

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](mailto: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.

This listing is current as of January 1, 2020. 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

## **Adult Day Care Center (ADC)**

Aloha Wellness Center  
94-1388 Moaniani St., #203  
Waipahu, HI 96797  
**808-484-9106**

Seagull Schools, Inc.  
95-531 Farrington Hwy.  
Kapolei, HI 96707  
**808-674-1160**

*Languages (in addition to English): Tagalog, Spanish*

Ultimacare  
94-239 Waipahu Depot St., #101  
Waipahu, HI 96797  
**808-933-9933**  
**808-747-3661 (appt.)**

*Languages (in addition to English): Tagalog, Ilocano*

## **Adult Day Health Center (ADH)**

Ann Pearl Nursing Facility  
45-181 Waikalua Rd.  
Kaneohe, HI 96744  
**808-247-8558**

## **Assisted Living Facility (ALF)**

Oceanside Hawaii  
53-594 Kamehameha Hwy.  
Hauula, HI 96717  
**808-293-1100**

## **Community Care Foster Family Homes (CCFFH)**

Abadilla, Mayrose  
94-992 Kualua Pl.  
Waipahu, HI 96797  
**808-778-4730**

*Languages (in addition to English): Tagalog, Ilocano*

Abrigo, Trina Ramos  
94-1128 Kahuahale St.  
Waipahu, HI 96797  
**808-381-2053**

*Languages (in addition to English): Tagalog, Ilocano*

Adapon & Cayetano, LLP  
1444 Ala Mahamoe St.  
Honolulu, HI 96819  
**808-762-0554**

*Languages (in addition to English): Tagalog, Thai, Taiwanese*

Agaton, Krystle Lianne G.  
94-334 Pupukahi Pl.  
Waipahu, HI 96797  
**808-729-6034**

*Languages (in addition to English): Tagalog, Ilocano*

Agonias, Evangeline G.  
94-1135 Awalai St.  
Waipahu, HI 96797  
**808-367-1413**

*Languages (in addition to English): Tagalog, Ilocano*

Agonoy, Zeny C.  
94-447 Kahualena St.  
Waipahu, HI 96797  
**808-492-9010**

*Languages (in addition to English): Tagalog, Ilocano*

Agpoon, Alma D.  
94-536 Hiapaiole Lp.  
Waipahu, HI 96797  
**808-258-4940**  
**808-784-0195**

*Languages (in addition to English): Tagalog, Ilocano*

Agtarap, Lucrecia  
94-1286 Huakai St.  
Waipahu, HI 96797  
**808-680-9490**

Albano, Ofelia  
94-1089 Waipahu St.  
Waipahu, HI 96797  
**808-230-3273**  
**808-677-8878**

*Languages (in addition to English): Tagalog, Ilocano*

Arruda, Judilyn  
45-182 Keana Rd.  
Kaneohe, HI 96744  
**808-247-5186**

*Languages (in addition to English): Tagalog, Ilocano*

Badua, Lilibeth  
4318 Laakea St.  
Honolulu, HI 96818  
**808-393-9398**

*Languages (in addition to English): Tagalog, Ilocano*

## **Community Care Foster Family Homes (CCFFH)**

*(continued)*

Bagay, Rhegena  
94-1003 Kuakolu Pl.  
Waipahu, HI 96797

**808-389-1973**

*Languages (in addition to English): Tagalog, Ilocano*

Balantac, Gemma  
1417C Middle St.  
Honolulu, HI 96819

**808-585-1098**

**808-744-9423**

*Languages (in addition to English): Tagalog, Ilocano*

Balmilero, Rosalina  
94-817 Hohui Place  
Waipahu, HI 96797

**808-676-8514**

Bamba, Mayrose  
739 Hoopai St.  
Pearl City, HI 96782

**808-456-7798**

*Languages (in addition to English): Tagalog, Ilocano*

Bartolome, Patrick  
94-733 Kuhaulua Pl.  
Waipahu, HI 96797

**808-779-1108**

*Languages (in addition to English): Tagalog, Ilocano*

Braga, Flordeliza M.  
94-904 Kuakahi St.  
Waipahu, HI 96797

**808-783-9095**

**808-892-1596**

*Languages (in addition to English): Tagalog, Ilocano*

Briones, Marcela  
3835 Likini St.  
Honolulu, HI 96818

**808-200-2532**

**858-888-2964**

*Languages (in addition to English): Tagalog, Ilocano*

Brunn, Priscilla  
99-243 Aiea Hts Dr.  
Aiea, HI 96701

**808-469-0173**

**808-484-9165**

*Languages (in addition to English): Tagalog, Ilocano, Visayan*

Bugarin, Eufrazio  
47-506 Haanopu Way  
Kaneohe, HI 96744

**808-239-4796**

Bumanglag, D.M. Karla  
94-440 Kahualena St.  
Waipahu, HI 96797

**808-256-3117**

*Languages (in addition to English): Tagalog, Ilocano*

Cabantangan, Corazon  
911 Winant St.  
Honolulu, HI 96817

**808-216-8105**

*Languages (in addition to English): Tagalog, Ilocano*

Cabus, Norma  
98-1674 Laaahuahua Pl.  
Pearl City, HI 96782

**808-294-3277**

**808-456-1300**

*Languages (in addition to English): Tagalog, Ilocano*

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**

*Languages (in addition to English): Tagalog, Ilocano, Pangasinan*

Camacho, Grace  
94-401 Loaa St.  
Waipahu, HI 96797

**808-469-0222**

Accepting new patients: Y

Casino, Marivyn  
91-1035 Opaehuna St.  
Ewa Beach, HI 96706

**808-366-8064**

**808-677-5805**

*Languages (in addition to English): Tagalog, Ilocano*

Castillo, Adoracion  
94-665 Loaa St.  
Waipahu, HI 96797

**808-676-9704**

*Languages (in addition to English): Tagalog, Ilocano*

# OAHU

## **Community Care Foster Family Homes (CCFFH)**

*(continued)*

Claveria, Helen  
94-1261 Huakai St.  
Waipahu, HI 96797

**808-393-4580**

**808-744-4679**

*Languages (in addition to English): Tagalog, Ilocano*

Constantino-Reyes, Grace  
94-586 Palai St.

