



Kauai Island

Provider Playbook

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Kauai Island Provider Playbook

Taking care of our members is our highest priority.

Kaiser Permanente is committed to providing our members with high-quality care, ensuring access, and continuity of care. The purpose of this playbook is to establish guidelines for keeping non-urgent specialty and advanced imaging referrals on Kauai or redirect these referrals to Kaiser Permanente (KP) Moanalua Medical Center (MOA) on Oahu. Urgent medical conditions should be treated at the closest available KP or KP-contracted provider on Kauai or any Urgent Care or Emergency Room as appropriate.

1. Core Principles

Imaging (CT or MRI)	Urgent, life threatening *For emergent cases redirect to Emergency Room *Urgent is defined as care required within 72hrs or as the member's health condition requires	Keep on Kauai
	All other referrals	Send to MOA
Specialty	Must be available & accessible on Kauai*	Keep on Kauai
	All other referrals	Send to MOA

* Criteria

1. Provider is physically located on Kauai Island
2. KP Contracted
3. KP Credentialed
4. Urgent needs can be addressed within the time frame requested by MD/PA/NP

****This guideline only applies to members with Kaiser Permanente Hawaii Plans****

**For Added Choice and Medicaid/Quest, refer to the Community Provider Portal:
<https://healthy.kaiserpermanente.org/hawaii/community-providers>**

**For Kaiser Permanente Out-of-State Plans, a referral is required for all outside services.
Submit requests to Hawaii Authorization and Referral Management.**

2. Referral Guidelines - KAUAI

Guideline	(A) Stay on Kauai: <u>No</u> referral authorization required (Pg 12 for details)
	(B) Stay on Kauai: Authorization required (Pg 12 for details)
	(C) Redirect to Kaiser Permanente Moanalua Medical Center (MOA) (Pg 12 for details)
	(D) Any special guidelines noted in “Preferred Provider” column

Specialty	Guideline	Preferred Provider & Phone Number
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Audiology

• Children 5 years and older	Kauai (B)	Island Audiology Kauai 808-631-1457
• Children under 5 years of age	KP (C)	KP Moanalua Audiology Dr. Susan May 808-432-8291

Behavioral Health (BHS/IBH)

• All behavioral health care is referred to KP Behavioral Health Services (BHS). BHS will do intake and coordinate with affiliated providers on island or internally.	KP (B)	KP Ala Moana, BHS Dept. 808-432-7600 Option 1 – Routine Option 4 – Crisis Line
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Breast Care

• Breast Biopsies	KP (C)	Fax Referral direct to KP Breast Care Team 808-432-5796 (fax) 808-432-5797 (phone)
• Breast Ultrasound		
• Breast Fine Needle Aspiration (FNA)		
• Diagnostic Mammogram		
• Mammography – Screening CPT 77057	Kauai (A)	• Wilcox Memorial Hospital 808-245-1100 • Kauai Veterans Memorial Hospital (KVMH) 808-338-9431
• Urgent Benign Breast Lesions (mastitis, abscess)		Kauai (B)

Cardiology (18 years and older)

• Angiogram	KP (C)	KP Moanalua Cardiology Dr. Ali Merchant 808-432-7239
• Cardiac Catherization		
• Cardiac MRI		
• Cardiac PET Scan		
• Cardioversion		
• Cardiac Stress Test		
• Electrophysiological Studies (EPS)		
• Holter Monitoring		
• Implantable Cardioverter Defibrillator		
• Myocardial Perfusion Scan		
• Non-invasive Tests and Procedures (ie. IV injection of a contrast agent)		
• Nuclear Stress Test		

<ul style="list-style-type: none"> • Pacemaker • Stress EKG • Stress ECHO • Tilt Table Test • Transesophageal Echocardiography (TEE) • Treadmill Testing • All Other Cardiology Care 	
<ul style="list-style-type: none"> • Consultation Only • Evaluation and Follow up Visits • EKG in clinic 	<p>Kauai (B) Kauai Medical Clinic (HPH) 808-245-1500 Dr. Andrew So West Kauai Medical Center/KVMH 808-338-8311 Dr. John Funai</p>
<ul style="list-style-type: none"> • EKG only at Wilcox Memorial Hospital • Cardiac Rehab • Transthoracic Echocardiogram 	<p>Kauai (B) Wilcox Memorial Hospital 808-245-1100</p>

