

2023 Maui Wildfires

Resource Handbook



Mailing addresses: Lahaina residents will be able to pick up mail at the Wailuku Post Office.

Missing persons: MEMA family assistance center at Kahului Community Center 275 Uhu Street, Kahului

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Vital documents and replacement info

Driver's license & State IDs	Motor Vehicle & Licensing Offices Scan the QR Code for the Maui DMV website <i>*There is a shuttle running to the DMV running from shelters.</i>	
Other Government Issued ID	Contact the issuing authority	
Insurance Policies	Your insurance agent or company Scan the QR Code for a list of toll-free phone numbers	
Kaiser Permanente Membership Cards	Please call member services at: 1-800-966-5955 to request a replacement membership card. Membership cards can be mailed to the Maui Lani clinic ; clinic staff will notify members when their new card is available for pickup.	
Military discharge papers	Department of Veteran's Affairs 1-800-827-1000 or TDD/TTY 1-800-829-4833	
Passports	State Department - Passport Services 202-955-0430	
Birth, death and marriage certificates	Bureau of Records in the appropriate state	
Social Security or Medicare cards	Social Security 2200 Main Street, Suite 125 Wailuku, HI 96793 1-800-772-1213	
Credit cards	The issuing companies as soon as possible: Mastercard, contact issuing financial institution VISA, contact issuing financial institution American Express, 1-800-441-0519 Discover, 1-800-347-2683	
Titles to deeds	Records department of the area in which the property is located	
Stocks and bonds	Issuing company or your broker	
Wills	Your attorney	
Income tax records	The IRS center where you filed; your attorney; or 1-800-829-1040	
Citizenship papers	Bureau of Citizenship and Immigration Services, 1-800-375-5283	
Mortgage papers	Lending institution	

Medicaid contacts (all health plans)

Aloha Care	Janai Miki 808.285.6756 jmiki@alohacare.org	
HMSA	Shelly Somerville (resides on Maui) 808.220.5770	
Kaiser Permanente	Joshua Arquero (on Maui) Joshua.P.Arquero@kp.org 808.757.5221	Beatrice Kaohi-Prothero Beatrice.k.kaohi-prothero@kp.org 808.439.2871
Ohana	Eva Williams VP Pop Health Eva.Williams@centene.com 414.550.3775	Bernard Kuheana Manager, Health Coord. Bernard.Kuheana@centene.com 808.961.4862
UHC	Malia Siqueira (on Maui) Health Coordinator Mgr malia_siqueira@uhc.com 808.495.5892	Angelina Rushton NI Health Services Director angelina_rushton@uhc.com 808.756.0182

Medicare assistance

If you have Medicare and lost or realized damage to your durable medical equipment, prosthetics, orthotics, or other medical supplies, you are entitled to receive replacements. Contact **1-800-MEDICARE (1-800-633-4227)** for assistance.

End State Renal Disease assistance

If you have end-stage renal disease and need information for accessing treatment, you can call the Kidney Care Emergency Response Network hotline at **1-800-232-3773**.

Kaiser Permanente resources

<p>Replacement Kaiser Permanente membership cards</p>	<p>Please call member services at: 1-800-966-5955 to request a replacement membership card. Membership cards can be mailed to the Maui Lani clinic; clinic staff will notify members when their new card is available for pickup.</p>
<p>Appointment scheduling:</p> <ul style="list-style-type: none"> • Doctor's office • Same-day care • Specialty care 	<p>Appointments can be booked online through kp.org, or</p> <p>Call 833-833-3333 (TTY: 711) Monday - Friday, 8am to 5pm</p>
<p>Urgent care</p>	<p>Urgent care services are available at the:</p> <p>Maui Lani Medical Office 55 Maui Lani Parkway Wailuku, HI 96793</p> <p>Walk-in visits available. Members may also call 833-833-3333 (TTY: 711) before their visit for an appointment and other care options.</p>
<p>Prescription refills</p>	<p>Order most refills online through kp.org, or call 808-643-7979 (TTY: 711)</p>
<p>Financial assistance</p>	<p>Financial Counselors: 808-432-7940</p>
<p>Medical equipment assistance</p>	<p>Please call our Durable Medical Equipment office at: 808-432-5692 to request replacement equipment</p>
<p>Social Work assistance</p>	<p>Kaiser Permanente Social Workers can help members with social health needs, such as:</p> <ul style="list-style-type: none"> • Food • Transportation • Housing • Connection to state and federal programs including: <ul style="list-style-type: none"> ○ FEMA assistance ○ Unemployment benefits ○ Health insurance coverage ○ Supplemental Nutrition Assistance Program (Food stamps) <p>For assistance, please call: 808-432-7100, x5</p>

FEMA assistance

If you have been impacted by the Maui wildfires, you may qualify for federal assistance.

