 KAHUALOA PL.
WAIPAHU, HI 96797
(808) 367-8853 / (808) 888-6522
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

JUAN BARRIOS, JANET
94-408 IKEPONO ST.
WAIPAHU, HI 96797
(808) 744-5971
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

KELIIHOLOKAI, MARIA BELINDA
86-240 LEIHUA ST.
WAIANAE, HI 96792
(808) 721-2078 / (808) 354-0803
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, THAI, ENGLISH

LAT, ROWENA
98-845 ILIEE ST
AIEA, HI 96701
(808) 478-1876

LEDDA, EUFROCINA A.
1026 KUPAU ST.
KAILUA, HI 96734
(808) 263-4154 / (808) 783-6450
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

LOPEZ, NANCY A.
91-572 AKUA ST.
EWA BEACH, HI 96706
(808) 779-6162 / (808) 689-8419
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO, TAGALOG, KOREAN

LOVA, VICTORIA B.
94-554 HIAKU PLACE
WAIPAHU, HI 96797
(808) 677-6230
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO, TAGALOG

MABALLO, MYLENE
1423 NOELANI ST
PEARL CITY, HI 96782
(808) 454-7573
LANGUAGE(S) SPOKEN: ILOKANO,
TAGALOG

MAGSIPOC, EDITA A
94-430 KAHUALOA PL
WAIPAHU, HI 96797
(808) 927-2585

OAHU

MALVAR, MARGIE
94-1190 LUMIKULA ST
WAIPAHU, HI 96797
(808) 381-4630
LANGUAGE(S) SPOKEN: FILIPINO

MALVAR, MARICOR
94-1084 ELEU STREET
WAIPAHU, HI 96797
(808) 744-6594 / (808) 388-2831 Cell
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

MANZANA, HELEN
94-691 KA'AOKI PL.
WAIPAHU, HI 96797
(808) 391-1164 / (808) 489-9790
LANGUAGE(S) SPOKEN: TAGALOG,
ENGLISH

MAR, EVELYN
94-959 LUMIMOE ST
WAIPAHU, HI 96797
(808) 677-9562
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

MARIANO, CECILIA
94-543 KAHUANANI ST.
WAIPAHU, HI 96797
(808) 389-4215
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

MEDRANO, ROXANNE
94-572 PILIMAI PL
WAIPAHU, HI 96797
(808) 218-0150
LANGUAGE(S) SPOKEN: ENGLISH,
ILOCANO

MENDOZA, ROSALINA P.
95-1039 POUHANA WAY
WAIPAHU, HI 96797
(808) 347-0611 / (808) 678-6617

MICUA, CHARLY
94-423 HIAHIA LP
WAIPAHU, HI 96797
(808) 218-3236

MIGUEL, MARILYN
91-1101 KAUNOLU ST.
EWA BEACH, HI 96706
(808) 256-8748 / (808) 888-4857
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

MIRANDA, TEREZA
94-120 HULAHE ST
WAIPAHU, HI 96797
(808) 312-4044 / (808) 230-1994
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

NAPOLES, MARICEL
94-527 PALAI ST
WAIPAHU, HI 96797
(808) 797-7988

NEPOMUCENO, MERCY
98-1488 HOOMAHIE LOOP
PEARL CITY, HI 96782
(808) 226-5796
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

NICOLAS, MONA
DBA MONA'S FOSTER HOME
94-174 KUPUNA LP.
WAIPAHU, HI 96797
(808) 677-1473
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

NUNEZ, FLORENTINA
98-022 KULEANA PL.
PEARL CITY, HI 96782
(808) 485-4948 / (808) 428-8552

OAHU

ORDINADO, ROSALIE
91-824 KEHUE ST
EWA BEACH, HI 96706
(808) 725-8720
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

PAGTAMA, TERESITA
94-468 ALAPINE ST.
WAIPAHU, HI 96797
(808) 677-3938
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