Dermatology

<ul style="list-style-type: none"> • Consultation • Follow up Visit • Dx/Tx of Actinic Keratoses • Biopsy to r/o Skin Care • Elliptical Excision of Non-Melanoma Skin Care • Recalcitrant or Generalized Rashes • Vesicular or Bullous Rashes • Drug Eruptions • Severe Acne • Warts 	<p>Kauai (A) Kauai Dermatology Dr. Thomas Potter 808-246-6904</p>
<ul style="list-style-type: none"> • All Other Dermatology Care 	<p>KP (C) KP Moanalua Dermatology Dr. Theresa Devere Page thru MOA Operator 808-432-0000</p>

Diagnostic Imaging

<ul style="list-style-type: none"> • General X-ray • Mammography – Screening CPT 77057 	<p>Kauai (A)</p> <ul style="list-style-type: none"> • Wilcox Memorial Hospital 808-245-1100 • Kauai Veterans Memorial Hospital (KVMH) 808-338-9431 • Samuel Mahelona Memorial Hospital 808-822-4961
<ul style="list-style-type: none"> • Dexascan (Bone Density Screening) • Routine/Urgent CT scan • Paracentesis • Thoracentesis • Non-OB Ultrasound (routine) • MRI, MRA, MR • OB US (recheck of fetal growth) 	<p>Kauai (B)</p> <ul style="list-style-type: none"> • Wilcox Memorial Hospital 808-245-1100 • Kauai Veterans Memorial Hospital (KVMH) 808-338-9431
<ul style="list-style-type: none"> • Pelvic US • Transvaginal US 	<p>Kauai (B) Wilcox Memorial Hospital 808-245-1100</p>
<ul style="list-style-type: none"> • Breast: Biopsies, Ultrasound, Fine Needle Aspiration (FNA), Diagnostic Mammogram) 	<p>KP (C) Fax Referral direct to KP Breast Care Team 808-432-5796 (fax) 808-432-5797 (phone)</p>

<ul style="list-style-type: none"> All Other Diagnostic Imaging Referrals 	KP (C)	<p>KP Moanalua, DI Dept. Dr. Jayme Takahashi DI Call Center 808-432-5502 (stat line) 808-432-5100 (routine)</p>
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Durable Medical Equipment (DME)

<ul style="list-style-type: none"> Urgent and After Hour DME Referrals Outpatient Home DME External Orthotics and Prosthetics 	KP (B)	<p>Call Kaiser DME Department, DME will assist with forms 808-432-5692 (phone). Fax: 808-432-5689 For urgent DME after hours call MOA patient care coordinator 808-432-0000</p>
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ENT (Otolaryngology)

<ul style="list-style-type: none"> Consultation Follow-up Visit Laryngoscopy & Fine Needle aspiration Fiberoptic scope 	Kauai (B)	<p>Kauai Medical Clinic (HPH) 808-245-1500 Dr. Jay Murphy Dr. Ross L. Shockley HHSC West Kauai Clinics, Dr. Vincent Ortolano 808-338-9431</p>
<ul style="list-style-type: none"> Urgent/Emergent Tonsillectomy & Adenoidectomy procedure 	Kauai (B)	<p>Wilcox Memorial Hospital 808-245-1100</p>
<ul style="list-style-type: none"> Elective Surgery: <ul style="list-style-type: none"> Tonsillectomy & Adenoidectomy (Procedure) Adenoidectomy (Procedure only) All other Procedures All other ENT Care 	Kauai (B)	<p>KP Moanalua ENT Dept, Dr. Jae Lim Page Thru MOA Operator 808-432-0000</p>

Gastroenterology (GI)

<ul style="list-style-type: none"> Consultation Follow-up visit 	Kauai (B)	<ul style="list-style-type: none"> HHSC West Kauai Clinics, Dr. Stephen Coleman 808-338-8311 Kauai Veterans Memorial Hospital (KVMH) 808-338-9431 Wilcox Memorial Hospital 808-245-1100 Kauai Medical Clinic (HPH), Dr. Romeo Esquivel 808-245-1500
<ul style="list-style-type: none"> EGD, EUS, Colonoscopy, ERCP All other GI Care (including procedures) 	KP (C)	<p>KP Moanalua, GI Dept. Dr. Daryl Fujiwara Page Thru MOA Operator 808-432-0000</p>

General Surgery

<ul style="list-style-type: none"> Consultation Follow-up Visit 	Kauai (B)	<p>HHSC West Kauai Clinic 808-338-8311 Dr. Elisabeth Biuk-Aghai Dr. Jennifer Weymouth</p>
<ul style="list-style-type: none"> Laceration Repairs Minor Excisions, Lumps and Bumps (5cm or larger) Routine Post-Op Surgical Care and Follow-up Visit within 90 days of Surgery (Global Care) Urgent Benign Breast Lesions 	Kauai (B)	<ul style="list-style-type: none"> Wilcox Memorial Hospital 808-245-1100 Kauai Veterans Memorial Hospital (KVMH) 808-338-9431 Kauai Medical Clinic (HPH) 808-245-1500 Dr. Cristiana Bertocchi Dr. Linda A. Miyashiro Dr. Amy Rodriguez

