

Member Guide

Your Introduction to Kaiser Permanente





Important numbers

Member Services

1-800-966-5955

711 TTY hearing/speech impaired

Monday-Friday, 8 a.m.-5 p.m.

Saturday, 8 a.m.-noon

After-Hours Nurse Advice Line

808-432-7700 (Oahu)

1-800-467-3011 (neighbor islands)

711 TTY hearing/ speech impaired

Weekdays, 5 p.m.-8 a.m. the next day

Weekends and holidays, 24 hours

Patient Financial Services Department

808-432-5340 (Oahu)

1-888-597-5340 (neighbor islands)

Prescription orders

Order most refill prescriptions online
at kp.org/pharmacycenter

Order refills by phone,

24 hours a day, 7 days a week

808-643-RxRx (7979)

Keep track of your family's health information

Member's name: _____

Member's ID number: _____

Doctor's name: _____

Doctor's phone number: _____

Member's name: _____

Member's ID number: _____

Doctor's name: _____

Doctor's phone number: _____

Member's name: _____

Member's ID number: _____

Doctor's name: _____

Doctor's phone number: _____

Member's name: _____

Member's ID number: _____

Doctor's name: _____

Doctor's phone number: _____

Member's name: _____

Member's ID number: _____

Doctor's name: _____

Doctor's phone number: _____



Visit kp.org and download our free
Kaiser Permanente app from the
app store on your mobile device.



Member guide

Welcome to Kaiser Permanente

Thank you for being a Kaiser Permanente member. We look forward to helping you live a longer, healthier life.

This guide will help you to learn more about Kaiser Permanente and how to access convenient, high-quality care.

This guide provides general information, not medical advice or benefit coverage. For complete details on your benefit coverage, including exclusions, limitations, and plan terms, please call Member Services at **1-800-966-5955**.

If you are a member of one of the plans below, please refer to the guide that applies to your plan. If you have questions about which guide applies to you, or to get a copy, please contact Member Services.

- Federal Employees Health Benefits Program
- Kaiser Permanente Added Choice[®] Plan
- Kaiser Permanente for Individuals and Families Plan
- Kaiser Permanente QUEST Integration
- Kaiser Permanente Senior Advantage
- Kaiser Permanente Medicare Cost

Information in this guide is current as of August 2017 and may be subject to change without notice.



Healthy resources

Good health goes beyond the doctor's office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that work for you.

Get the most out of your health plan



Free gym membership

You're eligible to receive a free gym membership if you enroll at a participating gym and meet certain activity requirements. If you do this, your gym membership fee will be reimbursed to you once your gym reports your completion.¹ For more information, visit kp.org/fitrewards.



Online wellness tools

Visit kp.org/healthyliving for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.



Pedometer app

Track every step with the Every Body Walk! app – including distance covered, time elapsed, calories burned, and routes taken. Learn more at everybodywalk.org.



On-site health classes

Choose from a large variety of classes and support groups offered right at our facilities, and get help improving your health. Find classes near you at kp.org/classes. Some classes may require a fee.



Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wellnesscoach.



Reduced rates for members

Our members get special rates on a variety of health-related products and services – like acupuncture, massage therapy, and more. Check out your options at kp.org/choosehealthy.



Farmers markets

Pick up your prescriptions and veggies in the same trip. Enjoy shopping for fresh, local produce and specialty food items at our farmers markets hosted at some of our facilities. Learn more at kp.org/farmersmarket.

¹ Does not apply to Medicare and Medicaid plans. This program is a value-added service and not a medical benefit. Annual gym membership fees do not count toward your annual out-of-pocket maximum. Reimbursement is limited to your annual program fee each calendar year. The program is open to members 16 years of age and older.

Your Member ID Card



Your Kaiser Permanente member ID card will be mailed to you separately. You need your member ID card to do the following:

- Get care at our facilities and with contracted providers
- Fill prescriptions



Digital Membership Card - On Your Phone, On the Go

You can also access your membership information anytime, anywhere with your Kaiser Permanente digital membership card – an electronic version of your membership card.²

To use your **digital membership card**, tap the card icon at the bottom of the Kaiser Permanente mobile app dashboard.

The new digital card lets you check in for appointments, pick up your prescriptions, and provides your membership information – right from your smartphone. You can also access the digital membership cards of your dependents and those for whom you hold health care proxies.