PERETZ, MARIA ELISA
91-1124 KAIMALIE ST.
EWA BEACH, HI 96706
(808) 689-4856
LANGUAGE(S) SPOKEN: ENGLISH,
TAGALOG

QUITEVIS, MARIA CHARLOTTE
DBA CHARLOTTE QUITEVIS FOSTER
HOME, LLC
94-524 LOAA ST.
WAIPAHU, HI 96797
(808) 888-6729
LANGUAGE(S) SPOKEN: ENGLISH,
TAGALOG, ILOCANO

RABE, MARY ANN
91-1107 KAUNOLU ST
EWA BEACH, HI 96706
(808) 953-4697
LANGUAGE(S) SPOKEN: ENGLISH,
FILIPINO

RABUT, NICERITA
44-781 KANEOHE BAY DRIVE
KANEOHE, HI 96744
(808) 247-2418

RAMIREZ, MARITISS
128 KANIAHE PL.
WAHIAWA, HI 96786
(808) 621-1769

RAMORAN, LORIDHEL
94-414 KAHUANANI ST
WAIPAHU, HI 96797
(0808) 476-6540
LANGUAGE(S) SPOKEN: FILIPINO

RAMOS, CHARMAINE CLAUDINE M.
94-1166 LUMIKULA ST.
WAIPAHU, HI 96797
PHONE: (808) 202-6767
FAX: (808) 600-5124
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

RAMOS, OGILYN C.
94-1084 LUMIAUUAU ST.
WAIPAHU, HI 96797
(808) 738-7695 / (808) 676-2134
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

REUTIREZ, JEANNE
94-747 MAKOU PL.
WAIPAHU, HI 96797
(808) 200-4592
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

RIPLEY, FA'ATU DBA IMELETA ADULT
CARE, LLC
91-588 POHAKUPUNA RD.
EWA BEACH, HI 96706
(808) 721-4584
LANGUAGE(S) SPOKEN: SAMOAN

RITUMBAN, MARY JANE A.
91-102 PAHAU PL.
EWA BEACH, HI 96706
(808) 744-0411 / (808) 209-5870

SABIO, CARMELITA
94-384 KAHUANANI ST.
WAIPAHU, HI 96797
(808) 265-3841 / (808) 845-3766
LANGUAGE(S) SPOKEN: TAGALOG,
VISAYAN, ENGLISH

OAHU

SABIO, ROWENA G.
94-815 KAAKA ST.
WAIPAHAU, HI 96797
PHONE: (808) 676-0629 / (808) 382-3777
FAX: (808) 676-0629
LANGUAGE(S) SPOKEN: TAGALOG,
VISAYAN, ENGLISH

SAGON, JUANITA
94-429 HIAPAIOLÉ LP.
WAIPAHAU, HI 96797
(808) 671-4158 / (808) 721-2239
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

SAGUN, MADELINE DBA TENDER LOVING
FOSTER HOME
91-323 HOALAUNA PL
EWA BEACH, HI 96706
(808) 630-1627
LANGUAGE(S) SPOKEN: TAGALOG

SALADINO, ELMA
91-1011 PAILANI ST.
EWA BEACH, HI 96706
(808) 689-3536
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

SANCHEZ, JUDITH
94-231 KIAHA LP.
MILILANI, HI 96789
(808) 772-7433 / (808) 623-2446
LANGUAGE(S) SPOKEN: FILIPINO,
ENGLISH

SANDERS, BRENDA G.
41-532 INOAOLE ST.
WAIMANALO, HI 96795
(808) 259-5159
LANGUAGE(S) SPOKEN: ENGLISH,
VISAYAN, FILIPINO

SAOIT, MARCELINA DBA LINA'S FOSTER
HOME
94-585 PILIMAI ST
WAIPHAU, HI 96797
PHONE: (808) 671-9205 / (808) 445-1191
FAX: (808) 671-9205

SARTE, ELENA
94-131 AWAIA ST.
WAIPAHAU, HI 96797
(808) 677-0700
LANGUAGE(S) SPOKEN: JAPANESE

SIBAYAN, ALMA O.
91-719 IHIPÉHU ST.
EWA BEACH, HI 96706
(808) 393-1511
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