Dr. Juliette Zelada

Elective:	KP (C)	KP Moanalua, General Surgery Dept. Dr. Mark Yamamura, MD to MD Hotline: 808-432-8264
<ul style="list-style-type: none"> Laparoscopic Cholecystectomies Outpatient Inguinal Hernia Evaluations for Possible Surgical Cases, Preop Work Up Femoral Hernia, Small Umbilical Initial Ventral Hernia Minor Excisions, Lumps and Bumps (Smaller than 5cm) Benign Breast Lesions All other Elective Procedures All other General Surgery Care 		

Health Management

<ul style="list-style-type: none"> Diabetes Education 	Kauai (B)	Kauai Medical Clinic (HPH) Rhonda Pabo, FNP 808-245-1500 Kauai Medical Clinic (HPH) Don Traller, PA-C 808-245-1500
<ul style="list-style-type: none"> Anticoagulation 	Kauai (B)	Kauai Medical Clinic (HPH) Don Traller, PA-C 808-245-1500

Home Health

<ul style="list-style-type: none"> Home Health Services Urgent and After Hours 	KP (C)	KP Oahu Home Health 808-432-4600 Page HH RN through MOA Operator 808-432-0000
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Hospice

<ul style="list-style-type: none"> All Hospice Care 	Kauai (B)	Kauai Hospice 808-245-7277
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Infectious Disease

<ul style="list-style-type: none"> Consultation Follow-up Visit 	Kauai (B)	Kauai Medical Clinic (HPH) 808-245-1500 Dr. Heidi Hillesland
<ul style="list-style-type: none"> Antibiotic infusion 	Kauai (B)	Wilcox Memorial Hospital 808-245-1100
<ul style="list-style-type: none"> All other Infectious Disease care (i.e.: HIV, Hepatitis) 	KP (C)	KP Moanalua, Infectious Disease Dept. Dr. Tarquin Collis, 808-432-7275

Nephrology

<ul style="list-style-type: none"> Consultation Follow-up Visit Ongoing care of Chronic Renal Failure patients 	Kauai (B)	Northwest Renal Clinic DBA - Island Kidney Care Dr. Raymond Petrillo 808-632-0200
<ul style="list-style-type: none"> Dialysis – Chronic Hemodialysis and CAPD 	Kauai (B)	Wilcox Memorial Hospital 808-245-1100 Liberty Dialysis 800-881-5101
<ul style="list-style-type: none"> All other Nephrology care 	KP (C)	KP Moanalua, Nephrology Dept. Dr. Thomas Chen Page thru MOA operator 808-432-0000

Neurology

<ul style="list-style-type: none"> Consultation Follow-up Visit 	KP (C)	KP Moanalua, Neurology Dept. Dr. Todd Devere Page thru MOA operator 808-432-0000
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<ul style="list-style-type: none"> • All Neurology Video Visits and Paper Requests • EMG & NCS Procedures • All other Procedures • All other Neurology Care 	
<ul style="list-style-type: none"> • Occipital Nerve Block - Injection Only • Occipital Nerve Block - Injection & Follow-up Visit (If requested) • Migraine Injections: Emgality (Preferred), Ajovy, and Aimovig 	Kauai (B) Kauai Medical Clinic (HPH) Dr. Surendra Rao 808-245-1500

