



# LANAI AND MOLOKAI

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## New member guide

Find a doctor and learn  
more about accessing care.

[kp.org/newmember](http://kp.org/newmember)

 KAISER PERMANENTE®



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# Welcome

**Mahalo for choosing Kaiser Permanente.** Keep this guide handy as a quick reference to get the most out of your new plan. We're here to provide care and coverage that fits your life – with you and your family at the center of everything we do. We're built to be different and better.

## Care that works together

Enjoy the convenience of care and coverage under one roof. At many Kaiser Permanente facilities, you can see your doctor, get labs, and fill prescriptions in a single visit – all supported by a connected system that saves you time.

## Award-winning doctors

Finding a great doctor is easy. Many of our physicians were named Castle Connolly Top Doctors and Rising Stars – the most of any health system in Hawaii.<sup>1</sup> Across Kaiser Permanente, your doctors use a shared electronic health record to collaborate and support your care every step of the way.

## Care your way

With 24/7 virtual care available across the U.S., you can connect with a Kaiser Permanente clinician anytime, without an appointment. You can also choose to visit your doctor by video, phone, or in person.

### Get started. Check these off your list.

- ✓ Create your kp.org account
- ✓ Choose your doctor
- ✓ Transfer prescriptions
- ✓ Get care



**kp.org/newmember**

<sup>1</sup>To view list, visit kp.org/bestdoctors/hi.

This guide is not intended for Medicare and QUEST (Medicaid) members. Some web addresses, content, and services in this guide may be available in English only. For help in your language, you may request language assistance at no cost by calling Member Services at 1-800-966-5955 (TTY 711).



## Getting started

Start making the most of your membership by visiting [kp.org/newmember](http://kp.org/newmember).

### Membership card

You should have received your Kaiser Permanente member ID card by now. Your medical record number is on the front and is unique to you. Use your medical record number to register on [kp.org](http://kp.org), book appointments, get prescriptions, and access care.

If you have not received your member ID card via mail, call our Member Services team at **1-800-966-5955 (TTY 711)** and they will mail it to you.

### Digital member ID card

Download the Kaiser Permanente mobile app to access your digital member ID anytime. Register, log in, and then tap **Member ID**.

**Learn more and download now**

[kp.org/mobile](http://kp.org/mobile)



### Create your account

Going online helps save you time. With **kp.org**, you can securely access timesaving tools and resources to help you manage your care.<sup>1</sup>

- View most lab test results and vaccination records
- Refill most prescriptions
- Message your Kaiser Permanente doctor's office with nonurgent questions
- Schedule and cancel routine and certain specialty appointments
- Pay medical bills and get cost estimates
- Manage a family member's health care<sup>2</sup>

#### Register on a computer

1. Go to **kp.org/register**
2. Select **Create your account**
3. Follow prompts to register
4. Sign in and you'll be guided through the welcome steps

#### Register on the Kaiser Permanente app

1. On a mobile browser, visit **kp.org/mobile** to download the Kaiser Permanente app
2. Tap **Register** and follow prompts to **Create your account**
3. Sign in and you'll be guided through the welcome steps

**To register, you will need your medical record number, which you can find on your member ID card.**

### Act for a family member

Conveniently manage your family members and others you care for. With caregiver access, you can manage appointments, refill prescriptions, view test results, and message doctors. To manage your family list or add a caregiver for yourself, visit **kp.org/actforfamily**.

If your caregiver is not a Kaiser Permanente Hawaii member, they'll need to create a Kaiser Permanente caregiver account at **kp.org/register**. Learn more at **kp.org/caregiver**.

<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>2</sup>Online features change when children reach age 14. Teens are entitled to additional privacy protection under state laws. When your child turns 14 years old, you will still be able to manage care for your teen, with modified access to certain features.



## Choose your doctor

Each covered family member can choose a personal doctor with any of these primary care options: Family medicine, Internal medicine, Pediatrics (for ages up to 21), or Obstetrics-gynecology (ob-gyn). Women ages 18+ can select an ob-gyn doctor in addition to a primary care doctor.

## Meet our doctors

Visit [kp.org/doctors](http://kp.org/doctors) or scan QR code to browse doctor profiles – learn about their language(s), credentials, and where they practice. To learn more or select your personal doctor, call **1-833-833-3333 (TTY 711)**.

**Browse doctor profiles**

[kp.org/doctors](http://kp.org/doctors)



## Schedule your first appointment

Once you've selected a personal doctor right for you and your family, schedule your first appointment by calling **1-833-833-3333 (TTY 711)**.