Don't have the Kaiser Permanente app? Download it at no cost from the app store on your mobile device.



Helpful Tips

Always keep your member ID card with you in case of unexpected medical treatment or emergencies.

Write down your medical record number and keep it safe in a separate location or download it to your mobile device (see right column).

Call Member Services immediately if your ID is lost, stolen, or needs to be replaced.



Download the Kaiser Permanente app. It's as easy as 1, 2, 3

- 1) Register on kp.org/registernow and follow the instructions
- 2) Download the Kaiser Permanente app from the app store on your mobile device
- 3) Log in and manage your health anytime, anywhere

² You must be registered on kp.org to use the Kaiser Permanente digital membership card. Get started at kp.org/registernow.



Getting Started



1. Choose your medical facility

Choose from medical facilities on Oahu, Maui, Hawaii Island, and Kauai. You can also see our affiliated providers on Kauai, Lanai, and Molokai. Visit kp.org/locations to find the facility nearest you.

In many cases, your doctor, specialist, and pharmacist are located in one facility, which means you don't have to spend the day going all over town just to get well.



2. Choose your doctor

Good health care begins with building a relationship with your personal physician. Your doctor is your health care advocate, your direct link to all Kaiser Permanente services, and your source for referrals to specialists.

Learn about our doctors in our Physicians and Locations Directory, biography cards at our reception counters, and on kp.org/chooseyourdoctor. You can also call Member Services for a copy of our directory. And remember, you can change your personal physician at any time and for any reason.

To choose and change your personal physician, simply call your care facility or visit kp.org/chooseyourdoctor.



3. Make an appointment

Two easy ways to schedule your appointments:

- Visit kp.org/appointments on your computer, or use the Kaiser Permanente mobile app, and tap Appointments on the app dashboard. You can schedule office or phone visits with your primary care physician, same-day adult care, and a growing number of specialty appointments.
- Call your doctor's office.

Tip:

To cancel an appointment, call the 24-hour appointment cancellation line at your Kaiser Permanente facility.



Specialty Care

You have access to more than 600 outstanding physicians in over 100 specialties, including Maternity Care, Pediatrics, Orthopedics & Sports Medicine, Cardiology, and Oncology. Our specialists deliver high-quality care and work together to deliver the care you need, when you need it. Visit kp.org/hawaiispecialty to learn more.

Your First Appointment

1



Check in with your Kaiser Permanente member ID card and a valid photo ID.

Tip:

If you're bringing in a child who is not your own, please get an authorization form from Member Services or have a notarized Health Care Power of Attorney form.

2



If you have additional health insurance in addition to Kaiser Permanente, please bring the insurance card with you.

3



Bring the names of any medications you are taking, including non-prescription medicines, so we can make sure that your prescriptions are uninterrupted and your doctor has all the information needed to care for you.

Tip:

If the appointment is for your child, please bring any medications they are currently taking and their shot record.

4



Tell the doctor about any treatments you are currently receiving, and feel free to ask questions. We're here to help!

Paying for Services

When it's time for your appointment, be prepared to pay for your services. Your portion may be a copayment, coinsurance, or deductible. Supplemental charges for labs, X-rays, procedures, or prescription medications are due on the day you receive services.

Payment is easy with cash, debit card, personal check, or credit card.

Tip:

Go to kp.org/costestimates to find out what you may pay for common exams, tests, and services when you receive care at a Kaiser Permanente facility.³

You may receive a bill for services performed after you've paid and left our facility. For example, your doctor may need to send tissue samples for further testing.

Tip:

You can also pay your outstanding balances online at kp.org/paymedicalbills⁴

We will let you know before scheduled procedures if payment is required for related high-cost services or items.

Tip:

You can track costs for services you've received at kp.org/outofpocket

³You must be registered on kp.org to use this secure tool. The Estimates tool provides a general idea of what you may pay for a treatment or service, based on your plan benefits. What you actually pay may be higher or lower depending on the care you receive. Your bill will show the actual cost of the service and what you will need to pay.

⁴You must be registered on kp.org to use this secure tool.

Contact Us



Patient Financial Services Department

808-432-5340 (Oahu)
1-888-597-5340 (neighbor islands)

Pharmacy Services

Coverage of prescription drugs varies depending upon your benefit plan.