- If you are applying for both home and business disaster assistance, complete one registration to cover both.
- If you are applying for multiple disasters, you will need to complete a registration for each disaster.

You'll need the following to complete your application:

- A current phone number where you can be contacted
- The address of the affected/damaged property
- Your Social Security number
- A general list of damages and losses
- Banking information, if you choose direct deposit
- If insured, the policy number or the agent and/or company name
- Survivors may be eligible to receive assistance for uninsured and underinsured damage and losses resulting from the Maui wildfires

Take photos to document the damage and begin cleanup and repairs to prevent further damage. Remember to keep receipts for all purchases related to the cleanup and repair.

Disaster assistance may include financial help with temporary lodging and home repairs, as well as other disaster related expenses.

*** Note:** You must provide an email address if you want to get your application status online. If you do not provide an email address, you will be required to contact the FEMA Helpline for any updates to your application.

Apply online at: <https://www.disasterassistance.gov/> or by downloading the **FEMA mobile app** at: <https://www.fema.gov/about/news-multimedia/mobile-products#download>.

If you need more information or assistance:

Call the FEMA Helpline at 1-800-621-3362 (711 available), 24 hours, 7 days a week.

If you use a video relay service (VRS), captioned telephone (CTS), or other service, give FEMA your number for that service.

SCAN ME!

Apply online:



FEMA mobile app:



Financial assistance

Unemployment Claims: Maui residents who have lost their jobs can apply for unemployment insurance online, here: [huiclaims.hawaii.gov/](https://uiclaims.hawaii.gov/) If you have questions about unemployment benefits or eligibility, or would like assistance with your application, please call 808-984-8400 or schedule a phone appointment with the Unemployment office, here: <https://labor.hawaii.gov/ui/ui-claims-maui/>

Supplemental Nutrition Assistance Program (SNAP) – SNAP, previously known as Food Stamps, provides supplemental food benefits for qualifying Hawai'i residents. Resources, how to, FAQs, provided by The Food Basket: https://linktr.ee/thefoodbaskethi_snapo Apply for SNAP benefits at: <https://pais-benefits.dhs.hawaii.gov/>

Medicaid – Medicaid provides assistance with health insurance to qualifying individuals and families. **Apply directly online here:** <https://medical.mybenefits.hawaii.gov/> For more information about Medicaid eligibility and **assistance with the application, contact Malama I Ke Ola: 808-871-7772**

Maui Economic Opportunity, Inc. – Administers several County, State and Federally funded housing assistance programs and grants. Each program has different guidelines and requirements to best serve our community with different levels of need. Each application received is reviewed by a Housing Specialist to determine what current program may be available to best meet the client's needs. Apply at <https://www.meoinc.org/programs-services/community-services/housing-assistance/>

- Phone: [808-249-2970](tel:808-249-2970)
- Email: rap@meoinc.org

Department of Hawaiian Homelands – <https://dhhl.hawaii.gov/>

- Address: 655 Kaumualii St. Suite 1, Wailuku
- Phone: [\(808\)760-5120](tel:808-760-5120)

Council for Native Hawaiian Advancement Kūpuna Rental Subsidy Program – <https://www.hawaiiancouncil.org/kupuna/>

- Phone: [808-596-8155](tel:808-596-8155)
- Email: dhhl@hawaiiancouncil.org

Modest Needs – <https://modestneeds.org>

- Email: doiqualfy@modestneeds.org questions@modestneeds.org
- Phone: [\(844\)667-3776](tel:844-667-3776)

Social Security Office (Maui County)

- Address: Suite 125, 2200 Main Street, Wailuku
- Phone: [\(808\) 572-4863](tel:808-572-4863)

Food assistance

Maui Food Bank - <https://mauifoodbank.org/>
Emergency Donation Collection & Distribution Sites

Central Maui

- In His House of Restoration
Service: Donation collection site, shelter, grocery distribution
Days and Hours: Open Daily 8am - 6pm
Address: 63 La'a Street, Kahului
- King's Cathedral
Service: Donation collection site, shelter, meal distribution
Days and Hours: Open Daily 8am - 8pm
Address: 777 Maui Veterans Hwy, Kahului
- Salvation Army Kahului
Service: Donation collection site, meal distribution
Days and Hours: Open Daily 9am - 4pm
Address: 45 Kamehameha St, Kahului