Waipahu, HI 96797

**808-676-8447**

*Languages (in addition to English): Tagalog, Ilocano*

Cueco, Gloria  
94-571 Kupuna Lp.  
Waipahu, HI 96797

**808-677-8457**

Dagulo, Leticia  
95-528 Wailoa Lp.  
Mililani, HI 96789  
808-625-3551

De Guzman, Ana Liza  
757 Hoopai St.  
Pearl City, HI 96782

**808-456-7492**

**808-203-0377**

*Languages (in addition to English): Tagalog, Ilocano*

Decastro, Camilo  
1563 Molina St.  
Honolulu, HI 96818

**808-741-9946**

*Languages (in addition to English): Tagalog*

Dela Cruz, Castora P.  
56-415 Pahalehala Lp.  
Kahuku, HI 96731

**808-293-0377**

Delong, Mariquit  
94-402 Opeha St.  
Waipahu, HI 96797

**808-671-6008**

Dimaya, Benilda  
98-1410A Hoohonua St.  
Pearl City, HI 96782

**808-676-5535**

*Languages (in addition to English): Tagalog, Ilocano*

Domingo, Iluminada P.  
94-1177 Hoomakoa St.  
Waipahu, HI 96797

**808-676-5188**

**808-722-0754**

*Languages (in addition to English): Tagalog, Ilocano*

Domingo, Juliana  
94-231 Kahuamo Pl.  
Waipahu, HI 96797

**808-676-1053**

Domingo, Ruby  
94-429 Alapine St.  
Waipahu, HI 96797

**808-382-2654**

*Languages (in addition to English): Tagalog, Ilocano, Bicol*

Domingo, Vicky (Vicenta)  
94-1120 Lumikula St.  
Waipahu, HI 96797

**808-671-6464**

Drig, David  
96-239 Waiawa Rd., #B  
Pearl City, HI 96782

**808-748-9413**

**808-671-7108**

*Languages (in addition to English): Tagalog, Ilocano*

Dumot, Charlita  
610 Oneawa St.  
Kailua, HI 96734

**808-262-6678**

*Languages (in addition to English): Tagalog, Ilocano, Italian*

Duquez, Eduardo  
91-1035 Kaiakua St.  
Ewa Beach, HI 96706

**808-689-0042**

*Languages (in addition to English): Tagalog*

Edades, Marites  
3443 Likini St.  
Honolulu, HI 96818

**808-312-1241**

Fiesta, Cherry  
94-412 Opeha St.  
Waipahu, HI 96797

**808-421-7855**

**808-762-7986**

*Languages (in addition to English): Tagalog, Ilocano*

Flores, Jean Margaret  
1622 Kalauipo St.  
Pearl City, HI 96782

**808-741-6771**

*Languages (in addition to English): Tagalog, Ilocano*

# OAHU

## **Community Care Foster Family Homes (CCFFH)**

*(continued)*

Fuji Japan Care Home, LLC  
130 Kuulei Road  
Kailua, HI 96734

**808-261-9061**

**808-622-5015**

**808-393-5601**

Gabriel, Aristopher  
94-1117 Hapawalu Pl.  
Waipahu, HI 96797

**808-391-5152**

*Languages (in addition to English): Tagalog, Ilocano*

Galano, Lucita  
86-182 Moelua St.  
Waianae, HI 96792

**808-696-8141**

Gallardo, Imee  
94-443 Kahualena St.  
Waipahu, HI 96797

**808-385-1055**

**808-888-8511**

*Languages (in addition to English): Visayan, Tagalog*

Gallardo's Foster Care, LLC  
860 Hoomana Wy.  
Pearl City, HI 96782

**314-703-1511**

**808-744-0479**

*Languages (in addition to English): Tagalog*

Galvan, Magda  
94-1125 Kaaholo St.  
Waipahu, HI 96797

**808-677-4841**

**808-589-7867**

*Languages (in addition to English): Tagalog, Ilocano*

Gamiao, Vivian  
91-1092 Kaunolu St.  
Ewa Beach, HI 96706

**808-689-0673**

*Languages (in addition to English): Tagalog, Ilocano*

Ganton, May  
94-638 Loaa St.  
Waipahu, HI 96797

**808-671-7333**

Garo, Virgie M.  
37 Cypress Ave., #A  
Wahiawa, HI 96786

**808-293-4481**

*Languages (in addition to English): Tagalog, Ilocano*

Hanks, Arlene  
44-124 Mikiola Dr.  
Kaneohe, HI 96744

**808-754-9422**

*Languages (in addition to English): Tagalog, Ilocano*

Imeleta Adult Care, LLC  
91-588 Pohakupuna Rd.  
Ewa Beach, HI 96706

**808-721-4584**

*Languages (in addition to English): Samoan*

Island Ohana Care, LLC  
3846 Noeau St.  
Honolulu, HI 96816

**808-737-5102**

*Languages (in addition to English): Tagalog*

Jara, Mark Louie  
94-446 Kahualoa Pl.  
Waipahu, HI 96797

**808-367-8853**

**808-888-6522**

*Languages (in addition to English): Tagalog, Ilocano*

Jed's Foster Home  
2730 Kalihi St.  
Honolulu, HI 96819

**808-848-8138**

*Languages (in addition to English): Tagalog, Ilocano, Pangasinense*

Juan Barrios, Janet  
94-408 Ikepono St.  
Waipahu, HI 96797

**808-744-5971**

*Languages (in addition to English): Tagalog, Ilocano*

Kagimoto, Anelyn  
3737 Waialae Ave.  
Honolulu, HI 96816

**808-517-4379**

*Languages (in addition to English): Tagalog, Ilocano*

Laurente, Emelita  
1703 Kamehameha IV Rd.  
Honolulu, HI 96819

**808-398-0686**

*Languages (in addition to English): Tagalog, Visayan*

# OAHU

## Community Care Foster Family Homes (CCFFH)

(continued)