Locations

Pharmacies are located in most of our facilities. You can get prescriptions filled and buy over-the-counter medications and supplies at our pharmacies. In certain instances, you can use select non-Kaiser Permanente pharmacies.



Transfer your prescriptions

For help transferring your prescriptions, call our Care Transition Team at **808-643-5744** Monday–Friday, 9 a.m.–5 p.m. Provide the name and phone number of your current pharmacy and our pharmacy team will take care of the rest.



Prescriptions

Save time by ordering most medications (new and refills) using My Health Manager at kp.org/pharmacycenter or through your Kaiser Permanente mobile app. Most refills can be mailed to you at no extra cost. And, if you have prescription drug coverage, you can get a 90-day supply of refills for the cost of 60 days for most medications.⁵



Covered drugs

We use an approved list of drugs to make sure that the most appropriate, safe, and effective prescription medications are available to you. This list is reviewed on a regular basis and includes generic, brand name, and specialty drugs covered under the prescription drug benefit. For more information on covered drugs, visit kp.org/formulary.



Drugs not covered

- Nonprescription or over-the-counter medicines
- Drugs for cosmetic uses
- Drugs used for reasons not approved by the FDA
- Plan-excluded prescription drugs

Contact Us

Pharmacy Services

808-643-RxRx (808-643-7979)



⁵ Kaiser Permanente prescription drug coverage required. We can only mail prescriptions to the States of Hawaii and California at this time. 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.

After-Hours Care

For medical problems or questions after our facilities are closed, call our After-Hours Advice Line. Registered nurses can provide advice or direct you to the appropriate place for care. You'll need to provide your medical record number (shown on the front of your Kaiser Permanente ID card) or the medical record number of the person for whom you're calling.



After-Hours Advice Line

808-432-7700 (Oahu)
1-800-467-3011 (neighbor islands)
711 TTY for hearing/speech impaired

Weekdays, 5 p.m.-8 a.m. next day
Weekends and holidays, 24 hours



Hawaii Poison Center

For medical problems related to poison or chemicals, call the Hawaii Poison Center at **1-800-222-1222**. Open 24 hours a day, 7 days a week.



After-Hours Care

If you need to receive care outside of normal business hours, you don't need to go to the emergency department. You can visit after-hours care at the same cost of a normal visit.

Moanalua Medical Center, Oahu

Monday-Friday, 5-10 p.m.
Weekends and holidays, 8 a.m.-10 p.m.

Please call **808-432-7700** for an appointment before your visit. Park in the Moanalua Medical Center garage and use the main entrance to the hospital to go to the first floor cashier. The cost of an after-hours visit is the same as a routine doctor's appointment.

Maui Lani Medical Office, Maui

Monday-Friday, 5-8 p.m.
Weekends and most holidays, 8 a.m.-5 p.m.
Closed Christmas and New Year's Day

The cost of an after-hours visit is the same as a routine doctor's appointment.



After-Hours Care (cont.)

These facilities are open after normal business hours and provide nonemergency, nonroutine care.

Maui

Hana

Hana Health

4590 Hana Hwy.
Monday–Wednesday, Friday, 8 a.m.–5 p.m.
Thursday, 8 a.m.–noon and 2–8 p.m.
Saturday, 8 a.m.–noon
808-248-8294

Kahului

Minit Medical*

Maui Marketplace
270 Dairy Rd., Ste. 239
Monday–Friday, 8 a.m.–7 p.m.
Saturday, 8 a.m.–6 p.m.
Sunday, 8 a.m.–4 p.m.
808-667-6161

Lahaina

Doctors on Call

Hyatt Regency Maui
200 Nohea Kai Dr., #100
Monday–Friday, 8 a.m.–5 p.m.
808-667-7676

Doctors on Call

Times Market Place / North Kaanapali
3350 Lower Honoapiilani Rd., Unit 211
Open every day, 8 a.m.–9 p.m.
808-667-7676

Minit Medical*

Lahaina Gateway Shopping Center
305 Keawe St., Ste. 507
Monday–Saturday, 8 a.m.–6 p.m.
Sunday, 8 a.m.–4 p.m.
808-667-6161