### Transfer prescriptions

If your prescription(s) are currently at a non-Kaiser Permanente pharmacy, you can transfer them to Kaiser Permanente for prescription delivery.

To transfer your prescriptions:

- Online: [kp.org/newmember](http://kp.org/newmember) – navigate to **Transfer your prescriptions**
- Call: **808-643-RxRx (808-643-7979)** – 24/7 Pharmacy Center

Have the following information ready when you call or go online:

- Your Kaiser Permanente medical record number
- The name and telephone number of your current pharmacy
- The name of your medication(s), strength, and directions for use
- The prescription number
- The name and phone number of the doctor who prescribed the medication

#### New member support

We've made it easy to get started with Kaiser Permanente. Register at [kp.org](http://kp.org) and you'll be guided through the welcome steps. If you prefer to speak to someone, call **808-643-5744 (TTY 711)**.



## Pharmacy services

You can get your prescriptions in the way that's most convenient for you – delivered to your door or pick up in person. Plus, with connected care, your entire care team works together to manage your medications and support your health. Learn more at [kp.org/pharmacyservices](http://kp.org/pharmacyservices).

### Pick up your prescription

Pick up and refill your prescription from our affiliated location:

#### Rainbow Pharmacy

431 Seventh St.  
Lanai City, HI 96763

#### Molokai Drugs

28 Kamoi St., Suite 100  
Kaunakakai, HI 96748

Costs may vary at affiliate pharmacies. You may be required to pay out-of-pocket and submit a claim for reimbursement, depending on the pharmacy's pricing and your plan coverage.

To submit a claim:

- Online: [kp.org/billing](http://kp.org/billing)
- Mobile app: Go to **Billings and Claims**

### Prescription delivery<sup>1</sup>

Skip the trip to the pharmacy and get most of your prescriptions sent right to your door. You may be able to order 3 months of prescriptions for the price of 2 – and we'll cover the postage. If this is your first time using the mail order service, create your online account and transfer your prescriptions at [kp.org/newmember](http://kp.org/newmember).

To begin a prescription order:

- Online: [kp.org/refill](http://kp.org/refill) – check your order status anytime
- Mobile app: Go to **Pharmacy**
- Call: **808-643-RxRx (808-643-7979)** – 24/7 Automated Refill Center

### Non-preferred medications

If a prescription is not on the Kaiser Permanente formulary, you have 3 options:

1. Ask your doctor for an alternative drug that is on the formulary.
2. Ask your doctor for a formulary exception. If your doctor determines the drug medically necessary, they can request an exception for coverage.
3. Pay the full cost out of pocket.

<sup>1</sup>For certain drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You should receive them within 5 business days. If not, please call 808-643-7979 (TTY 711), 24 hours a day, 7 days a week. There are restrictions for delivery of certain medications and supplies, including but not limited to controlled medications, injections, medications affected by temperature, and medications excluded by Kaiser Permanente's Pharmacy & Therapeutics Committee.



## Accessing care

Get the care you need, the way you want it. Whether you prefer in-person care or telehealth, it's convenient, connected, and designed to support you.<sup>1</sup> To access all your online care options, you'll need to create a **kp.org** account then sign in online or through the Kaiser Permanente mobile app.

### Choose the right care

You have access to a full range of services for different types of care. Knowing when to use routine, urgent, and emergency care can save you and your family time and money. Choose your care at **kp.org/getcare**.

### Care away from home

Travelling or going out-of-state for college? Get the care and prescriptions you need, wherever you are. To learn more, visit **kp.org/travel** or call the travel line at **951-268-3900 (TTY 711)**.<sup>2</sup>

#### Care is a call or click away

- To get care by phone, or online simply sign-in at **kp.org** or use the Kaiser Permanente app.<sup>3</sup>
- You can also call **1-833-833-3333 (TTY 711)**, 24 hours a day, 7 days a week.
- Learn more about your care options at **kp.org/getcare**.



<sup>1</sup>When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

<sup>2</sup>This number can be dialed from both inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

<sup>3</sup>These features are available to Kaiser Permanente members who receive care from Kaiser Permanente. To use the Kaiser Permanente app, you must be a member registered on kp.org.

### Routine care<sup>1</sup>

Stay on top of your health by identifying potential issues early and preventing illness before it starts. Routine care includes regular visits and screenings that support long-term wellness and help manage existing conditions. Examples of routine care include:

- Checkups
- Follow-up visits
- Preventive screenings
- Flu shots and other immunizations

#### Care options:



##### Scheduled office visit

Schedule an appointment to see your primary care doctor or a specialist. In general, specialty care is by referral.



##### Scheduled phone or video visits

Schedule an appointment to talk with your Kaiser Permanente doctor, specialist, or an available clinician over the phone or video.