Lewin, Olivia  
92-1336 Pueonani St.  
Kapolei, HI 96707

**808-223-5052**

**808-312-1176**

*Languages (in addition to English): Tagalog, Ilocano, Japanese*

Lopez, Mary Jane G.  
94-905 Kuhaulua St.  
Waipahu, HI 96797

**808-383-4540**

**808-676-6566**

Lopez, Nancy A.  
91-572 Akua St.  
Ewa Beach, HI 96706

**808-779-6162**

**808-689-8419**

*Languages (in addition to English): Tagalog, Ilocano, Korean*

Lova, Victoria B.  
94-554 Hiaku Place  
Waipahu, HI 96797

**808-677-6230**

*Languages (in addition to English): Tagalog, Ilocano*

Magaoay, Rhodora  
96-239 Waiawa Rd., House B  
Pearl City, HI 96782

**808-989-0880**

*Languages (in addition to English): Tagalog, Ilocano*

Magsipoc, Edita A  
94-430 Kahualoa Pl  
Waipahu, HI 96797

**808-927-2585**

Malunao, Jesus, Jr.  
92-801 Ahikoe St., #B  
Kapolei, HI 96707

**808-221-1929**

**808-782-6861**

*Languages (in addition to English): Tagalog, Ilocano, Visayan*

Malvar, Maricor  
94-527 Palai St.  
Waipahu, HI 96797

**808-744-6594**

*Languages (in addition to English): Tagalog, Ilocano*

Manzana, Helen  
94-691 Kaaoki Pl.  
Waipahu, HI 96797

**808-391-1164**

**808-489-9790**

*Languages (in addition to English): Tagalog*

Mariano, Cecilia  
94-543 Kahuanani St.  
Waipahu, HI 96797

**808-389-4215**

*Languages (in addition to English): Tagalog, Ilocano*

Mendoza, Eufrocinia  
1936 Waikahe Pl.  
Honolulu, HI 96819

**808-429-7792**

**808-888-8198**

*Languages (in addition to English): Tagalog, Ilocano*

Mendoza, Rosalina P.  
94-144 Kaaholo Pl.  
Waipahu, HI 96797

**808-347-0611**

**808-678-6617**

Mericle, Ricky  
91-802 Haiamu St.  
Ewa Beach, HI 96706

**808-284-7627**

Miguel, Marilyn  
91-1101 Kaunolu St.  
Ewa Beach, HI 96706

**808-256-8748**

**808-888-4857**

*Languages (in addition to English): Tagalog, Ilocano*

MJJB Tan Foster Home, LLC  
4033 Keaka Dr.  
Honolulu, HI 96818

**808-422-2961**

*Languages (in addition to English): Tagalog, Ilocano*

Molina, Glay-Ann  
99-123 Ohiakea St.  
Aiea, HI 96701

**808-728-1469**

*Languages (in addition to English): Tagalog*

Mongco, Jeanna  
87-122A Auyong Homestead Rd.  
Waianae, HI 96792

**808-744-1786**

# OAHU

## **Community Care Foster Family Homes (CCFFH)**

*(continued)*

Nepomuceno, Mercy  
98-1488 Hoomahie Lp.  
Pearl City, HI 96782

**808-226-5796**

*Languages (in addition to English): Tagalog, Ilocano*

Nobleza T. Doro Foster Home  
257 Thomas St.  
Wahiawa, HI 96786

**808-450-2216**

*Languages (in addition to English): Tagalog, Ilocano*

Nunez, Florentina  
98-022 Kuleana Pl.  
Pearl City, HI 96782

**808-485-4948**

**808-428-8552**

Orpilla, Eden Jamandre  
2025 Uhu St.  
Honolulu, HI 96819

**808-457-9985**

**808-200-1198**

Pagtama, Teresita  
94-468 Alapine St.  
Waipahu, HI 96797

**808-677-3938**

*Languages (in addition to English): Tagalog, Ilocano*

Peretz, Maria Elisa  
91-1124 Kaimalie St.  
Ewa Beach, HI 96706

**808-689-4856**

*Languages (in addition to English): Tagalog*

Peroche, Marjorie  
94-442 Hamau St.  
Waipahu, HI 96797

**808-953-4363**

**808-744-2554**

*Languages (in addition to English): Tagalog*

Quiambao, Anna Joyce  
87-135 A Kaukamana Rd.  
Waianae, HI 96792

**808-312-2370**

*Languages (in addition to English): Tagalog, Kapampangan*

Accepting new patients: Y

Rabut, Nicerita  
44-781 Kaneohe Bay Dr.  
Kaneohe, HI 96744

**808-247-2418**

Rader, Regina  
94-291 Kahuanani St.  
Waipahu, HI 96797

**808-744-6856**

*Languages (in addition to English): Tagalog, Visayan*

Ramo, Glenda  
94-402 Lehopulu St.  
Waipahu, HI 96797

**808-678-1547**

*Languages (in addition to English): Tagalog, Ilocano*

Ramoran, Loridhel  
94-414 Kahuanani St.  
Waipahu, HI 96797