OB/Gyn

<ul style="list-style-type: none"> • Routine Care for Diagnostic and Treatment (OB) • Routine Care for GYN • Routine Care for GYN including IUD placement, IUD Removal Contraception Mirena • 1st Trimester Ultrasound Level 1 (CPT 76801) Outpatient in Clinic • Biopsy • Colposcopy • Benign GYN Surgery • LEEP 	<p>Kauai (B) Kauai Medical Clinic (HPH) 808-245-1500</p> <p>Dr. Carol Fujioshi Dr. Aries Kuo Dr. Robert Mathis Dr. David McDonald Dr. Clyner Antalán Dr. Gladys Frias-Andaya</p> <p>HHSC West Kauai Clinic 808-338-8311</p> <p>Dr. Surachat Chatkupt (OB/GYN) Dr. Graham Chelius (FM) Dr. Heidi Purcell (OB/GYN) Dr. Zakera Nanabawa (OB/GYN)</p>
<ul style="list-style-type: none"> • Supervision of Antepartum Care and Delivery 	<p>Kauai (B) Wilcox Memorial Hospital 808-245-1100</p> <p>Kauai Veterans Memorial Hospital (KVMH) 808-338-9431</p>
<ul style="list-style-type: none"> • ITOP (<i>RH Factor Test Result Required with Referral</i>) 	<p>Oahu (B) Referral Authorization Required (B). For travel benefit referral (NIPA), contact the KP Lihue Clinic for assistance: 808-246-5600. Planned Parenthood 800-769-0045</p>
<ul style="list-style-type: none"> • High Risk OB • Infertility – Initial Evaluation • Infertility Treatment (to REI) • 2nd Trimester Ultrasound (Anatomy Screen with Perinatology) • Perinatology Consult • All other OB/GYN Care 	<p>KP (C) KP Moanalua, OBGYN Dept. Dr. Alexandra Sueda</p> <p>Page thru MOA Operator 808-432-0000 (For Dr. Sueda or OBGYN on-call)</p>

Ophthalmology

<ul style="list-style-type: none"> • Office Visit -Acute/Urgent Management of Eye Conditions -Eye Conditions requiring Chronic Medical Management (i.e.: Glaucoma, Chronic/recurrent Infectious or Inflammatory disease) -Eye Exams for Preventive Services (i.e.: Diabetic Eye exams) 	<p>Kauai (B) Eye Care Center of Kauai 808-217-8630</p> <p>Dr. Timothy Lee Dr. Jean Shein Kauai Eye Institute Dr. Janie Yoo 808-378-9927 Pacific Eye Care</p>
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<ul style="list-style-type: none"> Cataract Surgery Cataract Extraction with FOL Lens Implant -Both Eyes Medically Necessary Contact Lens Exams and Fittings (i.e.: Keratoconus) <i>based on member's benefit</i> 	Dr. Larry Sherrer 808-245-5377
<ul style="list-style-type: none"> Avastin Injections Botox Injection for Spasm Eye Stent Eyelea Injection Eyelid Yag Laser Intraocular Injection Itidectomy Keratectomy Injection Lucentis Injections Pterygium Injection Laser Iridectomy 	KP (C) KP Ophthalmology Dr. Dean Hu 808-432-2655 or 808-432-2600
Hardware for Optometry and Ophthalmology <ul style="list-style-type: none"> Required eyeglasses and Contact Lenses covered <i>according to member's benefit.</i> 	Kauai (A) No Authorization Required.

Optometry

<ul style="list-style-type: none"> Office Visits <ul style="list-style-type: none"> -Acute/Urgent Management of Eye Conditions within Optometry Scope -Eye Conditions requiring Chronic Medical Management (i.e.: Glaucoma, Chronic/recurrent infectious or inflammatory disease) -Eye Exams for Preventive Services (i.e.: Diabetic Eye exams) Routine Eye and Vision Exams <i>-based on member's vision benefit</i> Evaluation and Management of Eye Disease and Conditions BEYOND Optometry scope to be referred directly to a KP Affiliated Ophthalmologist Gonioscopy – Glaucoma Corneal Topography Sensorimotor Exam – Neuro Visual Field Exam – Glaucoma SCODI/Scanning Computerized Ophthalmic Diagnostic Imaging Anterior Optic Nerve Retina Scanning Computerized Diagnostic Imaging Fundus Photography – Glaucoma/Retinal Condition Foreign Body Conjunctivitis 	Kauai (B) <ul style="list-style-type: none"> Eye Care Center of Kauai <ul style="list-style-type: none"> Dr. Layne Hashimoto 808-217-8630 Dr. Stacy Morinaga 808-217-8630 Dr. Michael Oride 808-245-8765 Punzal Vision, Dr. Joel Punzal 808-278-8383 Chet Myers, OD. LLC, 808-245-2772 Jere H. Loo 808-245-8564
<ul style="list-style-type: none"> All other Optometry Care 	KP (C) KP Optometry Dr. Kaylin Young 808-432-2655 or 808-432-2600