SILAO, JESSIE T.
91-1122 KUHINA ST
EWA BEACH, HI 96706
(808) 888-3890
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

TABBAY, MYRNA P.
1853-A MAKUAHINE PL.
HONOLULU, HI 96817
(808) 842-9658 / (808) 386-4101
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

TAN, BONIFACIO DBA MJJB TAN FOSTER
HOME, LLC
4033 KEAKA DR.
HONOLULU, HI 96818
(808) 422-2961
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

TAN, CORAZON
94-1169 HEAHEA ST.
WAIPAHAU, HI 96797
(808) 676-8079

OAHU

TOMAS, STEVEN
91-1659 PAEKII ST
EWA BEACH, HI 96706
(808) 450-0969
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

TRIAS, MELONI
96-137 WAIAWA RD.
PEARL CITY, HI 96782
(808) 888-7513

TUAZON, EDGAR
94-1117 LUMIKUKE PL.
WAIPAHU, HI 96797
(808) 772-4531
LANGUAGE(S) SPOKEN: TAGALOG

TUMANENG, CHARESSE
91-806 APOKE PL.
EWA BEACH, HI 96706
(808) 689-3293 / (808) 259-1466
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

TUMBAGA, MYRNA
4506 UKALI ST.
HONOLULU, HI 96818
(808) 271-3015
LANGUAGE(S) SPOKEN: ILOCANO

UYTIEPO, MILDRED
1637 AHIHI ST.
HONOLULU, HI 96819
(808) 841-1736

VALENCIA, LOVI
94-369 KAHUAPAA PL.
WAIPAHU, HI 96797
(808) 284-2364
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

VALENCIA, SHELLA MARIE
91-1025 LELEOI ST.
EWA BEACH, HI 96706
(808) 222-5485
LANGUAGE(S) SPOKEN: ILOCANO

WOLFE, ESTRELLA B.
95-306 AUHAELE PL
MILILANI, HI 96789
(808) 349-3825
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

YOUNG, ROWENA
87-162 MANUOIOI PLACE
WAIANAE, HI 96792
(808) 744-0845 / (808) 457-7501
LANGUAGE(S) SPOKEN: ENGLISH,
TAGALOG, ILOCANO

ZALUAGA, IMIE ROSE
3846 NOEAU ST.
HONOLULU, HI 96816
(808) 453-0618 / (808) 737-5102 /
(808) 888-0735
LANGUAGE(S) SPOKEN: ENGLISH,
FILIPINO

COMMUNITY CARE MANAGEMENT AGENCY (CCMA)

ABOVE AND BEYOND CASE
MANAGEMENT, LLC
821 HOOMALIMALI ST.
PEARL CITY, HI 96782
(808) 312-1277 / (808) 778-0491
LANGUAGE(S) SPOKEN: ILOCANO

ALL ISLAND CASE MANAGEMENT CORP.
1188 BISHOP ST., #1508
HONOLULU, HI 96813
(808) 536-7100

AZIL CASE MANAGEMENT
94-141 MAKOA ST
WAIPAHU, HI 96797
(808) 677-6882

OAHU

BLUE WATERS RESOURCES, LLC
94-408 AKOKI ST., #205
WAIPAHAU, HI 96797
(808) 678-3661

CASE MANAGEMENT SOLUTIONS, LLC
94-216 FARRINGTON HWY, BOX#337
SUITE B2-302
WAIPAHAU, HI 96797
(808) 377-6100

KINA'OLE CASE MANAGEMENT AGENCY,
LLC
91-1163 OLOWA ST.
EWA BEACH, HI 96706
(808) 722-1860 / (808) 387-9834
LANGUAGE(S) SPOKEN: ILOCANO

LOKAHI CASE MANAGEMENT AGENCY,
LLC
92-7151 ELELE ST. #1405
KAPOLEI, HI 96707
(808) 724-0278
LANGUAGE(S) SPOKEN: TAGALOG
NIGHTINGALE CASE MANAGEMENT INC
98-029 HEKAHA ST UNIT 30
AIEA, HI 96701
(808) 484-2205