##### Message your doctor

Message your Kaiser Permanente doctor's office with nonurgent health questions anytime. You'll usually get a response within 2 to 3 business days.

<sup>1</sup>You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent care, or as otherwise described in your Evidence of Coverage (EOC). If you use providers that are not in our network, the plan may not pay for these services.

### Specialty care

Getting specialty care is easier because Kaiser Permanente doctors are all on the same team – connected through an electronic medical record system, ensuring coordinated, high-quality care.<sup>1</sup>

You don't need a referral for the self-service specialties below. For other types of specialty care, your personal doctor will help you get the right care, quickly and conveniently. To learn more:

- Online: [kp.org/hawaiispecialty](http://kp.org/hawaiispecialty)
- Call: **1-833-833-3333 (TTY 711)**

### Specialty care on Oahu

Some specialized care may only be available on Oahu, where our physicians have access to advanced facilities and equipment. This helps ensure you receive the highest quality care at the most affordable cost. If your doctor recommends that you go to Oahu for treatment, our travel and neighbor island concierge departments can assist with coordinating your travel and medical appointments (see page 15). To find specialty doctors, visit [kp.org/doctors](http://kp.org/doctors).

### Self-service specialties

Most specialty care at Kaiser Permanente requires a referral from your primary care physician. However, select services and departments allow self-referral, meaning you can make an appointment without seeing your doctor first. These self-service specialties include, but are not limited to:

#### Mental health

Get care that fits your needs. When you call, we'll assess your situation and, if appropriate, connect you with a mental health or addiction medicine specialist for a phone, video, or in-person visit. This service is for nonurgent mental health or addiction concerns. To learn more, visit [kp.org/mentalhealth](http://kp.org/mentalhealth). For mental health support:

- Call: **1-888-945-7600**, Monday through Friday, 8 a.m. to 5 p.m.
- Call: **1-833-833-3333 (TTY 711)** for after-hours care
- If you need addiction or mental health-related crisis support, call or text the 24/7 National Suicide and Crisis Lifeline: **988 (TTY 711)**<sup>2</sup>

<sup>1</sup>To find out what specialists require a referral from your primary care doctor, please refer to your Evidence of Coverage (EOC).

<sup>2</sup>The lifeline is provided by the Substance Abuse and Mental Health Services Administration.

### Optometry

Our optometry team provides routine vision exams for eyeglasses and contact lenses at select Kaiser Permanente medical facilities. Our optical centers can also fill prescriptions for eyeglasses and contact lenses. For medical or surgical eye conditions, such as glaucoma or cataracts, you may be referred to one of our ophthalmologists. Affiliated doctors may be available on island. To schedule your appointment:

- Call: **1-833-833-3333 (TTY 711)**

### Dermatology

We provide comprehensive dermatology care for both medical and cosmetic needs. Our team treats the full spectrum of skin conditions such as acne, eczema, psoriasis, and skin cancers. We also offer advanced aesthetic treatments for a wide range of skin concerns, along with popular cosmetic procedures including wrinkle-relaxing and bio-stimulating injections, dermal fillers, benign lesion removals, laser therapies, microneedling with platelet-rich plasma therapy, and chemical peels. Working closely with your primary care team, our board-certified dermatologists deliver personalized, evidence-based care.<sup>1</sup>

#### Medical dermatology

Dermatologists work closely with your primary care team to manage skin-related health concerns. Your primary doctor is your first point of contact, and if needed, they can involve our Dermatology Department. To get a referral, schedule an appointment with your primary care doctor. To learn more:

- Call: **1-833-833-3333 (TTY 711)**

<sup>1</sup>Cosmetic dermatology services are provided on a fee-for-service basis.

### Dermatology (continued)

#### Acne-related concerns

To start an e-visit for acne, answer a short questionnaire and upload clear, unfiltered photos of your acne. A physician will review your information and respond with advice, including treatment options, within 24 hours. Start your assessment:

- Online: [kp.org/getcare](http://kp.org/getcare) > E-visits
- Mobile app: Go to **Get Care Now** > Start an e-visit
- Call: 1-833-833-3333 (TTY 711) to schedule an appointment with your primary care doctor

### Women's health

We provide comprehensive care for women at every stage of life – from routine screenings and family planning to breast care and menopause support. Along with your primary care doctor, you can also choose an obstetrics-gynecology (ob-gyn) clinician as your main women's health provider. Members can access services through their primary care physician or directly with an ob-gyn, certified nurse-midwife, or nurse practitioner.<sup>1</sup> For more information about services and women's health resources, visit [kp.org/womenshealth](http://kp.org/womenshealth).