Orthopedics

<ul style="list-style-type: none"> • Consultation • Follow-Up Visit • Steroid Injection • Arthrocentesis 	<p>Kauai (B) Kauai Medical Clinic (HPH) 808-245-1500</p> <p>Dr. Derek Johnson</p> <p>Dr. David Rovinsky</p> <p>Dr. Alyssa Carnegie</p> <p>Dr. Daniel Judd</p>
<ul style="list-style-type: none"> • Common hand cases (i.e.: Carpal Tunnel, Ganglions, Trigger Finger Releases) • Evaluation of Possible Surgical Cases, Pre-op Workup • Hardware Removal • Injections with Fillers (Ultrasound Guided) 	<p>Kauai (B)</p> <ul style="list-style-type: none"> • Wilcox Memorial Hospital 808-245-1100 • Kauai Veterans Memorial Hospital (KVMH) 808-338-9431
<ul style="list-style-type: none"> • Arthroscopy <ul style="list-style-type: none"> - Knee (Non-ACL) - Knee (ACL) & Shoulder - Shoulder, Hip, Knee • US Guided Hip Injections • All other Orthopedic Care 	<p>KP (C) KP Moanalua, Orthopedic Dept.</p> <p>Dr. Robert Shinn, 808-432-8310</p>

Podiatry

<ul style="list-style-type: none"> • Urgent IP Surgery 	<p>Kauai (A) Wilcox Memorial Hospital 808-245-1100</p> <p>Kauai Veteran's Memorial Hospital 808-338-9431</p>
<ul style="list-style-type: none"> • Consultation • Office Visit Follow-up • Non-Surgical Treatment <ul style="list-style-type: none"> - Bunions and Bunionettes -Foot/Heal Pain -NOS -Hallus Rigidus -Hammer and Claw Toes - Metatarsalgia - Plantar Fasciitis -Plantar Neuroma • Ambulatory Surgery Center Care - limited to Bunion / Toe Surgery • Diabetic Ulcer Debridement • Ingrown Nails 	<p>Kauai (B) Kauai Medical Clinic (HPH) 808-245-1500</p> <p>Dr. Tyler Chihara</p> <p>West Kauai Medical Center (HHSC) 808-338-8311</p> <p>Dr. Brian Orohood</p>
<ul style="list-style-type: none"> • All Elective IP Surgery • All other Podiatry Care 	<p>KP (C) KP Moanalua, Dr. Kevin Murphy</p> <p>Page thru MOA Operator 808-432-0000</p>

Physiatry

<ul style="list-style-type: none"> • Consultation • Office Visit Follow-Up 	<p>Kauai (B) Kauai Medical Clinic (HPH)</p> <p>Dr. Heather Hopkins 808-245-1500</p>
<ul style="list-style-type: none"> • All other Physiatry Care 	<p>KP (C) KP Moanalua, Dr. Merle Miura-Akamine, 808-432-7460</p>

Physical/ Occupational / Speech Therapy

<ul style="list-style-type: none"> Initial Eval, Care Plan- <i>Rehab Form Required</i> 	Kauai (B)	<ul style="list-style-type: none"> Aloha Sports Medicine & Physical Therapy of Kauai Cheryl Claypool 808-828-1128
<ul style="list-style-type: none"> Treatment Plan and Therapy -<i>Requires Typewritten notes for further authorized visits</i> 		<ul style="list-style-type: none"> Rider Physical Therapy & Sports Clinic Jon Rider 808-826-7433 Action Physical Therapy 808-246-0144 Samuel Mahelona Memorial Hospital (SMMH) 808-822-4961 Kauai Therapy and Wellness 808-698-5648 KCHA Hale Le'a Medicine (AKA North Shore PT) Noa Brantley 808-828-2885 KVMH Rehab 808-338-9431 Ohana Sports Medicine - Kapaa 808-826-6000 Ohana Sports Medicine - Kalaheo 808-335-5808 Wahine Wellness& Pelvic Health 808-378-4151 Island Hand Therapy – OT 808-378-4748 Wilcox Memorial Hospital – ST 808-245-1100 Haraguchi Physical Therapy & Orthopedics Emelia Haraguchi 808-378-2808

Radiation Therapy

<ul style="list-style-type: none"> Consultation Simulation, Mapping, Radiation Therapy, Post-Visit - <i>All Services Must be Noted in Authorization</i> 	Kauai (B)	Kauai Oncology 808-241-4300
<ul style="list-style-type: none"> Chemotherapy 	Kauai (B)	Wilcox Memorial Hospital 808-245-1100 (Infusion)
<ul style="list-style-type: none"> All other Oncology Care 	KP (C)	KP Moanalua, Dr. Jennifer Carney Page thru MOA Operator 808-432-0000

Skilled Nursing Facility

<ul style="list-style-type: none"> All SNF Care 	Kauai (B)	<ul style="list-style-type: none"> Garden Island Health Care 808-245-1344 Samuel Mahelona Memorial Hospital (SMMH) 808-822-4961 Kauai Veterans Memorial Hospital (KVMH) 808-338-8311 Hale Kupuna Heritage Home c/o Ohana Pacific MGMT (LOA) 808-742-7591
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Urology