OHANA CASE MANAGEMENT, LLC
92-7055 ELELE ST.
KAPOLEI, HI 96707
(808) 678-8200

QUALITY CASE MANAGEMENT, INC.
94-366 PUPUPANI ST., SUITE 208 A
WAIPAHAU, HI 96797
(808) 842-7634

RESIDENTIAL CHOICES, INC.
94-450 MOKUOLA ST. SUITE 302
WAIPAHAU, HI 96797
(808) 676-3948

EXPANDED ADULT RESIDENTIAL CARE HOMES (E-ARCH)

RAFAEL, EVELYN
94-105 HAAA ST.
WAIPAHAU, HI 96797
(808) 671-9717 / (808) 256-1058
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

HOME CARE

ALL CARE HAWAII
500 ALA MOANA BLVD
TOWER 7 SUITE 400
HONOLULU, HI 96815
(808) 585-7778

ALL ISLANDS HOMECARE, INC. DBA
MOCHI MALAMA
1003 BISHOP STREET SUITE 2700
HONOLULU, HI 96813
(808) 270-5087 / (808) 829-3182

HOME DELIVERED MEALS

HAWAII MEALS ON WHEELS
2728 HUAPALA RM 209
HONOLULU, HI 96822
(808) 988-6747

LANAKILA PACIFIC
1809 BACHELOT ST STE 13
HONOLULU, HI 96817
(808) 531-0555

OAHU

HOME MAINTENANCE

DECLUTTER HAWAII
P.O. BOX 201432
HONOLULU, HI 96820
808-779-6224

SENIOR MOVERS HAWAII
371 PAIKO DR.
HONOLULU, HI 96821
808-228-7682

HOME MAINTENANCE, ENVIRONMENTAL ACCESSIBILITY ADAPTATIONS

MARYL GROUP CONSTRUCTION, INC.
55 MERCHANT STREET SUITE 2900
HONOLULU, HI 96813
(808) 545-2920

TRACE INDUSTRIES, INC.
2688 KILIHOU STREET
HONOLULU, HI 96819
(808) 834-5601

INCONTINENCE SUPPLIES

ALOHA MEDICAL SUPPLY OF THE
PACIFIC, INC.
333 KEAHOLE ST., SUITE 2B9
HONOLULU, HI 96825
(808) 394-6960 / (808) 394-6961

INTERMEDIATE CARE FACILITY (LONG TERM CARE SERVICES)

THE FAMILY HEALTH II, INC.
DBA LILIHA HEALTHCARE CENTER
1814 LILIHA ST.
HONOLULU, HI 96817
(808) 537-9557

JANITORIAL SERVICES

KLEENCO CORP
3015 KOAPAKA ST.
HONOLULU, HI 96819
808-831-7600

HOMEMAKER OR CHORE SERVICE

HEAVEN'S HELPERS INC.
765 AMANA STREET STE 500
HONOLULU, HI 96814
(808) 952-6898

HO'OKELE CARE AT HOME, LLC
1345 S. BERETANIA ST. #304
HONOLULU, HI 96814
(808) 457-1655

ANGELS HANDS HEALTH CARE
SERVICES, LLC
94-910 MOLOALO ST.
WAIPAHU, HI 96797
(808) 383-2247 / (808) 393-1173 /
(808) 203-9725
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

OAHU

DLMC, INC. DBA KAMA'AINA HEALTH SERVICES
944 MAKAMUA PL.
PEARL CITY, HI 96782
(808) 989-7882 (appt) / (808) 422-2802 (office)
(808) 455-4676

MACROPHIL, INC.
DBA INFINITE CARE - PLUS
94-239 WAIPAHAU DEPOT ST.
SUITE 201-A
WAIPAHAU, HI 96797
(808) 678-9688

METROPACIFIC GROUP, CORP. DBA METROCARE HAWAII - PLUS
94-210 PUPOKAHI ST., SUITE #202
WAIPAHAU, HI 96797
(808) 678-8500 / (808) 796-1827