**808-476-6540**

*Languages (in addition to English): Tagalog*

Ramos, Ogilyn C.  
94-1084 Lumiauau St.  
Waipahu, HI 96797

**808-738-7695**

**808-676-2134**

*Languages (in addition to English): Tagalog, Ilocano*

Repuya, Jelly  
4483 Luaole St.  
Honolulu, HI 96818

**808-517-4266**

**808-745-9114**

*Languages (in addition to English): Tagalog, Ilocano*

Reutirez, Jeanne  
94-747 Makou Pl.  
Waipahu, HI 96797

**808-200-4592**

*Languages (in addition to English): Tagalog, Ilocano*

Ruiz, Marissa D.  
94-1487 Kahualoa St.  
Waipahu, HI 96797

**808-627-5436**

*Languages (in addition to English): Tagalog, Ilocano*

Sabio, Carmelita  
94-384 Kahuanani St.  
Waipahu, HI 96797

**808-265-3841**

**808-845-3766**

*Languages (in addition to English): Tagalog, Visayan*



## **Community Care Foster Family Homes (CCFFH)**

*(continued)*

Sabio, Rowena  
94-815 Kaaka St.  
Waipahu, HI 96797

**808-676-0629**

*Languages (in addition to English): Tagalog*

Sagun, Maridel  
91-1060 Kaunolu St.  
Ewa Beach, HI 96706

**808-393-9261**

**808-888-3654**

*Languages (in addition to English): Tagalog, Ilocano*

Saladino, Larry  
91-1011 A Pailani St.  
Ewa Beach, HI 96706

**808-689-3536**

*Languages (in addition to English): Tagalog, Ilocano*

Sanchez, Judith  
94-231 Kiaha Lp.  
Mililani, HI 96789

**808-772-7433**

**808-623-2446**

*Languages (in addition to English): Tagalog*

Sanders, Brenda G.  
41-532 Inoaole St.  
Waimanalo, HI 96795

**808-259-5159**

*Languages (in addition to English): Tagalog, Visayan*

Sarte, Elena  
94-131 Awaia St.  
Waipahu, HI 96797

**808-677-0700**

*Languages (in addition to English): Japanese*

Saturnino, Emily  
1214 Kamehameha IV Rd.  
Honolulu, HI 96819

**808-842-9521**

Sharsy, Joyce  
87-556 Manuu St.  
Waianae, HI 96792

**808-368-9994**

*Languages (in addition to English): Saipan, Chuukese*

Simeon, May  
94-687 Lahaole Pl.  
Waipahu, HI 96797

**808-284-4188**

**808-888-2647**

*Languages (in addition to English): Tagalog, Ilocano*

Tabbay, Myrna P.  
1853-A Makuahine Pl.  
Honolulu, HI 96817

**808-842-9658**

**808-386-4101**

*Languages (in addition to English): Tagalog, Ilocano*

Tan, Corazon  
94-1169 Heahea St.  
Waipahu, HI 96797

**808-676-8079**

Tan, Norma  
94-1076 Haalau St.  
Waipahu, HI 96797

**808-677-7492**

Tender Loving Foster Home  
91-323 Hoalauna Pl  
Ewa Beach, HI 96706

**808-630-1627**

*Languages (in addition to English): Tagalog*

Accepting new patients: Y

Tierra, Zenaida  
1051-B Kopke St.  
Honolulu, HI 96819

**808-841-1854**

*Languages (in addition to English): Tagalog, Ilocano*

Tuazon, Edgar  
94-1117 Lumikuke Pl.  
Waipahu, HI 96797

**808-772-4531**

*Languages (in addition to English): Tagalog*

Uytiepo, Mildred  
1637 Ahihi St.  
Honolulu, HI 96819

**808-841-1736**

Venus D. Balinbin Foster Home

94-1034 Paiwa Pl.  
Waipahu, HI 96797

**808-366-5965**

*Languages (in addition to English): Tagalog*

## **Community Care Foster Family Homes (CCFFH)**

*(continued)*

Vida, Rosemarie A.  
94-720 Kamalo St.  
Waipahu, HI 96797

**808-389-7711**  
**808-678-6718**

*Languages (in addition to English): Tagalog, Ilocano*

Viernes, Sherry-Anne  
94-117 Kaupu Pl.  
Waipahu, HI 96797

**808-389-2730**

Zaluaga, Imie Rose  
3846 Noeau St.  
Honolulu, HI 96816

**808-453-0618**  
**808-737-5102**  
**808-888-0735**

*Languages (in addition to English): Tagalog*

## **Community Care Management Agency (CCMA)**

Above and Beyond Case Management, LLC  
821 Hoomalimali St.  
Pearl City, HI 96782

**808-312-1277**  
**808-778-0491**

*Languages (in addition to English): Ilocano*

Absolute Care Management Services  
803 Kamehameha Hwy., #305  
Pearl City, HI 96782