#### Exams and screenings

You can schedule a gynecological exam, including Pap test/cervical cancer screening, directly with an ob-gyn specialist or certified nurse-midwife at several Kaiser Permanente locations. No referral is needed. Affiliated clinicians may be available on island. To schedule an appointment:

- Call: 1-833-833-3333 (TTY 711)

### Transfer your care

Transfer your care at any stage in your maternity journey by visiting [kp.org/newmember](http://kp.org/newmember) or calling our new member support team at **808-643-5744 (TTY 711)**.

### Maternity care

We offer comprehensive maternity care designed to support families from pregnancy through postpartum. With expert medical teams, family-centered birth experiences, and seamless coordination across specialties, expectant mothers receive high-quality, compassionate care every step of the way. Prenatal care is provided by Women's Health Center at Molokai General Hospital for Molokai members and Lanai Community Health Center for Lanai members. Moanalua Medical Center, nationally recognized for excellence in obstetrics, offers a safe and nurturing environment for both mom and baby. We proudly offer our neighbor island concierge service at no cost to help expecting mothers deliver at our state-of-the-art maternity center on Oahu. To begin your maternity care:

- Explore resources and maternity classes: [kp.org/maternity](http://kp.org/maternity)
- If you are pregnant and need to establish or switch to Kaiser Permanente obstetrics, call: **1-833-833-3333 (TTY 711)**

### Urgent care

Get timely care when symptoms or injuries can't wait but aren't life-threatening. Urgent care is for illnesses or injuries that need attention within 24 to 48 hours. We offer flexible options to get help, day or night. Examples of symptoms include:

- Fever, cough, sore throat, earache
- Minor injuries or wounds
- Upper-respiratory symptoms
- Backache

#### Care options:



##### Get care now with a clinician<sup>1</sup>

Talk to a doctor or clinician 24/7 over video or phone for quality care when you need it – no appointment needed.



##### E-visit<sup>1</sup>

Complete an online questionnaire and receive advice or a message from a clinician within 24 hours. Available for limited symptoms.



##### 24/7 phone advice

Talk with a registered nurse day or night for advice.



##### In-person urgent and after-hours care

See a clinician in person at Lanai Community Hospital or Molokai General Hospital. Call us at **1-833-833-3333 (TTY 711)** before your visit.

If you believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please see your Evidence of Coverage (EOC).

<sup>1</sup>When appropriate, available and legally permissible. To access some of these services, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone appointments and video visits may not be available due to state laws that prevent doctors from providing care across state lines. Laws differ by state

### Emergency care

When your health is in serious danger and you need care right away, call **911**. Symptoms include:

- Trouble breathing
- Severe chest pains
- Decrease or loss of consciousness
- Severe stomach pain that comes on suddenly
- Bad injuries or wounds

### Ambulance services

If an ambulance is needed, it will take you to the most convenient emergency room (ER). Kaiser Permanente works with all ERs in the state to make sure your care and billing are coordinated – even if you go to a non-Kaiser Permanente hospital. Air ambulance transport will be covered if deemed medically necessary.<sup>1</sup>

### Travel and neighbor island concierge

If your doctor recommends care on Oahu, you'll be treated by a team with access to advanced facilities and equipment.<sup>2</sup> Our complimentary concierge can help you coordinate medical appointments, shuttle and ground transportation, travel arrangements, hotel/housing and give tips on making the most of your stay.<sup>3</sup>

For assistance with your travel arrangements, call the Travel Department Monday through Friday, 8 a.m. to 5 p.m. at **1-800-214-6572 (TTY 711)**.

For all other assistance, call our Neighbor Island Concierge Monday through Friday, 7:30 a.m. to 4 p.m. at **808-432-UFLY (808-432-8359) (TTY 711)**.

For after-hours service while on Oahu, please contact a Continuing Care Coordinator through the Hospital Operator at **808-432-0000 (TTY 711)**.

If you believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please see your Evidence of Coverage (EOC).

<sup>1</sup>For more information, refer to your Evidence of Coverage.

<sup>2</sup>Specialty and hospital care may be directed and/or transferred to Kaiser Permanente Moanalua Medical Center. Travel coach airfare is paid as a courtesy for qualified Hawaii members upon referral by an affiliated Kaiser Permanente doctor if treatment on Oahu is recommended. Travel restrictions exist for certain conditions.

<sup>3</sup>A Kaiser Permanente shuttle between Honolulu Airport's Interisland Terminal and Moanalua Medical Center is available to you at no charge (cab fare and car rentals are not covered). Shuttle service is not available on weekends and holidays.