NON-MEDICAL TRANSPORT

RERK TRANSPORT, LLC
94-1385 HIAAI PL.
WAIPAHAU, HI 96797
(808) 671-7242 / (808) 352-0148
LANGUAGE(S) SPOKEN: ILOCANO, TAGALOG

RMB HANDI-TRANS SERVICES, LLC
94-1001 AWAIKI ST.
WAIPAHAU, HI 96797
(808) 392-2023 (Office) / 741-0271 (Contract)
LANGUAGE(S) SPOKEN: ILOCANO, TAGALOG

NURSING FACILITY (NF)

ALOHA NURSING & REHAB CENTRE
45-545 KAMEHAMEHA HWY.
KANEHOE, HI 96744
(808) 441-9516
LANGUAGE(S) SPOKEN: JAPANESE, KOREAN, FILIPINO

ANN PEARL NURSING FACILITY
45-181 WAIKALUA ROAD
KANEHOE, HI 96744
(808) 247-8558

AVALON CARE CENTER-HALE NANI LLC
1677 PENSACOLA STREET
HONOLULU, HI 96822
(808) 537-3371

CARE CENTER OF HONOLULU FKA CONVALESCENT CENTER OF HONOLULU
1900 BACHELOT STREET
HONOLULU, HI 96817
(808) 531-5302

HALE MALAMALAMA
6163 SUMMER STREET
HONOLULU, HI 96821
(808) 396-0537

HALE OLA KINO
1314 KALAKAUA AVENUE, 2ND FLOOR
HONOLULU, HI 96826
(808) 983-4444

KA PUNAWAI OLA
91-575 FARRINGTON HIGHWAY
KAPOLEI, HI 96707
(808) 674-9262

OAHU CARE FACILITY
1808 S. BERETANIA STREET
HONOLULU, HI 96826
(808) 973-1900
LANGUAGE(S) SPOKEN: ILOCANO, TAGALOG, KOREAN, SPANISH

PEARL CITY NURSING HOME
919 LEHUA AVENUE
PEARL CITY, HI
(808) 453-1919
LANGUAGE(S) SPOKEN: ILOCANO, TAGALOG, JAPANESE, CANTONESE

OAHU

PU'UWAI'O MAKAHA (LEEWARD
INTEGRATED HEALTH SERVICES)
84-390 JADE STREET
WAIANAE, HI 96792
(808) 695-9508

PERSONAL CARE ASSISTANCE

DIVERSIFIED ISLAND INVESTMENT, LTD
DBA MAXICARE LINK
311 KINOOLE ST.
HILO, HI 96720
(808) 934-7733
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

HAWAII HOME CARE, INC. DBA
HIHOMECARE
745 FORT ST., SUITE 116
HONOLULU, HI 96813
(808) 356-4357 / (808) 529-1341

PK CARE, LLC
1047 7TH AVE
HONOLULU, HI 96816
(808) 781-5200

ISLA MEDICAL SERVICES, INC DBA
HAWAII NURSING SOLUTIONS
1188 BISHOP ST., SUITE 2004
HONOLULU, HI 96813
(808) 531-8010

KUPUNA CARE HAWAII, LLC
1144 ELM ST.
HONOLULU, HI 96814
(808) 202-2010
LANGUAGE(S) SPOKEN: ILOCANO,
CHUUK, TAGALOG

SAFE HARBOR HOMECARE, INC.
99-080 KAUAHALE ST., STE C-16
AIEA, HI 96701
(808) 488-8826
LANGUAGE(S) SPOKEN: ILOCANO,
JAPANESE

PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)

AMERICAN MEDICAL ALERT CORP. DBA
CONNECT AMERICA
98-030 HEKAHA ST., UNIT 4
HONOLULU, HI 96701
(808) 721-1201
USE CERTIFIED LANGUAGE SERVICE