**808-455-1900**

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**

Blue Waters Resources, LLC  
94-408 Akoki St., #205  
Waipahu, HI 96797

**808-678-3661**

Case Management Professionals, Inc.  
94-235 Hanawai Cir., #1B  
Waipahu, HI 96797

**808-689-1937**

Case Management Solutions, LLC  
94-216 Farrington Hwy., #B2-302  
Waipahu, HI 96797

**808-377-6100**  
**808-728-0350**

*Languages (in addition to English): Tagalog, Pangalatok, Ilocano*

Kinaole Case Management Agency, LLC

91-1163 Olowa St.  
Ewa Beach, HI 96706

**808-722-1860**  
**808-387-9834**

*Languages (in addition to English): Ilocano*

Lokahi Case Management Agency, LLC

92-7151 Elele St., #1405  
Kapolei, HI 96707

**808-724-0278**

*Languages (in addition to English): Tagalog*

Nightingale Case Management, Inc.  
98-029 Hekaha St., #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., #208 A  
Waipahu, HI 96797

**808-842-7634**

Residential Choices, Inc.  
94-450 Mokuola St., #302  
Waipahu, HI 96797

**808-676-3948**

## **Environmental Accessibility Adaptations (EAA)**

Maryl Group Construction,  
Inc.  
55 Merchant St., #2900  
Honolulu, HI 96813  
**808-545-2920**

Trace Industries, Inc.  
2688 Kilihau St.  
Honolulu, HI 96819  
**808-834-5601**

## **Expanded Adult Residential Care Home (E-ARCH)**

Rafael, Evelyn  
94-105 Haaa St.  
Waipahu, HI 96797  
**808-671-9717**  
**808-256-1058**  
*Languages (in addition to  
English): Ilocano, Tagalog*

Viloria-Bautista Adult  
Residential Care Home  
94-480 Niulii St.  
Waipahu, HI 96797  
**808-678-1275**  
*Languages (in addition to  
English): Tagalog, Ilocano*

Yun, Vilma  
1805 Aupuni St.  
Honolulu, HI 96817  
**808-841-2202**

## **Home Delivered Meals**

Hawaii Meals on Wheels  
2728 Huapala St., #209  
Honolulu, HI 96822  
**808-988-6747**

Lanakila Pacific  
1809 Bachelot St., #13  
Honolulu, HI 96817  
**808-531-0555**

## **Home Maintenance**

DeClutter Hawaii  
P.O. Box 201432  
Honolulu, HI 96820  
**808-779-6224**  
Accepting new patients: Y

Kleenco Corp  
3015 Koapaka St.  
Honolulu, HI 96819  
**808-831-7600**  
Accepting new patients: Y

Maryl Group Construction,  
Inc.  
55 Merchant St., #2900  
Honolulu, HI 96813  
**808-545-2920**  
Trace Industries, Inc.  
2688 Kilihau St.  
Honolulu, HI 96819  
**808-834-5601**

Senior Movers Hawaii  
371 Paiko Dr.  
Honolulu, HI 96821  
**808-228-7682**  
Accepting new patients: Y

## **Homemaker or Chore Services**

Angels Hands Health Care  
Services, LLC  
94-910 Moloalo St.  
Waipahu, HI 96797  
808-383-2247  
*Languages (in addition to  
English): Ilocano, Tagalog*

Heaven's Helpers, Inc.  
1388 Kapiolani Blvd., #200  
Honolulu, HI 96814  
**808-952-6898**

Ho'okele Care At Home, LLC  
1345 S. Beretania St., #304  
Honolulu, HI 96814  
**808-457-1655**

Infinite Care - Plus  
94-239 Waipahu Depot St.,  
#201-A  
Waipahu, HI 96797  
**808-678-9688**

Island Pacific Care  
94-210 Pupukahi St., #204  
Waipahu, HI 96797  
**808-762-7507**  
*Languages (in addition to  
English): Tagalog, Ilocano,  
Bisaya, Japanese*

Kamaaina Health Services  
944 Makamua Pl.  
Pearl City, HI 96782  
**808-989-7882 (appt)**  
**808-422-2802 (office)**

## Homemaker or Chore Services

(continued)

Mastercare, Inc.  
1314 S. King St., #410  
Honolulu, HI 96814  
**808-597-1564**

Metrocare Hawaii - Plus  
94-210 Pupukahi St., #202  
Waipahu, HI 96797  
**808-678-8500**  
**808-796-1827**

Ultimacare  
94-239 Waipahu Depot St.,  
#101  
Waipahu, HI 96797  
**808-933-9933**  
**808-747-3661 (appt.)**  
*Languages (in addition to English): Tagalog, Ilocano*

## Intermediate Care Facility (ICF)

Liliha Healthcare Center  
1814 Liliha St.  
Honolulu, HI 96817  
**808-537-9557**

Nuuanu Hale  
2900 Pali Hwy.  
Honolulu, HI 96817  
**808-595-6311**

## Non-Medical Transportation

Earl Transport, LLC  
142 Circle Dr.  
Wahiawa, HI 96786  
**808-628-8232**  
*Languages (in addition to English): Tagalog, Ilocano*

RERK Transport, LLC  
94-1385 Hiaai Pl.  
Waipahu, HI 96797  
**808-671-7242**  
**808-352-0148**

*Languages (in addition to English): Tagalog, Ilocano*

RMB Handi-Trans Services, LLC  
94-1001 Awaiki St.  
Waipahu, HI 96797  
**808-392-2023**