<ul style="list-style-type: none"> Radiation Therapy 	Kauai (B)	Kauai Oncology Institute LLC, 808-241-4300
<ul style="list-style-type: none"> Urgent Surgery 	Kauai (A)	<ul style="list-style-type: none"> Kauai Medical Clinic (HPH) 808-245-8874, Dr. Peter Tran HHSC Kauai Region Clinics of Waimea 808-338-8311 Dr. Vincent Ortolano Kauai Veterans Memorial Hospital (KVMH) 808-338-9431
<ul style="list-style-type: none"> Consultation Office Visit Follow-Up 	KP (C)	KP Urology Dept. Dr. Thibault Page thru MOA Operator 808-432-0000

- All other Urology Care

All Other (not listed)

KP (C)

- Non-Urgent or Urgent M-F 8a-4:30pm:
Call KP Authorization and Referrals Dept 808-432-5687 (phone)
If no answer Leave a Message for a call back the next business day, or, the same day M-F if after 12am.
- Urgent After Hours:
Call KP MOA Operator 808-432-0000 and request to be connected to Specialist On-Call. See Pg 11 for further instructions.

Referral Guidelines- End

3. Referral Authorization (ARM) Process

(A) No Referral Authorization Required to stay in-network on Kauai *** No KP Chief Review Required.	(B) Referral Authorization Required to stay on Kauai	(C) Direct to Kaiser Permanente MOA Specialty Clinics
Fax 808-432-5691 KP Authorization and Referrals Management (ARM) Department		
What to include: <ul style="list-style-type: none"> Referral Authorization Form (page 16) 	What to include: <ol style="list-style-type: none"> Referral Authorization Form (page 16) Progress Notes Labs Xray's and Tests 	

For any non-covered benefits, ARM will send denial letters with appeal rights information to the member.

Questions or Concerns?

Non-Urgent	Urgent	
	Monday – Friday 8:00 am – 4:30 pm	After Hours or Weekends
Call 808-432-5687 KP Authorization and Referrals Management (ARM) Department <ul style="list-style-type: none"> If no answer, leave a message for a call back the same day (if after 12am), or next business day. 	Call 808-432-0000 KP Moanalua Medical Center Operator <ol style="list-style-type: none"> Request to be connected to the “Specialist on Call” Obtain the name of the Specialist on Call for the Referral Form <p><u>If directed to stay on Kauai:</u></p> <ul style="list-style-type: none"> Urgent Care does NOT require Pre-Authorization. Fax the Referral Authorization Form (page 15) to 808-432-5691 as notification to ensure payment of claims <p><u>If directed to KP MOA:</u> See Above (C)</p>	

4. Frequently Asked Questions (FAQ)

Q. What if the member needs to travel to Oahu for care?

- Travel costs for Neighbor Island members who receive care at Moanalua Medical Center, or other inter-island referrals, are covered by Kaiser Permanente. Our concierge will make the necessary arrangements. If you have any questions, please contact the Neighbor Island Patient Travel Department at 808-432-6589 or 1-800-214-6572 (Monday to Friday, 8am-5pm, Saturday 8am-12pm)

Q. What if the member visited a non-KP emergency department because they believed they were having a medical emergency and were unable to go to Moanalua Medical Center. Will they be held responsible for these charges?

- Emergency Services are a covered benefit. KP Hawaii will continue to support its members who require emergency care at non-KP facilities. Members who have received emergency care or inpatient behavioral treatment services from a non-contracted provider should contact the KP Claims Customer Service team at 1-877-875-3805 (Monday – Friday, 8am-4:30pm). The member will be asked to provide KP with a copy of any bills they received from the non-KP facility.

Q. What if the member prefers to go to the nearest (non-KP) hospital?

- If the member believes they are experiencing a medical emergency, they should call 911 and the ambulance will take them to the nearest hospital for treatment. Emergency Services are a covered benefit. Other types of non-emergency services require preauthorization. KPHI members are encouraged to seek care from KP facilities.

Q. What if the member has already started their treatment?

- KP members with existing referrals and have started their course of treatment will not have their treatment interrupted. All future referrals will be evaluated and alternatives considered to ensure KP members continue to receive high-quality affordable care.

Q. What if the member was recently discharged from Moanalua Medical Center and has concerns about their medical issues or discharge instructions?

- Instruct the patient to call the KP Hawaii Call Center at 808-432-2000 (24 Hours a Day, 7 Days a week). If their discharge was within the past 7 days, they may be re-directed to the Post Hospital Hotline to speak with a Nurse or Physician.