SKILLED OR PRIVATE DUTY NURSING

CRADLES N' CRAYONS, LLC
95-226 HAIKE PL
MILILANI, HI 96789
(808) 927-5092 / (808) 542-2901

HI'OLANI CARE CENTER AT KAHALA NUI
4389 MALIA STREET
HONOLULU, HI 96821
(808) 218-7000

MAUNALANI NURSING AND
REHABILITATION CENTER
5113 MAUNALANI CIRCLE
HONOLULU, HI 96816
(808) 732-0771

OAHU

SPECIALIZED MEDICAL EQUIPMENT AND SUPPLIES (SMES)

ACE MEDICAL, INC.
94-910 MOLOALO ST.
WAIPAHU, HI 96797
(808) 612-3600
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO, VISAYAN

ISLAND CHOICE MEDICAL SUPPLY, LLC
2017 KAUMUALII ST.
HONOLULU, HI 96819
(808) 498-8791
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

MAUI

ADULT DAY HEALTH (ADH)

MAUI ADULT DAY CARE CENTERS
11 MAHAOLU ST #B
KAHULUI, HI 96732
(808) 871-5804

COMMUNITY CARE FOSTER FAMILY HOMES (CCFFH)

ALBANO, IMELDA OLIVA DBA KAHIKI
FOSTER FAMILY HOME
386 KAHIKI ST.
KAHULUI, HI 96732
(808) 276-7205
LANGUAGE(S) SPOKEN: TAGALOG,
ENGLISH, ILOCANO

ALONZO, LUZ
508 SOUTH KAMEHAMEHA AVE.
KAHULUI, HI 96732
(808) 877-9012
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

BORJE, FAINA
120 KEALOHILANI ST.
KAHULUI, HI 96732
(808) 463-8838 / (808) 214-6783
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

BROWN, MACRENE
564 IMI DRIVE
WAILUKU, HI 96793
(808) 419-8285 / (808) 249-2584
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

BUMATAY, SAMUEL L. DBA SAM &
MARGIE BUMATAY, CCFFH, LLC
448 N. WAKEA AVE
KAHULUI, HI 96732
(808) 344-3111
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

GAOIRAN, ESTRELITA B.
440 KEA ST.
KAHULUI, HI 96732

GONZALES, GENALIN
444 ONE ST.
KAHULUI, HI 96732
(808) 495-1651
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

GUIRA, MARY JEAN
383 WEST PAPA AVENUE
KAHULUI, HI 96732
(808) 877-0351
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

MADARIAGA, CHITA
801 MAKAAKA DR.
WAILUKU, HI 96793
(808) 249-2565, (808) 633-4912

MELCHOR, MILBA
932 WAILUPE DRIVE
WAILUKU, HI 96793
(808) 214-3763
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

QUEDDING, MARITES C
286 S. PUUNENE AVE.
KAHULUI, HI 96732
(808) 893-0183 / (808) 269-9451
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

MAUI

QUEMADO, CARMELITA
430 PUOLO PLACE
KAHULUI, HI 96732
(808) 873-8918
LANGUAGE(S) SPOKEN: FILIPINO

RABE, JOVIE JANE ULIBAS
380 KUUALOHA ST.
KAHULUI, HI 96732
(808) 495-1588
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

ROJAS, PRECIOSA
547 KAULANA ST
KAHULUI, HI 96732
PHONE: (808) 419-0414

SUZUKI, ADELA
607 S. KAMEHAMEHA AVENUE
KAHULUI, HI 96732
(808) 871-8542
LANGUAGE(S) SPOKEN: TAGALOG,
ILOCANO

COMMUNITY CARE MANAGEMENT AGENCY (CCMA)

ABSOLUTE CARE MANAGEMENT
SERVICES
803 KAM HIGHWAY, STE 305
PEARL CITY, HI 96782
(808) 455-1900

CASE MANAGEMENT PROFESIONALS,
INC.
94-235 HANAWAI CIRCLE, SUITE 1B
WAIPAHAU, HI 96797
(808) 689-1937

HOMEMAKER OR CHORE SERVICE

AMERICARE HAWAII, INC
296 ALAMAHA ST. RM# A/B
KAHULUI, HI 96732
(808) 893-2152
ENGLISH, LANGUAGE(S) SPOKEN:
TAGALOG

HOME CARE AGENCY

METROPACIFIC GROUP, CORP.
DBA METROCARE HAWAII - PLUS
737 LOWER MAIN ST., UNIT C-2
WAILUKU, HI 96793
(808) 249-8888 / (808) 856-1466 / (808) 796-827