Kauai

Kauai Urgent Care

4484 Pahee St.
Open every day, 8 a.m.–7 p.m.
808-245-1532

Hawaii Island

Hilo

Hilo Urgent Care Center

45 Mohouli St.
Monday–Friday, 8:30 a.m.–8:30 p.m.
Saturday–Sunday, 8:30 a.m.–4:30 p.m.
808-969-3051

Urgent Care Keaau

16-590 Old Volcano Hwy.
Monday–Friday, 8:30 a.m.–6:30 p.m.
Saturday–Sunday, 8:30 a.m.–4:30 p.m.
808-966-7942

Kailua-Kona

Aloha Kona Urgent Care

75-5995 Kuakini Hwy., #213
Open every day, 1–9 p.m.
808-365-2297

Keauhou Urgent Care Center

Keauhou Shopping Center
78-6831 Alii Dr., #418
Open every day, 9 a.m.–7 p.m.
808-322-2544

Pahoa

Puna Community Medical Center

15-2662 Pahoa Village Rd., Ste. 306
Monday–Saturday, 8 a.m.–5 p.m.
(closed noon–1 p.m. for lunch)
Sunday, 8 a.m.–2 p.m.
Holidays, 8 a.m.–noon
808-930-6001

Waimea

Waimea Urgent Care

65-1230 Mamalahoa Hwy., A10
Monday–Friday, 8:30 a.m.–7 p.m.
Saturday–Sunday, 8 a.m.–4 p.m.
808-885-0660

This list of contracted urgent care facilities is current as of August 2017 and may be subject to change without notice.

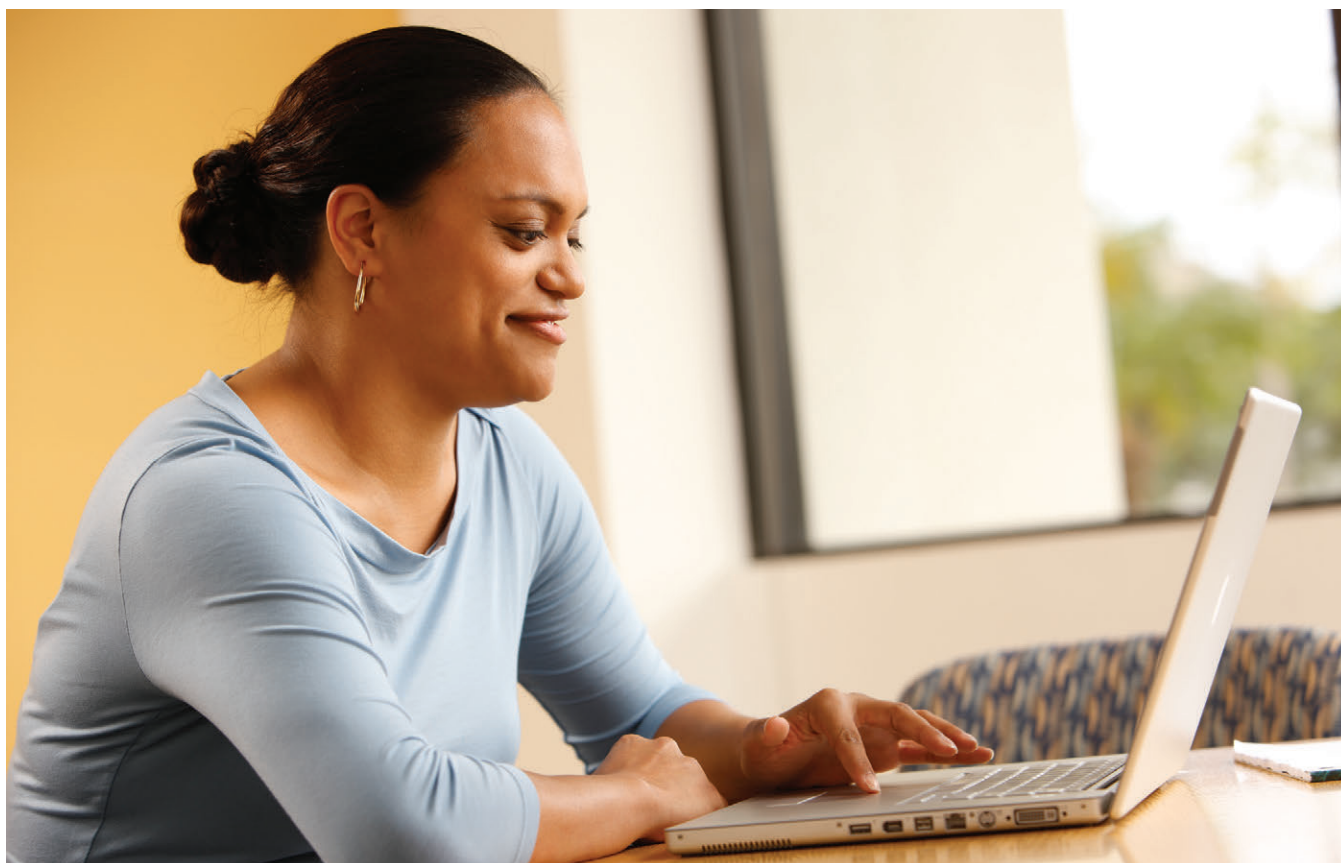
* Not a contracted urgent care facility for Kaiser Permanente Medicare members.