South Maui

- Calvary Chapel South Maui
Service: Donation collection site, grocery distribution
Days and Hours: Open Daily 9am - 2pm
Address: 320 Ohukai Rd, Ste 420, Kihei

Guava Tree Bar & Grill

- **Service:** Donation collection site, shelter, meal distribution
- **Days and Hours:** Open at 9:00 a.m. as of 8/10/23 (updates regarding their hours are provided via [Instagram](#) and [Facebook](#)).
- **Address:** 270 Waiehu Beach Rd. Suite 106, Wailuku

Supplemental Nutrition Assistance Program (SNAP) - <https://humanservices.hawaii.gov/bessd/snap/>

The Supplemental Nutrition Assistance Program (SNAP), previously known as Food Stamps, provides supplemental food benefits for qualifying Hawai'i residents. SNAP is a federally funded program administered by the State of Hawai'i Department of Human Services (DHS).

- Resources, how to, FAQs, provided by The Food Basket: https://linktr.ee/thefoodbaskethi_snapo
- Apply for benefits at <https://pais-benefits.dhs.hawaii.gov/>

FAQ: how to file an insurance claim:

1. **Contact your insurer to get the claims process started.** All policyholders should contact your insurer. Insurers can be contacted via their toll-free contact numbers (scan the QR code below to find your provider's phone number), app or website.
2. **Auto Insurance** - If your car was destroyed in the wildfires and you have comprehensive coverage, your company will work with you to file a claim and get you the benefits of your policy.
3. **Boat/Marine Insurance** - If your boat was damaged or destroyed in the wildfires, contact your boat insurer to file a claim.
4. **Business Property Insurance** - Businesses that have business property coverage should make a list of their inventory that has been destroyed. If your business has been closed due to wildfires or loss of power, you may have business interruption coverage available under your policy. Talk to your agent or company.
5. **Homeowners** - Discuss coverage for temporary housing with your insurer. Your insurance may pay for temporary shelter immediately and if your property is damaged, your coverage will help cover the cost of housing while you rebuild. Homeowners and renters insurance policies generally provide coverage for additional living expenses if a covered loss makes your home uninhabitable. Keep your hotel and meal receipts. If you own and rent out a secondary home that has been affected, talk to your agent or company on coverage you may have available under a landlord policy. This might include loss of rental income while the home is repaired.
6. **Travel Insurance** - Tourists on vacation in Maui are being asked to move to another island or return home. If you purchased travel insurance, contact your insurer for assistance and to ensure you know what documentation you will need to file a claim. Save your receipts for additional expenses you incur.



Scan this code for a list of
Insurance provider's toll-free phone numbers

Pharmacies

Maui Health's pharmacy services are for inpatients only. Below are some of the outpatient pharmacies available on Maui.

Kaiser Permanente: Maui Lani Pharmacy

55 Maui Lani Pkwy
Wailuku, HI 96793
808.643.7979

Costco (In-store pharmacy)

540 Haleakala Hwy.
Kahului, HI 96732
[Driving directions](#)
808.871.8755
Hours: [Refer to website](#)

Maui Clinic Pharmacy

53 S. Puunene Ave. #120
Kahului, HI 96732
[Driving directions](#)
808.877.6222
Hours: Call for details

Long's Drugs (In-store pharmacy)

70 E. Kaahumanu Ave.
Kahului, HI 96732
[Driving directions](#)
808.877.0068
Hours: [Refer to website](#)

Safeway (In-store pharmacy)

58 Maui Lani Parkway
Wailuku, HI 96793
[Driving directions](#)
808.243.3527
Hours: [Refer to website](#)

Walgreens (In-store pharmacy)

10 E. Kamehameha Ave.
Kahului, HI 96732
[Driving directions](#)
808.872.3301
Hours: [Refer to website](#)

Walmart (In-store pharmacy)

101 Pakaula St.
Kahului, HI 96732
[Driving directions](#)
808.871.7012
Hours: [Refer to website](#)

No transportation?

Many pharmacies are offering courier services. Please ask when you call.