5. Contact List – Kaiser Permanente

Department	Contact	Hours of Operation
Appeals	KPHawaii.Appeals@kp.org	M-F, 8am-5pm
Appointments for EUTF (State and City & County of Honolulu) Member Services Contact Center	808-432-5250	M-F, 7am-7pm Sat 9am-1pm
Appointments for Oahu	808-432-2000	M-F, 8am-5pm
Appointments for Big Island	808-334-4400	M-F, 8am-5pm
Appointments for QUEST	808-657-2237 or 808-432-5330	M-F, 7:45am-4:30pm
Authorization and Referrals	808-432-5687	M-F, 8am-4:30pm
Behavioral Health Department	808-432-7600 Fax: 1-855-347-8109	M-F, 8am-5pm
Breast Care Team (Mapunapuna Clinic)	808-432-5797 808-432-5796 (Fax)	
Member Services Center	808-432-5955 (Oahu) 1-800-966-5955 (Neighbor Island) 1-877-477-5990 TTY (toll free by special telephone equipment for people who have difficulties with hearing or speech)	M-F, 8am-5pm Sat 8am-12pm
Call Center, KP Hawaii	808-432-2000	24 Hours a day
Claims Customer Service	1-877-875-3805	M-F, 8am-4:30pm
Continuing Care	PCC Office: 808-432-7100 Option 7 AfterHrs: Page AH PCC thru MOA Operator 808-432-0000	7 Days a week, 8am-4:30pm
Durable Medical Equipment Dept, KP	808-432-5692 Hi-DME@kp.org 808-432-5689 (Fax)	M-F, 8am-4:30pm
Emergency RN – MD Call Center	808-643-6363	24 Hours a day
Emergency Claims Management Hotline	808-834-9022	24 Hours a day
Home Health, KP Hawaii	808-432-4600 Emergencies: page Home Health RN through MOA Operator 808-432-0000	7 Days a week, 8am-5pm
Moanalua Medical Center Operator	808-432-0000	Emergency Room 24/7 All other: M-F, 8:30am-5pm
Media Inquiries	Laura M Lott, 808-343-2406. Laura.M.Lott@kp.org	
KP Optical Department	1-866-424-7908	
Patient Financial Services	808-432-5340 / 888-597-5340	M-F, 8am-4:30pm
QUEST Integration Customer Service	808-432-5330	M-F, 7:45am-4:30pm
Neighbor Island Travel Department, KP (for members travelling to Oahu)	Non-Urgent: leave a message 800-214-6572 Urgent: Email HiMauiTravel@kp.org Urgent AfterHrs: 808-243-6321 page Supervisor	M-F, 8am-5pm Sat 8am-12pm
Non-Urgent and Operational Processes on Kauai, Lanai, Molokai	808-286-4360 For Claims, Referrals, or Contract questions, refer to contact numbers above.	M-F, 8am-5pm
Transitional Care Center (TCC) KPHI	808-432-5700	M-F, 8am-5pm
Visiting Members	Contact respective area listed as 1-800# on the back of member's KP Card	
If a situation arises that cannot be addressed by any of the above telephone numbers and you need an immediate response, contact the MOA Operator at 808-432-0000 to connect with the Administrator on Call (AOC).		