Urgent Care in Las Vegas

We contract with Concentra Urgent Care and Walgreens Healthcare Clinic to provide urgent care services to members experiencing non-life-threatening health problems while visiting Las Vegas. When possible, call your doctor or after-hours advice line first to discuss your health situation. When visiting one of these urgent care clinics, present photo identification along with your Kaiser Permanente member ID card. Walgreens or Concentra will bill you later according to your health plan benefits. For more information on urgent care in Las Vegas, contact our Member Services department.

Care While Traveling

For 24/7 travel support anytime, anywhere, call the Away from Home Travel Line⁶ at **951-268-3900** or visit **kp.org/travel**.



⁶This number can be dialed from inside and outside the U.S. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

Emergency Services

- We cover initial urgent and emergency care anywhere in the world.
- If you think you're experiencing an emergency, go immediately to the nearest emergency department.
- If you need an ambulance, call **911**. Don't call Kaiser Permanente and waste precious time.



Emergency Conditions

Emergency medical conditions need immediate medical attention to avoid serious threats to your body or health. These conditions might include:

- Suspected heart attack
- Suspected stroke
- Extreme difficulty in breathing
- Severe pain
- Bleeding that will not stop
- Major burns
- Seizures
- Sudden onset of severe headache
- Suspected poisoning

Your Kaiser Permanente plan defines an "Emergency Medical Condition" as an illness or injury that reveals itself through severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part



Coverage

Understanding your costs

Payment for an emergency department visit varies depending on your plan benefits. Please refer to your Benefit Summary for a description of coverage or visit kp.org/costestimates.

Non-Kaiser Permanente Facilities

If admitted to a non-Kaiser Permanente facility, you or a family member must notify us within 48 hours after care begins (or as soon as reasonably possible) by calling the phone number on the back of your Kaiser Permanente member ID card, or your claim for payment may be denied.

Know before you go

If you're not feeling well and our offices are closed, call our after-hours 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.

After-hours advice line

1-800-467-3011 (toll free)

kp.org/getcare



Hospital Services

The Moanalua Medical Center on Oahu is a full-service healing hospital. Our members, families, and caregivers are at the center of everything we do. Doctors, nurses, and healthcare professionals work together to give you high-quality care. A doctor will decide if you need to be admitted to the hospital based on your medical condition. We are able to care for pregnant women, newborns, and children. We have medical and surgical services as well as emergency services, operating rooms, an observation unit, and an ambulatory treatment center for patients of all ages.

Neighbor island members

Our physicians will direct you to a hospital on your island. This may include:

Maui

Maui Memorial Medical Center
Kula Hospital

Molokai

Molokai General Hospital

Hawaii

Kona Community Hospital
Hilo Medical Center
North Hawaii Community Hospital

Lanai

Lanai Community Hospital

Kauai

Wilcox Medical Center
West Kauai Medical Center
Samuel Mahelona Memorial Hospital

The need to admit or transfer you to the Moanalua Medical Center will be determined by your physician.



Transportation Services



Shuttle service on Oahu

We provide free shuttle service on Oahu between our Moanalua Medical Center and the following facilities:

- Honolulu Medical Office
- Kahuku Clinic
- Kapolei Clinic
- Koolau Medical Office
- Mapunapuna Medical Office
- Nanaikeola Clinic
- Waipio Medical Office
- Honolulu International Airport Interisland Terminal

The shuttle operates Monday-Friday except holidays. Schedules and sign-ups are posted at each location. You can also find the shuttle schedule at kp.org/locations.