# Healthy living resources

Take advantage of a wide variety of resources to keep you informed, inspired, and feeling your best. For wellness information, health calculators, fitness videos, and healthy, tasty recipes, visit [kp.org/healthyliving](http://kp.org/healthyliving).

## Fit Rewards<sup>1</sup>

Get fit. Get rewarded. Kaiser Permanente members can earn a reward of up to \$200, equal to a free gym membership at certain participating gyms. Choose fitness centers in the Classic, Standard, Premium, and Elite network tiers at different price points. All tier memberships offer flexibility allowing you to visit any fitness center within the same tier at no additional cost.

Learn more at [kp.org/fitrewards](http://kp.org/fitrewards).

## Stay informed. Stay well.

Receive our monthly email newsletter with tips, member stories, recipes, and other resources to help you thrive.

Create a kp.org account at [kp.org/register](http://kp.org/register).

<sup>1</sup>Kaiser Permanente Fit Rewards is a value-added service available exclusively to Kaiser Permanente Hawaii members (16 years and older) and not part of your medical benefits. Medicare and QUEST (Medicaid) members excluded. Your annual program fee does not count toward your health plan's annual out-of-pocket maximum. For details, including limitations and exclusions, see your Evidence of Coverage. Kaiser Permanente Fit Rewards is administered by One Pass Solutions, Inc. through One Pass Select®. One Pass Select is a voluntary program. The information provided under these programs is for general informational purposes only and is not intended to be nor should be construed as medical advice. Talk to your doctor before increasing your level of activity, particularly if you have a medical condition or have been inactive. One Pass Select varies by plan/area. The programs are not responsible for the services or information provided by third parties. The programs may have tax implications. Employers and individuals should consult a tax professional to determine if they have any tax obligations. Your health information is kept confidential in accordance with the law. These services are not insurance programs and may be discontinued at any time. This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. All trademarks are the property of their respective owners.



### Wellness apps<sup>1</sup>

Go to [kp.org/selfcareapps](http://kp.org/selfcareapps) to learn about apps to help reduce stress, improve sleep, and manage overall mental wellness at no additional cost.

### Affinity musculoskeletal program<sup>2</sup>

Improve your quality of life with therapies for musculoskeletal issues, including neck pain, sports injuries, arthritis, and more. Receive a special rate with chiropractors and acupuncturists when you visit a participating practitioner. Visit [kp.org/workout](http://kp.org/workout).

### Center for Healthy Living

Take charge of your health with personalized support from wellness coaches, registered dietitians, and lifestyle experts. Whether you're managing a chronic condition or working toward personal wellness goals, our team is here to guide you through nutrition, exercise, stress reduction, and more. Most services are available at no cost and offered conveniently via video or phone. Learn more at [kpinhawaii.org/centerforhealthyliving](http://kpinhawaii.org/centerforhealthyliving).

### Health classes

Sign up for health classes and support groups offered at our facilities. See what is available near you at [kp.org/classes](http://kp.org/classes). Some classes may have a fee.

### Wellness coaching

Whether you're looking to eat healthier, get more active, manage your weight, quit tobacco, or reduce stress, our wellness coaches are here to support you. Schedule a convenient telephone session to create a personalized plan and stay on track with your goals – at no charge. To learn more or book an appointment:

- Online: [kp.org/appointments](http://kp.org/appointments)
- Mobile app: Go to **Appointments** – navigate to **Lifestyle Medicine Classes and Services**
- Call: **808-432-2260**

<sup>1</sup>Only available to eligible Kaiser Permanente members. Wellness apps and services are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. The apps and services may be discontinued at any time. For details, visit [kp.org/selfcareapps](http://kp.org/selfcareapps).

<sup>2</sup>The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.

# Locations

Kaiser Permanente medical facilities are on Oahu, Maui, Hawaii Island, and Kauai. Affiliated locations are on Lanai and Molokai. To find a location near you, visit [kp.org/locations](http://kp.org/locations) or use our Kaiser Permanente mobile app to search for a location by ZIP code or keyword.