*Languages (in addition to English): Tagalog, Ilocano*

## Nursing Facility (NF)

Aloha Nursing & Rehab Centre  
45-545 Kamehameha Hwy.  
Kaneohe, HI 96744  
**808-441-9516**

*Languages (in addition to English): Japanese, Korean, Tagalog*  
Accepting new patients: Y

Ann Pearl Nursing Facility  
45-181 Waikalua Road  
Kaneohe, HI 96744  
**808-247-8558**

Avalon Care Center Honolulu, LLC  
1930 Kam IV Road  
Honolulu, HI 96819  
**808-847-4834**

Avalon Care Center--Hale Nani, LLC  
1677 Pensacola St.  
Honolulu, HI 96822  
**808-537-3371**

Care Center of Honolulu  
1900 Bachelot St.  
Honolulu, HI 96817  
**808-531-5302**

Hale Malamalama  
6163 Summer St.  
Honolulu, HI 96821  
**808-396-0537**

Hale Ola Kino  
1314 Kalakaua Avenue, 2nd Fl.  
Honolulu, HI 96826  
**808-983-4444**

Island Nursing Home  
1205 Alexander St.  
Honolulu, HI 96826  
**808-946-5027**  
*Languages (in addition to English): Japanese, Tagalog, Korean*  
Accepting new patients: Y

Ka Punawai Ola  
91-575 Farrington Highway  
Kapolei, HI 96707  
**808-674-9262**

## **Nursing Facility (NF)**

*(continued)*

Oahu Care Facility  
1808 S. Beretania St.  
Honolulu, HI 96826

**808-973-1900**

*Languages (in addition to English): Ilocano, Tagalog, Korean, Spanish*

Accepting new patients: Y

Pearl City Nursing Home  
919 Lehua Ave.  
Pearl City, HI 96782

**808-453-1919**

*Languages (in addition to English): Ilocano, Tagalog, Japanese, Cantonese*

Accepting new patients: Y

Puuwai O Makaha  
84-390 Jade St.  
Waianae, HI 96792

**808-695-9508**

## **Personal Care Assistance**

Aloha Wellness Center  
94-1388 Moaniani St., #203  
Waipahu, HI 96797

**808-484-9106**

Angels Hands Health Care Services, LLC  
94-910 Moloalo St.  
Waipahu, HI 96797

**808-383-2247**

*Languages (in addition to English): Ilocano, Tagalog*

Care Options, Inc.  
1585 Kapiolani Blvd., #1550  
Honolulu, HI 96814

**808-593-2273**

**808-270-2310**

Hawaii Nursing Solutions  
1188 Bishop St., #2004  
Honolulu, HI 96813

**808-531-8010**

Heaven's Helpers, Inc.  
1388 Kapiolani Blvd., #200  
Honolulu, HI 96814

**808-952-6898**

HiHomeCare  
745 Fort St., #116  
Honolulu, HI 96813

**808-356-4357**

**808-529-1341**

Hookele Care At Home, LLC  
1345 S. Beretania St., #304  
Honolulu, HI 96814

**808-457-1655**

Infinite Care - Plus  
94-239 Waipahu Depot St., #201-A  
Waipahu, HI 96797

**808-678-9688**

Island Pacific Care  
94-210 Pupukahi St., #204  
Waipahu, HI 96797

**808-762-7507**

*Languages (in addition to English): Tagalog, Ilocano, Bisaya, Japanese*

Kamaaina Health Services  
944 Makamua Pl.  
Pearl City, HI 96782

**808-989-7882**

**808-422-2802**

Mastercare, Inc.  
1314 S. King St., #410  
Honolulu, HI 96814

**808-597-1564**

Maxicare Link  
311 Kinooole St.  
Hilo, HI 96720

**808-934-7733**

*Languages (in addition to English): Tagalog, Ilocano*

Metrocare Hawaii - Plus  
94-210 Pupukahi St., #202  
Waipahu, HI 96797

**808-678-8500**

**808-796-1827**

PK Care, LLC  
1047 7th Ave  
Honolulu, HI 96816

**808-781-5200**

Safe Harbor Homecare, Inc.  
99-080 Kauhale St., #C-16  
Aiea, HI 96701

**808-488-8826**

*Languages (in addition to English): Ilocano, Japanese*

## Personal Care Assistance

(continued)

Ultimacare

94-239 Waipahu Depot St.,  
#101

Waipahu, HI 96797

**808-933-9933**

**808-747-3661 (appt.)**

*Languages (in addition to  
English): Tagalog, Ilocano*

## Personal Emergency Response Systems (PERS)

Critical Signal Technologies,  
Inc.

27475 Meadowbrook Rd.

Novi, MI 48377

**888-557-4462**

Tunstall Americas

98-030 Hekaha St., #4

Honolulu, HI 96701

**808-721-1201**

Care Options, Inc.

1585 Kapiolani Blvd., #1550

Honolulu, HI 96814

**808-593-2273**

**808-270-2310**

## Respite Care

Island Pacific Care

94-210 Pupukahi St., #204

Waipahu, HI 96797

**808-762-7507**

*Languages (in addition to  
English): Tagalog, Ilocano,  
Bisaya, Japanese*

Kupuna Care Hawaii, LLC

1144 Elm St.

Honolulu, HI 96814

**808-202-2010**

*Languages (in addition to  
English): Ilocano, Chuuk,  
Tagalog*

Metrocare Hawaii - Plus

94-210 Pupukahi St., #202

Waipahu, HI 96797

**808-678-8500**

**808-796-1827**

Safe Harbor Homecare, Inc.