Neighbor island concierge

If you live on a neighbor island and your doctor refers you to a specialist, we may recommend you get treated on Oahu. You will be cared for by a team of physicians upon your arrival who have access to facilities and equipment that may not be available on your island. We can also assist you with coordinating your medical appointments on Oahu. Our complimentary concierge service offers shuttle and ground transportation information, hotel and housing recommendations, and tips on making your stay as easy as possible. To contact our neighbor island concierge, call **808-432-8359**, Monday-Friday, from 7:30 a.m.-4 p.m.



Travel Department

If you live on Maui, Kauai, Molokai, Lanai, or Hawaii Island and need transportation assistance to Oahu for medically necessary care, call our Travel Department:

808-243-6589 (Maui)

1-800-214-6572 (Kauai, Molokai, Lanai, and Hawaii Island)

Monday-Friday, 8 a.m.-5 p.m.

Saturday, 8 a.m.-noon (emergencies only)

Closed Sunday and most holidays

Manage Your Care Online

See how easy it is to stay on top of your care. When you register on **kp.org**, you can use our many time-saving online tools for managing your health—anytime, anywhere.¹

Take charge of your health

kp.org is your online gateway to great health. When you register, you can securely access many time-saving tools for managing the care you get at our facilities. Visit **kp.org** anytime, from anywhere to:

- Schedule and cancel routine appointments.
- View most lab test results.
- Refill most prescriptions.
- Email your Kaiser Permanente doctor's office.
- Print vaccination records.



Go to **kp.org/registernow** to get started. Once you've registered, download the Kaiser Permanente app from your smartphone. Use your **kp.org** ID and password to activate the app, and you'll be ready to use the secure features anytime, anywhere.²

Learn more at **kp.org/mobile**.

Free, customized online programs

With our online wellness program, you'll get advice, encouragement, and tools to help you create positive changes in your life. Our complimentary programs can help you:

- Lose weight.
- Eat healthier.
- Quit smoking.
- Reduce stress.
- Manage ongoing conditions, like diabetes or depression.

Get started at **kp.org/healthylifestyles**.

¹These features are available when you get care at Kaiser Permanente facilities.

²To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.



Utilization Management

The medical care and services provided or authorized by a physician are subject to utilization management (UM) review. UM describes the methods we use to ensure you receive the right care at the right time in the right place.

We use the advice and cooperation of practitioners and providers to ensure quality, cost-effective care for members. Some of these services, which we continuously monitor and evaluate, are:

- Review of hospital admissions
- Review of referred services
- Review of post-service claims
- Case management services for certain medical conditions to help members maintain their health at the highest level possible
- Clinical practice guidelines

If, at any time, you feel you are not receiving coverage for an item or service that you believe is medically necessary, you have the right to make a request for services or supplies you have not received, or to file a claim for payment of charges you've incurred. If you don't agree with our decision regarding your request, you have the right to request an appeal.

Kaiser Permanente physicians, practitioners, employees, and affiliated physicians and practitioners (professionals contracted with Kaiser Permanente) who make decisions about your medical treatments and services have a primary focus on providing the level of care that is appropriate for your needs. All UM decision-making is based on evidence that service and care are medically necessary, appropriate, and covered by your plan. There is no reward for denying care and no financial incentives that encourage denial of service or coverage that may result in underutilization. Kaiser Permanente does not make decisions regarding hiring, promoting, or terminating practitioners or other individuals based on the likelihood that the individual would (or tends to) support the denial of benefits.

For any UM inquiries during regular business hours, please call Member Services Monday through Friday, 8 a.m. to 5 p.m., or Saturday, 8 a.m. to noon:

1-800-966-5955

711 (TTY for the hearing/speech impaired)

After regular business hours and holidays:

808-432-7100 (Oahu)

1-800-227-0482 (neighbor islands, toll free)

Language assistance services are provided free of charge for members through an interpreter.

Bilingual Access Line: **808-526-9724**

After regular business hours, your message will be forwarded to our UM team and your call will be returned the next business day. You may also fax us at **808-432-7419**.