## Kaiser Permanente primary care locations

### OAHU

Hawaii Kai Clinic  
Honolulu Medical Office\*  
Kahuku Clinic  
Kailua Clinic  
Koolau Medical Office  
Mapunapuna Medical Office  
Waipio Medical Office  
West Oahu Medical Office at Kapolei\*

### MAUI

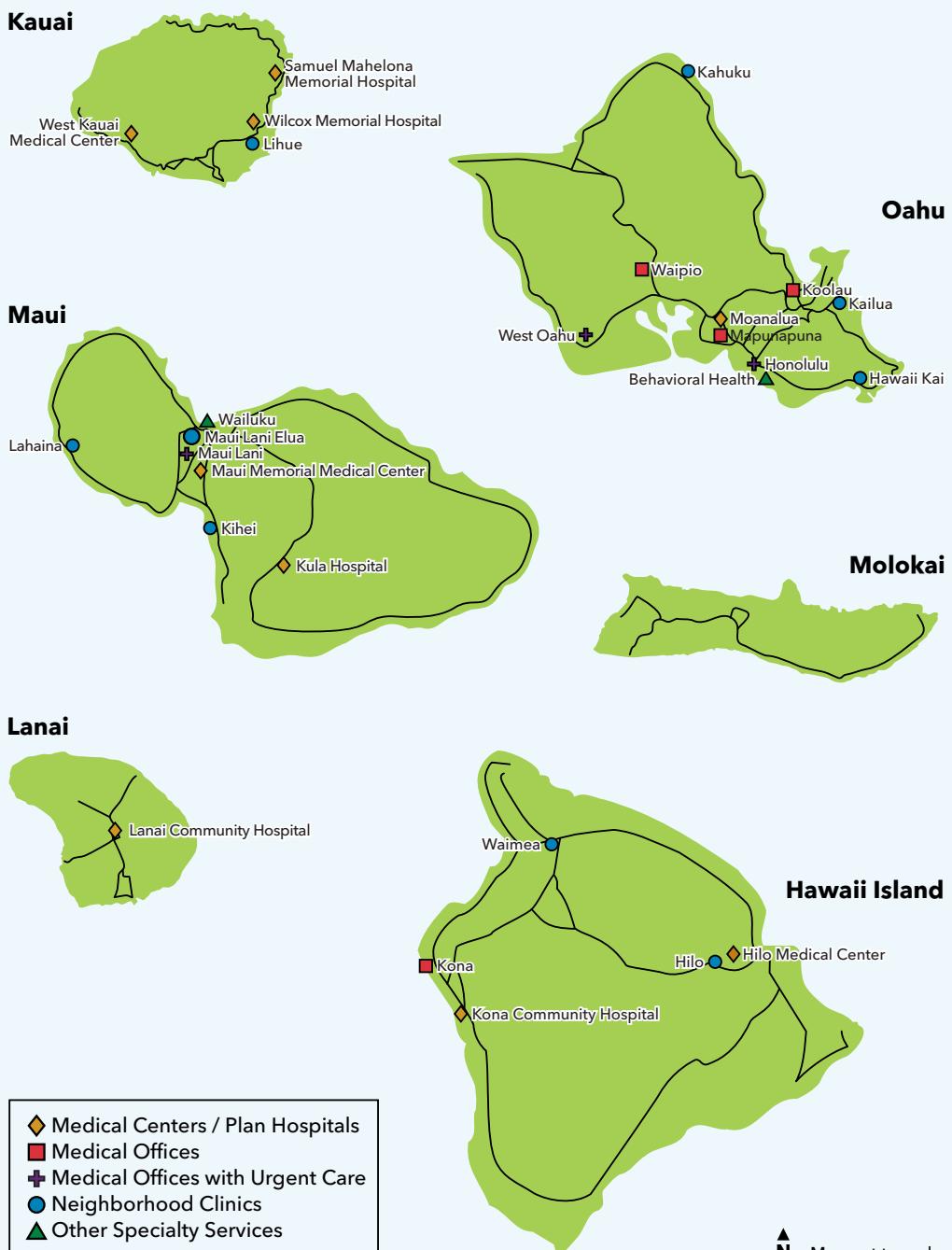
Kihei Clinic  
Lahaina Clinic  
Maui Lani Medical Office\*  
Wailuku Medical Office