UNICARE HAWAII, INC
296 ALAMAHA ST. SUITE B
KAHULUI, HI 96732
(808) 871-5556
LANGUAGE(S) SPOKEN: FILIPINO,
TAGALOG

HOME DELIVERED MEALS

HALE KAU KAU
25 WEST LIPOA ST
KIHEI, HI 96753
(808) 875-8754

MOVING ASSISTANCE

ISLAND HALE KAU KAUMOVERS
PO BOX 17865
HONOLULU, HI 96817
(808) 832-4808

MAUI

NON-MEDICAL TRANSPORTATION

ALL ISLAND HANDIVAN TRANSPORT, LLC
322 S. LEHUA ST.
KAHULUI, HI 96732
(808) 276-9177
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG, ENGLISH

RIDE ASSIST OF MAUI, LLC
360 HILU PL.
KAHULUI, HI 96732
(808) 205-0890
LANGUAGE(S) SPOKEN: ILOCANO,
TAGALOG

ROYAL KOALA CORP DBA ROYAL TAXI;
ROYAL SEDAN & TAXI SVCS
155 WAILEA IKE PL 47
KIHEI, HI 96753
(808) 214-2979 / (808) 874-6900

PERSONAL CARE ASSISTANCE, PRIVATE DUTY NURSING

HO'OKELE CAREGIVERS MAUI, LLC
P.O. BOX 532677
KIHEI, HI 96753
(808) 877-6688
(808) 535-1547

GLOSSARY

Acute Waitlisted SNF/ICF

Acute waitlisted SNF or ICF level of care services provided in an acute care hospital in an acute care hospital bed.

Adult Day Care Center (ADC)

Supportive care for four or more disabled adults. Services include observation/supervision, coordination, and implementation of behavioral, medical, and social care plans, and therapeutic, social, educational, recreational, and other activities.

Adult Day Health Center (ADH)

Organized day program with nursing oversight for adults with physical and/or mental conditions. The purpose is to help members to stay in the community as much as possible.

Assisted Living Facility (ALF)

For members living in ALF, services include personal care, supportive care (homemaker, chore and meal preparation), nursing, and medication oversight.

Community Care Foster Family Home (CCFFH)

For members living in Community Care Foster Family Homes (certified private home with care provider living in the home), services include personal and supportive care, homemaker, chore, companion, nursing, and medication oversight.

Community Care Management Agency (CCMA)

For members living in Community Care Foster Family Homes and other community settings, services by a CCMA include nurse delegation to the caregiver; assessments for needed services, supplies, and equipment; face-to-face monitoring and implementation of the care plan; and assisting the caregiver with adverse effects and/or changes in condition of members.

Companion Services

Non-medical care, supervision, and socialization prior authorized by a service coordinator and documented in the service plan.

Counseling and Training

Counseling and training is a service provided to members, families/caregivers, and professional and paraprofessional caregivers on behalf of the member. Counseling and training services may be provided individually or in groups. This service may be provided at the member's residence or an alternative site. Activities include the following: member care training for members, family, and caregivers regarding the nature of the disease and the disease process; methods of transmission and infection control measures; biological, psychological care and special treatment needs/regimens; employer training for consumer directed services; instruction about the treatment regimens; use of equipment specified in the service plan; employer skills updates as necessary to safely maintain the individual at home; crisis intervention; supportive counseling; family therapy; suicide risk assessments and intervention; death and dying counseling; anticipatory grief counseling; substance

GLOSSARY

abuse counseling; and/ or nutritional assessment and counseling on coping skills to deal with the stress caused by member's deteriorating functional, medical, or mental status.