School supplies and registration

Department of Education Community Liaison Jewelyn Kahele can assist students and families with school registration and obtaining school supplies. Please contact Jewelyn with:

- Name of child
- Age / Birth date
- School / campus, and
- Supplies needed

Residents in need of assistance can **contact Jewelyn at 808-856-5317 or jewelyn.kahele@k12.hi.us**

Transportation

Roberts Hawaii is offering FREE transportation to most shopping centers and medical facilities from county-listed Central Maui shelters including:

- War Memorial Gymnasium in Wailuku
- Maui High School
- Hannibal Tavares Community Center
- King's Cathedral in Kahului
- Church of Jesus Christ of Latter-day Saints in Kahului
- Grace Bible Church

Mobility devices, including wheel chairs, can be accommodated.

Riders will need to call for reservations: **808-871-4838**

Maui County Office on Aging offers assisted transportation programs for seniors; call for eligibility, **808-270-7774**

Military veterans affected by wildfire

School Attendance

- If your school is temporarily closed, the Department of Veterans Affairs (VA) will consider your attendance as continuous, and your benefits will not be affected.
- Students using Chapter 33 (Post-9/11 GI Bill) or Chapter 35 (Survivors and Dependents Educational Assistance Program): As long as the enrollment was submitted prior to the recent disaster, no further action is necessary to continue to receive benefits.
- Please contact our Education Call Center at [1-888-442-4551](tel:1-888-442-4551) (Monday – Friday, 7 a.m. to 6 p.m. CST) for any questions about your GI Bill benefits. If you're unable to contact us by phone, you can send us a secure inquiry through [Ask VA](#).

Benefit Payments

- If a veteran or beneficiary does not/cannot receive a benefits payment due to the effects of the natural disaster and indicates financial hardship, the contact center agents must request a one-time special payment address where a replacement payment can be sent.
- VBA can issue a same-day EFT payment to affected veterans. To do this, the veteran needs to enroll in Direct Deposit.
- If a veteran does not have a bank account into which they can receive direct deposit, VA has established the Veterans Benefits Banking Program (VBBP). Veterans can find more information about VBBP [here](#).

Insurance

- VA provides assistance to help ease the hardships of those affected. VA offers Instant Loan Approval online and expedited same-day processing for policy loans when veterans contact the call center.
- The Office of Servicemembers' Group Life Insurance (OSGLI) is following disaster alerts that are issued by each state department of insurance in the event of natural disaster. These alerts generally provide a moratorium on lapsing or extension of premium payments.
- Veterans may call the Insurance Center at [1-800-669-8477](tel:1-800-669-8477) or OSGLI at [1-800-419-1473](tel:1-800-419-1473).

Counseling

Hawai'i CARES 988

Local crisis counselors are available 24/7 via phone, text, or chat to connect you with resources for mental illness, substance use, suicide prevention, as well as services for children and adolescents.

- [Call](#) or [text](#) 988, 24/7
- If you do not have a phone number with an 808 area code, call the hotline directly at [\(808-832-3100\)](#) or toll-free [\(800-753-6879\)](#)
- Chat, 24/7 at <https://988lifeline.org/chat>

The State of Hawai'i Department of Health, Maui Community Mental Health Center

Offering crisis mental health services and expanding hours to those experiencing emotional or psychological distress as a result of the Maui wildfires. To receive emergency services, contact Maui CMHC. Clinic hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

We will have expanded clinic hours on Saturday and Sunday to accommodate immediate needs from 8:00 a.m. to 4:30 p.m. For after-hours support, please contact Hawai'i CARES 988.

- Phone: [\(808\) 984-2150](#)
- Call/Text: 988
- Email: mauiwellness@doh.hawaii.gov
- In person at 121 Mahalani Street in Wailuku, HI

Catholic Charities Hawai'i - <https://www.catholiccharitieshawaii.org/counseling-mental-health/>

Our counseling programs offer individuals, couples and families the support they need to build healthy relationships and enhance personal wellness. Call: [\(808\) 527-4470](#)

Child & Family Service - <https://www.childandfamilyservice.org/programs/ccss/>

Comprehensive Counseling and Support Services - A child abuse prevention and treatment program, providing a broad array of services to meet the needs of children and their families. The goal is to help parents or caretakers, children at risk, foster families or reunited families live in a safe, permanent home.

O'AHU: [\(808\) 681-1467](#)

91-1841 Fort Weaver Rd. Ewa Beach, HI 96706

KAUAI: [\(808\) 245-5914](#)

2970 Kele St. Suite 203 Lihue, HI 96766

MAUI COUNTY: [\(808\) 877-6888](#)

293 North Market St. Wailuku, HI 96793

Disaster Distress Hotline: Call or text the Disaster Distress Hotline at **1-800-989-5990** any time of day to access crisis counseling and support.