### HAWAII ISLAND

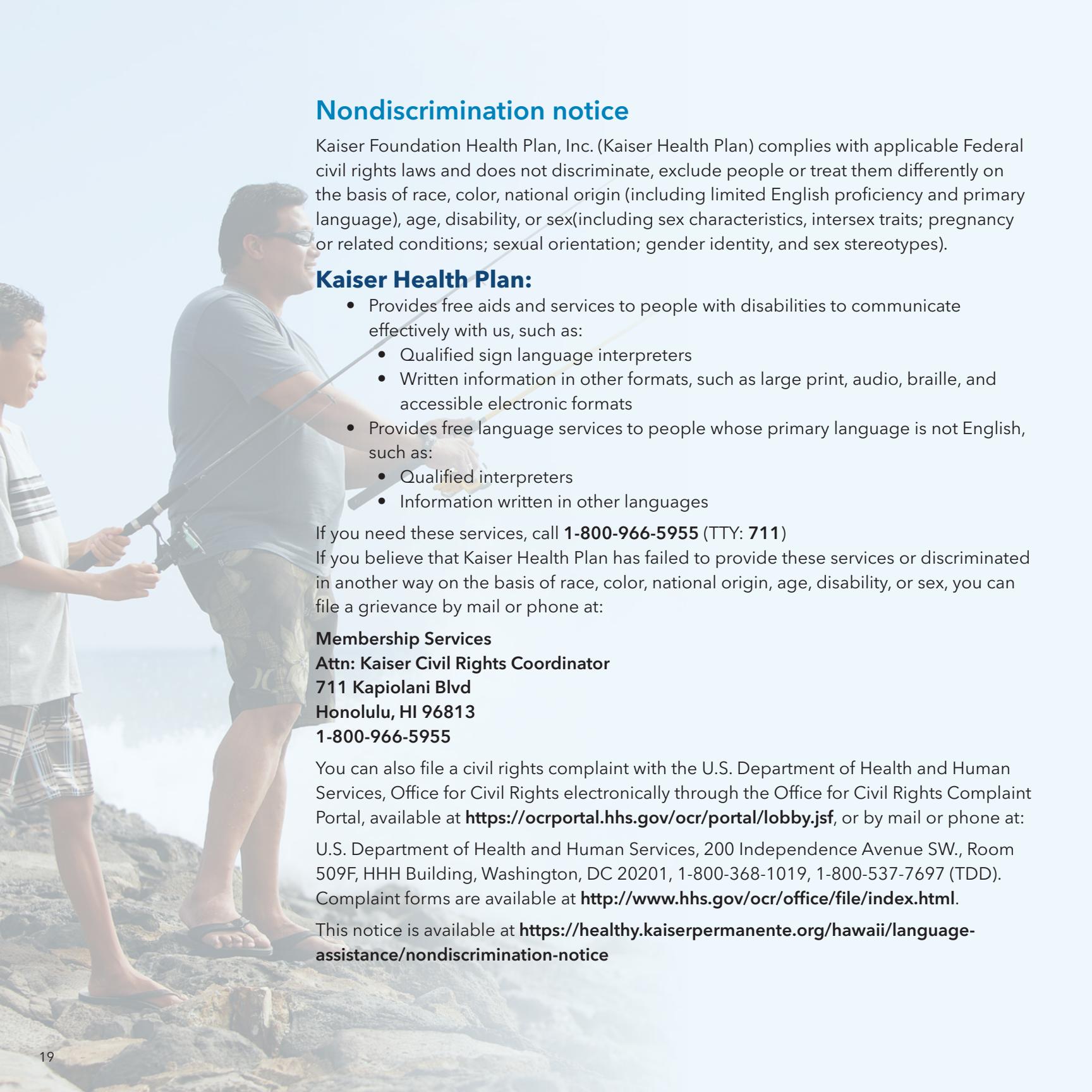
Hilo Clinic  
Kona Medical Office  
Waimea Clinic

### KAUAI

Lihue Clinic



\*Urgent care services are provided at this location on weekdays and weekends. Call us 24/7 at 1-833-833-3333 (TTY 711) before going to an urgent care center.



## Nondiscrimination notice

Kaiser Foundation Health Plan, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

### Kaiser Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, braille, and accessible electronic formats
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **1-800-966-5955 (TTY: 711)**

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at:

**Membership Services**

**Attn: Kaiser Civil Rights Coordinator**

**711 Kapiolani Blvd**

**Honolulu, HI 96813**

**1-800-966-5955**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at <https://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice>

## Help in your language

**ATTENTION:** If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-966-5955** (TTY: 711).

**Cebuano (Bisaya) PAGPAHIMANGNO:** Kung nag-istorya ka og Cebuano, ang mga serbisyo sa tabang sa pinulongan lakin ang angay nga mga auxiliary nga mga himan ug serbisyo, libre, anaa kanimo. Tawag sa **1-800-966-5955** (TTY: 711).

**中文 (Chinese) 注意事項:** 如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 **1-800-966-5955** (TTY 711)

**Chuuk (Chukese) ESINESIN:** Ika en mi sine Fosun Chuuk, mi kawor aninisin fosun fonu mei pachonong pisekin aninis, ese kamo, mi kawor ngonuk. Kekeri **1-800-966-5955** (TTY: 711).

**'Ōlelo Hawai'i (Hawaiian) E NĀNĀ MAI:** Inā ho'opuka 'oe i ka 'ōlelo Hawai'i, hiki iā 'oe ke nā lawelawe kōkua 'ōlelo me nā kōkua kōkua kūpono a me nā lawelawe, manuahi 'ole, loa'a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: 711).