Environmental Accessibility Adaptations (EAA)

Physical adaptations to the home needed to ensure the health, welfare, and safety of the member, allowing member to stay at home as much as possible.

Home Delivered Meals

For members who cannot prepare meals without help and need meal services to stay independent and at home, nutritious meals are delivered to member's home (excluding residential or institutional settings).

Home Health Services

Part-time care for members who do not require hospital care. Service is provided under the direction of a physician in order to prevent re-hospitalization or institutionalization. Services may include skilled nursing, home health aid, medical supplies and durable medical equipment, therapeutic services, and audiology and speech pathology.

Home Maintenance

To maintain a safe and clean environment, services may include heavy-duty cleaning, minor repairs to essential appliances, and fumigation or extermination services.

Homemaker or Chore Services

Activities provided when the regularly responsible person is temporarily absent or unable to provide the service. Services are prior authorized by a service coordinator.

Moving Assistance

Moving assistance can be provided in rare cases that members need to move to a new home (e.g., unsafe deteriorating home, member is evicted from current home, member is not able to afford home due to a rent increase, or a wheelchair-bound member living on the first floor of a multi-story building without elevator).

Non-Medical Transportation

In addition to medical transportation, non-medical transportation is a service offered so that individuals can have access to community services, activities, and resources specified by the service plan. This service is to be used only when transportation is not included in the HCBS service being accessed.

Nursing Facility (NF), Skilled Nursing Facility (SNF), or Intermediate Care Facility (ICF)

Nursing facility services provided in a nursing facility licensed and certified to provide skilled nursing and rehabilitative services on a regular basis. Nursing facility members require 24-hour-a-day assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

GLOSSARY

Personal Care Assistance I and II

Level I services are provided to members who are not living with their family and may need help with their daily activities. Level I services include: companion services such as meal prep, laundry, and errands; and homemaker/ chore services such as routine housecleaning, care of clothing and linen, shopping, and yard work.

Level II services are provided to members needing moderate to total assistance with activities of daily living and health maintenance activities. Services are provided by Home Health Aide, Personal Care Aide, Certified Nurse Aide or Nurse Aide with applicable skills competency.

Personal Emergency Response Systems (PERS)

Electronic device coupled with a 24-hour emergency assistance service that helps members get immediate assistance in the event of an emotional, physical, or environmental emergency.

Residential Care Services or Type I or Type II Expanded Adult Residential Care Home (E-ARCH)

Residential care services are personal care services, nursing, homemaker, chore, companion services, and medication oversight provided in a licensed private home by a care provider living in the home.

Respite Care

Provided to members unable to care for themselves and are furnished short-term because caregivers are absent or need relief. Three levels can be provided: hourly, daily, or overnight.

Skilled (or Private Duty) Nursing

Provided to members requiring ongoing nursing care, provided by licensed nurses.

Specialized Medical Equipment and Supplies (SMES)

Purchase, rental, lease, warranty costs, installation, repairs, and removal of devices, controls, or appliances, specified in the care plan, that enable members to increase and/or maintain their abilities to perform activities of daily living and participate in the environment where they live.

Subacute Facility Services

Services provided in either a licensed nursing facility or licensed and certified hospital. Provides the member with services that meet a level of care that is needed by the member not requiring acute care, but who needs more intensive skilled nursing care than most skilled nursing facilities provide.

For more information

Kaiser Permanente QUEST Integration Call Center

808-432-5330 or **1-800-651-2237 (toll free)**
Monday - Friday, 7:45 a.m. - 4:30 p.m. (except
holidays)

24/7 Advice

If you're not feeling well and our offices are closed, call our 24/7 Advice Line at no cost. A Registered Nurse will assess your situation and direct you to the best place for care. If appropriate, they can even provide medical advice and help you handle the problem at home to save you a visit to the doctor.

Oahu **808-432-2000**
Maui **808-243-6000**
TTY **711**

Prescription

Fill and refill at kp.org/pharmacycenter
Order refills by phone, 24 hours a day, 7 days a week.
808-643-7979 (statewide)
TTY **711** or **1-877-447-5990**

kpquest.org