Contact List – Kauai Island

Department	Contact	Hours of Operation
Action Physical Therapy	808-246-0144	M-Tu-Th, 8am-6:30pm, F 8a-4p
Aloha Sports Medicine & Physical Therapy of Kauai	808-828-1128	M-F, 8am-5pm
Apria Customer Service	1-800-492-7742 Toll Free	
Chet Myers, OD, LLC Optometrist	808-245-2772	M-F, 8am-5pm, Sat 8a-12p
Crane Eyecare, Timothy Crane	808-246-0110	M-F, 8am-5pm
Eye Care Center of Kauai	808-217-8630	M-F. 8:15am-5pm
Garden Island Health Care (SNF)	808-245-1344	24 Hours a Day
Gil Cu, Nephrology	808-632-0200 Fax: 808-632-0201	M-F, 8am-5pm
Hale Kupuna Heritage Home c/o Ohana Pacific Management (LOA)	808-742-7591	24 Hours a Day
HHSC		M-F, 8:30am-5pm
<ul style="list-style-type: none"> • West Kauai Clinic • Clinic at Kalaheo • Clinic at Kapaa • Clinic at Port Allen • Clinic at Poipu/Urgent Care • Clinic at Waimea • Specialty Clinic at Kalaheo 	808-338-8311 808-332-8523, fax: 808-332-7050 808-823-4157, fax: 808-823-4161 808-335-0579, fax: 808-335-0581 808-742-0999, fax: 808-742-0990 808-338-8311, fax: 808-338-0225 808-378-4557, fax: 808-378-4369	
Island Audiology Kauai	808-631-1457	M-F, 8am-4:30pm
Island Hand Therapy - OT	808-378-4748	
Island Kidney Care, Dr. Gil Cu, Nephrologist	808-632-0200 Fax: 808-632-0201	M-F, 8am-5pm
Jere H. Loo, Optometrist	808-245-8564	M-Tu-Th-F, 9am-5pm, W- 9am-1pm, Sat 9am-11am
Kauai Dermatology	Dr. Thomas Potter 808-246-6904	M-F, 8am-5pm, closed 12-1pm
Kauai Eye Institute, Dr. Janie Yoo	808-378-9927	Office Hrs: Wed, 8am-4pm
Kauai Hospice	808-245-7277	M-F, 8am-4pm
Kauai Medical Clinic (HPH)	808-245-1500	M-F, 8am-5pm, Sat 8am-12pm
Kauai Oncology Institute LLC	808-241-4300	
Kauai Urgent Care	808-245-1532	All Days of the week, 8am-7pm
Kauai Wellness and Physical Therapy	808-823-9300	M-F, 8am-5pm, Tu-W-Th- 8am-6pm
Kauai Veterans Memorial Hospital (KVMH)	808-338-9431, fax: 808-338-9420	24 Hours a day
KCHA Hale Le'a Medicine (AKA North Shore PT)	808-828-2885	M-F- 8am-6pm, Sat-Sun 9am-5pm
Liberty Dialysis Kauai	800-811-5101	M-Sat 5am-10pm, Closed Sun.
Michael Oride, OD. (Optometry)	808-245-8765	M-Tu-Th-F: 8:15am-5pm Sat 8:15am-12pm. Closed Wed and Sun.
Ohana Sports Medicine Kapaa & Kalaheo	808-335-5808	M-F, 8am-5pm, Sat 8am-12pm
Pacific Eye Care, Dr. Larry Sherrer	808-245-5377	M-F, 8am-5pm
Planned Parenthood – Oahu	800-769-0045	M-Tu-W-F, Sat, 8am-4pm, Th 10am-6pm
Planned Parenthood – Maui	800-769-0045	M-Tu-W-F, 8am-4pm, Th 10am-6pm
Punzal Vision	808-278-8383	M-Tu-Thu-F: 8:30am-6pm, Sat 9am-2pm
Rider Physical Therapy & Sports Clinic	808-826-7433	M-F, 8am-5pm
Samuel Mahelona Memorial Hospital (SMMH)	808-822-4961, fax: 808-823-4100	24 Hours a day
Wilcox Memorial Hospital, Kauai	808-245-1100	24 hours a day



Authorization # _____

Exp: _____

Fax completed form to:
 Kaiser Moanalua (MOA) Specialty Dept for Referral INTO Kaiser

 Phone: (808) 432-8359
 Fax: (808) 432-7380

 Kaiser Authorization Dept for Out of Plan Referral

 Phone: (808) 432-5687
 Fax: (808) 432-5691
 Alt Fax: (808) 432-5667

**** For STAT Care after hours or on weekends, call Kaiser MOA Operator (808) 432-0000 and have Specialist On-Call paged. If verbal authorization is obtained, submit this form the next Business Day.**

REQUEST			
(Select 1)	<input type="checkbox"/> Clinician Request	<input type="checkbox"/> Patient Request	
(Select 1)	<input type="checkbox"/> Fax Clinical Notes with this Request	<input type="checkbox"/> EPIC EMR Notes in "Care Everywhere"	
(Select 1)	<input type="checkbox"/> Routine Care	<input type="checkbox"/> Urgent Episode Related Services	
MEMBER INFORMATION			
Patient Name (Print):		Date of Birth	Kaiser Medical Record # (Hawaii # only)
Patient Home Phone:		Patient Mobile Phone:	
REFERRING TO			
Specialty Department/Facility/Provider:			
Diagnosis Code (ICD-10) and Description:			
Services Requested (consult, procedure, treatment, imaging):			
REFERRING FROM			
Physician/Facility (Print):		Date:	Phone: Fax:

Send Invoices / Bills to	Kaiser Foundation Health Plan, Inc. Hawaii Claims Administration P. O. Box 378021 Denver, CO 80237	Phone Number: 1-877-875-3805
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For Kaiser Permanente ARM Office Use only:

Authorization Comments:

Kaiser Specialty Department Use Only: Progress notes/reports faxed to referring practitioner
 Summary of Care document sent to referring practitioner