**Iloko (Ilocano) ATENSION:** No makasaoka iti Ilokano, dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a kanayonan a tulong ken serbisio, a libre, ket mabalin a mausar para kenka. Tawagan ti **1-800-966-5955** (TTY: 711)

**日本語 (Japanese) 注意:** 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。 **1-800-966-5955** までお電話ください (TTY 711).

**한국어 (Korean) 주의:** 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-966-5955** (TTY: 711)로 전화해 주세요.

**ລາວ (Laotian) ເອົາໃຈໃສ່:** ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທີ່ງອຸປະກອນ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົນ ຈະມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ **1-800-966-5955** (TTY: 711).

**Kajin Majōl (Marshallese) Roñjake:** Ñe kwōjelā kajin Kajin Majōl, eo ej jipañ eok ilo kajin in ekaoba jerbal ko jet, ejjelok onāāer, repellok ñan eok. Kūr tok **1-800-966-5955** (TTY: 711).

**Naabeehó (Navajo) Díí BAA AKÓ NÍNÍZIN:** Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', biniit'aa da beeso ndinish'aah t'aala'l bi'aa 'anashwo' doo biniit'aa, t'aadoo baahilinigoo bits'aadoo yeel, t'áá jiik'eh, éí ná hóló, koji" hódíílnih **1-800-966-5955** (TTY: 711).

**Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR:** Ma komw kin lokaiahn Pohnpei, wasahn sawas en palien me kele mehlel oh sarawi kan me pahn limpoak, en kak sawa ni ke, lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955 (TTY: 711)**.

**Faa-Samoa (Samoan) FA'AMALU:** Afai e te tautala i le Gagana Samoa, o auaunaga fesoasoani i le gagana, e aofia ai meafaigaluega talafeagai ma auaunaga, e leai ni totogi, o lo'o avanoa mo oe. Fa'amalie atu i le **1-800-966-5955 (TTY: 711)**.

**Español (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-966-5955 (TTY: 711)**.

**Tagalog (Tagalog) PAALALA:** Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-966-5955 (TTY: 711)**.

**Lea Faka-Tonga (Tongan) FAKATOKANGA:** Kapau 'oku ke lea Faka-Tonga, 'oku 'i ai ha sevesi tokoni fakatonu lea pea mo ha naunau me'a fanongo, 'oku ta'etotongi, mo faingamalie kiate koe. Taa **1-800-966-5955 (TTY: 711)**.

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-966-5955 (TTY: 711)**.

# Contact us

Save these important numbers on your phone or snap a photo of this page to easily access this information.

## One number for care

Call to schedule and cancel appointments, get 24/7 medical advice, find vaccine and testing information, access pharmacy services including refills, or connect to care.

**1-833-833-3333 (TTY 711)**

## Member services

Call for questions about your benefits or a copy of your Evidence of Coverage (EOC) – a complete list of the services covered in your plan.

**1-800-966-5955 (TTY 711)**

Monday through Friday, 8 a.m. to 5 p.m.  
Saturday, 8 a.m. to noon

## EUTF members

Oahu **808-432-5250**

Neighbor islands (toll free) **1-844-276-6628**

[kp.org/eutf](http://kp.org/eutf)

## Away from Home travel line

24/7 travel support anytime, anywhere.

**951-268-3900 (TTY 711)<sup>1</sup>**

[kp.org/travel](http://kp.org/travel)

## Helpful links

[kp.org/appointments](http://kp.org/appointments)

Schedule or cancel appointments anytime

[kp.org/getcare](http://kp.org/getcare)

Access 24/7 care options

[kp.org/newmember](http://kp.org/newmember)

Get started with your care



## Kaiser Permanente mobile app

Download to access your digital member ID, access care, manage appointments, message your care team, refill most prescriptions, view and pay bills, and more.



[kp.org/mobile](http://kp.org/mobile)

<sup>1</sup>This number can be dialed from inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you are outside the country. Long-distance charges may apply, and we cannot accept collect calls. The phone line is closed on major holidays. It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 p.m. PT.



**KAISER PERMANENTE®**

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Honolulu, Hawaii 96817

Important plan information

## **Your Guide to Good Health**

Keep this guide handy as a quick reference to get the most out of your new plan.

- ✓ Register on **kp.org**
- ✓ Choose your doctor
- ✓ Transfer your prescriptions
- ✓ Get care

## **kp.org/newmember**

Stay Connected to Good Health

- [facebook.com/kphawaii](https://facebook.com/kphawaii)
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