Member Guide Glossary

Coinsurance:

The percentage of covered charges you must pay for the care you receive. Most coinsurance amounts apply toward satisfaction of your out-of-pocket maximum.

Copayment:

A specific dollar amount you must pay for covered health plan services. Most copayments apply toward satisfaction of your out-of-pocket maximum.

Deductible:

The dollar amount of covered charges you must pay during the year for covered services before we start to cover the costs. Deductibles apply toward satisfaction of your out-of-pocket maximum.

Formulary:

Our preferred drug list of generic, brand-name, and specialty drug medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost-effective treatments for our members.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide 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, and accessible electronic formats
- Provide 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>.

HELP IN YOUR LANGUAGE

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

Cebuano (Bisaya) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa **1-800-966-5955** (TTY: **711**).

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-966-5955** (TTY: **711**)。

Chuuk (Chukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **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 loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: 711).

Iloko (Ilocano) PAKDAAR: No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-966-5955** (TTY: 711)

日本語 (Japanese) 注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-966-5955** (TTY: 711) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-966-5955** (TTY: 711) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ **1-800-966-5955** (TTY: 711).

Kajin Majōl (Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjelōk wōñāān. Kaalōk **1-800-966-5955** (TTY: 711).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti’go Diné Bizaad, saad bee áká’ánída’áwo’déé’, t’áá jiiik’eh, éí ná hóló, koji’ hódíłnih **1-800-966-5955** (TTY: 711).

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955** (TTY: 711).

Faa-Samoa (Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoani, e fai fua e leai se totogi, mo oe, Telefoni mai: **1-800-966-5955** (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-966-5955** (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-966-5955** (TTY: 711).

Lea Faka-Tonga (Tongan) FAKATOKANGA'I: Kapau ‘oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea ‘oku nau fai atu ha tokoni ta’etotongi, pea teke lava ‘o ma’u ia. Telefoni mai **1-800-966-5955** (TTY: 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-966-5955** (TTY: 711).





Awards and Recognitions

We're here to make lives better. So when Kaiser Permanente is recognized for its quality care, hospitals, or health plans, we appreciate that it's our members who win.



Among the highest-rated commercial health plans in Hawaii

Of the health plans reviewed by the National Committee for Quality Assurance in Hawaii, we were one of only two commercial plans in the state to earn the highest rating. This is also the second consecutive year our Medicare and Medicaid plans received the top rating.¹



Top-notch doctors

171 of our physicians in more than 50 specialties were named among the nation's medical elite by one or both of the 2017-2018 Best Doctors and Castle Connolly Top Doctors lists. They were selected by their peers to join a coveted list of the most respected doctors in Hawaii, and the ones that other top doctors would trust for their loved ones and themselves.²



Ranked No. 1 in the most quality measures

We ranked No. 1 in 34 of 48 HEDIS (Healthcare Effectiveness Data Information Set) Prevention and Treatment measures, including those for breast and cervical cancer screening; diagnosis and treatment services for diabetes and hypertension; family care services for prenatal/postpartum and well-child immunizations and care; and care management for behavioral health conditions.³



High marks from the American Heart Association

Our Moanalua Medical Center received the Get With The Guidelines®-Heart Failure and Stroke Gold Plus Quality Achievement Awards from the American Heart Association/American Stroke Association. Gold Plus is the highest distinction, recognizing consistent compliance with best-practice standards of care for a full year.⁴

¹ Commercial plans received 4.5 out of 5.0 rating. Medicare and Medicaid plans received 5.0 out of 5 ratings. NCOA's Commercial/ Medicare/ Medicaid Health Insurance Plan Ratings 2015-2017.

² Excerpted from the Best Doctors in America® 2017-18 and Castle Connolly Top Doctors databases. For more information, visit bestdoctors.com and castleconnolly.com.

³ Kaiser Permanente 2016 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all non-PPO lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2016 and is used with the permission of NCQA. Quality Compass 2016 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass and HEDIS are registered trademarks of NCQA. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

⁴ Get With The Guidelines® puts the unparalleled expertise of the American Heart Association and American Stroke Association to work for hospitals nationwide, helping hospital care teams ensure that the care provided to heart failure and stroke patients is aligned with the latest evidence-based guidelines. The goal of participating in Get With The Guidelines is to save lives.