99-080 Kauhale St., #C-16

Aiea, HI 96701

808-488-8826

*Languages (in addition to  
English): Ilocano, Japanese*

## Skilled or Private Duty Nursing

Aloha Wellness Center

94-1388 Moaniani St., #203

Waipahu, HI 96797

**808-484-9106**

Care Options, Inc.

1585 Kapiolani Blvd., #1550

Honolulu, HI 96814

**808-593-2273**

**808-270-2310**

Cradles N' Crayons, LLC

95-226 Haike Pl.

Mililani, HI 96789

**808-927-5092**

**808-542-2901**

Hawaii Nursing Solutions

1188 Bishop St., #2004

Honolulu, HI 96813

**808-531-8010**

HiHomeCare

745 Fort St., #116

Honolulu, HI 96813

**808-356-4357**

**808-529-1341**

Hiolani Care Center at Kahala  
Nui

4389 Malia St.

Honolulu, HI 96821

**808-218-7000**

Island Pacific Care

94-210 Pupukahi St., #204

Waipahu, HI 96797

**808-762-7507**

*Languages (in addition to  
English): Tagalog, Ilocano,  
Bisaya, Japanese*

Kamaaina Health Services

944 Makamua Pl.

Pearl City, HI 96782

**808-989-7882 (appt)**

**808-422-2802 (office)**

Mastercare, Inc.

1314 S. King St., #410

Honolulu, HI 96814

**808-597-1564**

Maunalani Nursing and  
Rehabilitation Center

5113 Maunalani Cir.

Honolulu, HI 96816

**808-732-0771**

## Skilled or Private Duty Nursing

*(continued)*

Maxicare Link  
311 Kinoole St.  
Hilo, HI 96720  
**808-934-7733**

*Languages (in addition to English): Tagalog, Ilocano*

Metrocare Hawaii - Plus  
94-210 Pupukahi St., #202  
Waipahu, HI 96797  
**808-678-8500**  
**808-796-1827**

PK Care, LLC  
1047 7th Ave.  
Honolulu, HI 96816  
**808-781-5200**

Pohai Nani Care Center  
45-090 Namoku St.  
Kaneohe, HI 96744-5305  
**808-247-6211**

Safe Harbor Homecare, Inc.  
99-080 Kauhale St., #C-16  
Aiea, HI 96701  
**808-488-8826**  
*Languages (in addition to English): Ilocano, Japanese*

Ultimacare  
94-239 Waipahu Depot St., #101  
Waipahu, HI 96797  
**808-933-9933**  
**808-747-3661 (appt.)**  
*Languages (in addition to English): Tagalog, Ilocano*

## Specialized Medical Equipment and Supplies (SMES)

Ace Medical, Inc.  
94-910 Moloalo St.  
Waipahu, HI 96797  
**808-612-3600**

*Languages (in addition to English): Tagalog, Ilocano, Visayan*

Aloha Medical Supply of the Pacific, Inc.  
333 Keahole St., #2B9  
Honolulu, HI 96825  
**808-394-6960**  
**808-394-6961**

American Home Care System Inc.  
98-029 Hekaha St., #41  
Aiea, HI 96701  
**808-486-4954**  
*Languages (in addition to English): Tagalog, Ilocano*

EC Home Aid Supply, LLC  
94-216 Farrington Hwy., #B2-201B  
Waipahu, HI 96797  
**808-677-5230**  
**808-389-9883**

*Languages (in addition to English): Tagalog, Ilocano*

Island Choice Medical Supply, LLC  
2017 Kaumualii St.  
Honolulu, HI 96819  
**808-498-8791**  
*Languages (in addition to English): Tagalog, Ilocano*

# MAUI

## **Adult Day Care Center (ADC)**

Hale Makua Health Services  
472 Kaulana St.  
Kahului, HI 96732  
**808-877-2761**

Maui Adult Day Care Centers  
56 Ehiku St.  
Kihei, HI 96753  
**808-874-8338**

Maui Adult Day Care Centers  
810 Kelaweia St.  
Lahaina, HI 96761  
**808-667-9252**

Maui Adult Day Care Centers  
685 Kahului Beach Rd.  
Wailuku, HI 96793  
**808-243-9312**

## **Community Care Foster Family Homes (CCFFH)**

Borje, Faina  
120 Kealohilani St.  
Kahului, HI 96732  
**808-463-8838**  
**808-214-6783**  
*Languages (in addition to English): Tagalog, Ilocano*

Brown, Macrene  
564 Imi Dr.  
Wailuku, HI 96793  
**808-419-8285**  
**808-249-2584**  
*Languages (in addition to English): Tagalog, Ilocano*

De Los Trino, Judith  
760 Olena St.  
Wailuku, HI 96793  
**808-280-8998**  
*Languages (in addition to English): Tagalog, Ilocano*

Guira, Mary Jean  
383 West Papa Avenue  
Kahului, HI 96732  
**808-877-0351**  
*Languages (in addition to English): Tagalog, Ilocano*

Kahiki Foster Family Home  
386 Kahiki St.  
Kahului, HI 96732  
**808-276-7205**  
*Languages (in addition to English): Tagalog, Ilocano*

Lagat, Genoveva  
1902 Koaie Place  
Wailuku, HI 96793  
**808-243-9454**  
*Languages (in addition to English): Tagalog, Ilocano*

Melchor, Milba  
932 Wailupe Drive  
Wailuku, HI 96793  
**808-214-3763**  
*Languages (in addition to English): Tagalog, Ilocano*

Pascua, Kathleen  
74 Puukani St.  
Kahului, HI 96732  
**808-205-9789**  
*Languages (in addition to English): Tagalog, Ilocano*

Quedding, Marites C.  
286 S. Puunene Ave.  
Kahului, HI 96732  
**808-893-0183**  
**808-269-9451**  
*Languages (in addition to English): Tagalog, Ilocano*

Queja, Roman  
58 E. Kauai St.  
Kahului, HI 96732  
**808-214-7274**  
*Languages (in addition to English): Tagalog, Ilocano*

Quemado, Carmelita  
430 Puolo Place  
Kahului, HI 96732  
**808-873-8918**  
*Languages (in addition to English): Tagalog*

Suzuki, Adela  
607 S. Kamehameha Ave.  
Kahului, HI 96732  
**808-871-8542**  
*Languages (in addition to English): Tagalog, Ilocano*

Suzuki, Michael  
607-A S. Kamehameha Ave.  
Kahului, HI 96732  
**808-269-1207**  
**808-868-2735**  
*Languages (in addition to English): Ilocano*



# MAUI

## **Community Care Management Agency (CCMA)**

Absolute Care Management Services  
803 Kamehameha Hwy., #305  
Pearl City, HI 96782  
**808-455-1900**

All Island Case Management Corp.  
1188 Bishop St., #1508  
Honolulu, HI 96813  
**808-536-7100**

Case Management Professionals, Inc.  
94-235 Hanawai Cir., #1B  
Waipahu, HI 96797  
**808-689-1937**

## **Home Delivered Meals**

Hale Mahaolu  
200 Hina Ave.  
Kahului, HI 96732  
**808-872-4100**

## **Homemaker or Chore Services**

Americare Hawaii, Inc. .  
296 Alamaha St., #A/B  
Kahului, HI 96732  
**808-893-2152**  
*Languages (in addition to English): Tagalog*

Metrocare Hawaii - Plus  
737 Lower Main St., #C-2  
Wailuku, HI 96793  
**808-249-8888**  
**808-856-1466**  
**808-796-1827**

Ohana Care Maui, LLC  
1464 Lower Main St., #211  
Wailuku, HI 96793  
**808-344-1285**

## **Moving Assistance**

Island Movers  
P.O. Box 17865  
Honolulu, HI 96817  
**808-832-4808**

## **Non-Medical Transportation**

All Island Handivan Transport, LLC  
322 S. Lehua St.  
Kahului, HI 96732  
**808-276-9177**  
*Languages (in addition to English): Tagalog, Ilocano*

Aloha Handi-Van Transportation, LLC  
679 Maika Pl.  
Wailuku, HI 96793  
**808-281-1105**  
**808-276-3387**

Maui Handi Transport, LLC  
128 Kaikai St.  
Wailuku, HI 96793  
**808-359-3339**  
*Languages (in addition to English): Tagalog, Ilocano*

Ride Assist of Maui, LLC  
360 Hilu Pl.  
Kahului, HI 96732  
**808-205-0890**  
*Languages (in addition to English): Tagalog, Ilocano*

## **Nursing Facility (NF)**

Hale Makua Health Services  
472 Kaulana St.  
Kahului, HI 96732  
**808-877-2761**

## **Personal Care Assistance**

Americare Hawaii, Inc. .  
296 Alamaha St., #A/B  
Kahului, HI 96732  
**808-893-2152**  
*Languages (in addition to English): Tagalog*

Care Options, Inc.  
1585 Kapiolani Blvd., #1550  
Honolulu, HI 96814  
**808-593-2273**  
**808-270-2310**

Hale Mahaolu  
200 Hina Ave.  
Kahului, HI 96732  
**808-872-4100**

Hookele Caregivers Maui, LLC  
P.O. Box 532677  
Kihei, HI 96753  
**808-877-6688**

# MAUI

## Personal Care Assistance

(continued)

Metrocare Hawaii - Plus  
737 Lower Main St., #C-2  
Wailuku, HI 96793

**808-249-8888**

**808-856-1466**

**808-796-1827**

Ohana Care Maui, LLC  
1464 Lower Main St., #211  
Wailuku, HI 96793

**808-344-1285**

## Respite Care

Care Options, Inc.  
1585 Kapiolani Blvd., #1550  
Honolulu, HI 96814

**808-593-2273**

**808-270-2310**

Hale Mahaolu  
200 Hina Ave.  
Kahului, HI 96732

**808-872-4100**

Metrocare Hawaii - Plus  
737 Lower Main St., #C-2  
Wailuku, HI 96793

**808-249-8888**

**808-856-1466**

**808-796-1827**

## Skilled or Private Duty Nursing

Americare Hawaii, Inc. .  
296 Alamaha St., #A/B  
Kahului, HI 96732

**808-893-2152**

*Languages (in addition to  
English): Tagalog*

Care Options, Inc.  
1585 Kapiolani Blvd., #1550  
Honolulu, HI 96814

**808-593-2273**

**808-270-2310**

Hale Mahaolu  
200 Hina Ave.  
Kahului, HI 96732

**808-872-4100**

Hookele Caregivers Maui, LLC  
P.O. Box 532677  
Kihei, HI 96753

**808-877-6688**

Metrocare Hawaii - Plus  
737 Lower Main St., #C-2  
Wailuku, HI 96793

**808-249-8888**

**808-856-1466**

**808-796-1827**

# 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

# GLOSSARY

and dying counseling; anticipatory grief counseling; substance 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](https://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](https://kpquest.org)**