

# Member Guide

Your Introduction to Kaiser Permanente



# MEMBER GUIDE

## YOUR INTRODUCTION TO KAISER PERMANENTE

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 the Customer Service Center at **808-432-5955 (Oahu)** or **1-800-966-5955 (neighbor islands)**.

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, and to get a copy, please contact our Customer Service Center.

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

Information in this guide is current as of August 2013 and may be subject to change without notice.

# ALOHA

## WELCOME TO KAISER PERMANENTE

Thank you for choosing to be 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 care as an active participant in your health care.



# 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 contracted providers
- Fill prescriptions

## Helpful tips:

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

Write down your member ID number and keep it safe in a separate location.

Immediately call our Customer Service Center if your ID is lost, stolen, or needs to be replaced.

## CONTACT US

### Customer Service Center



808-432-5955 (Oahu)  
1-800-966-5955 (neighbor islands)  
1-877-447-5990 TTY hearing/speech impaired

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

# GETTING STARTED



## Choose your facility

Choose from medical facilities on Oahu, Maui, and Hawaii and affiliated providers on Kauai, Lanai, and Molokai. Visit [kp.org/locations](https://kp.org/locations) to find the facility nearest you.



## 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](https://kp.org/chooseyourdoctor). You can also call our Customer Service Center for a copy of our most current directory. And remember, you can change your personal physician at any time and for any reason.



## Make an appointment

Call your doctor's office or visit [kp.org/locations](https://kp.org/locations).\*



### Tip:

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

\* Scheduling appointments on [kp.org](https://kp.org) is not applicable to specialty care departments.

# YOUR FIRST APPOINTMENT

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**Tip:**

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

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Bring the names of any medicine you are taking so we can make sure that your prescriptions are uninterrupted.

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.

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.

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

## CONTACT US

Patient Financial  
Services Department



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

# YOUR PRESCRIPTION

Coverage of prescription drugs varies depending upon your benefit plan.



## Locations

Pharmacies are located in most of our facilities and are open during regular business hours. 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 to Friday, 9 a.m. to 5 p.m. Provide the name and phone number of your current pharmacy and our pharmacy team will take care of the rest.



## Refills

Save time by ordering refills using My Health Manager at **kp.org**. Most refills can be mailed to you at no extra charge. And, if you have prescription drug coverage, you can get a 90-day supply of refills for the cost of 60 days.



## 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 both generic, brand name, and specialty drugs covered under the prescription drug benefit.



## Drugs not covered

- Nonprescription or over-the-counter medicines
- Drugs for cosmetic uses
- Dental prescriptions (unless prescribed for a medical condition)
- Drugs used for reasons not approved by the FDA
- Plan-excluded prescription drugs

## CONTACT US

Automated Prescription Refill Service  
808-643-RxRx (808-643-7979)



# AFTER-HOURS CARE



If you have medical concerns after our facilities have closed, call our After-Hours Advice Line for medical advice. You will need to provide the medical record number of the person for whom you are calling.

## CONTACT US

### After-Hours Advice Line



**808-432-7700** (Oahu)  
**1-800-467-3011** (neighbor islands)  
**1-877-447-5990** TTY for hearing/speech impaired

Regular hours: Monday - Friday, 5 p.m. - 8 a.m.  
Saturday, noon - Monday, 8 a.m.

Holidays: 8 a.m. - 8 a.m. the next day



### After-Hours Care

We provide extended, non emergency, non routine care after our facilities are closed

#### Moanalua Medical Center, Oahu

Monday - Friday, 5 - 10 p.m.  
Saturday, 1 - 10 p.m.  
Sunday 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 third floor, module 3A. 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.  
Saturday, noon - 5 p.m.  
Sunday and holidays, 8 a.m. - 5 p.m.  
Closed Christmas and New Year's Day

Please call **808-243-6050** for an appointment before your visit. Cost of an after hours visit is the same as a routine doctor's appointment.



#### 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, seven days a week.

# AFTER-HOURS CARE

## CONTACT US



### Maui

#### Hana Health Clinic

4590 Hana Highway

Mon., 7:30 a.m. – 8 p.m.

Tues. Thurs., 7:30 a.m. – 5 p.m.

Fri., 8 a.m. – 5 p.m.

Sat., 8 a.m. – noon

**808-248-8294**

### Big Island

#### Hilo Urgent Care Center, LLC

##### • Hilo

45 Mohouli Street

Mon. Fri., 8:30 a.m. – 9 p.m.

Sat. – Sun., 9:30 a.m. – 4 p.m.

**808-969-3051**

##### • Keaau

16-590 Old Volcano Highway

Mon. Fri., 9 a.m. – 5:30 p.m.

Sat., 9:30 a.m. – 4 p.m.

Closed Sun.

**808-966-7942**

#### Keauhou Urgent Care Center

Keauhou Shopping Center  
(across from theater)

76-6831 Alii Drive

Open every day 9 a.m. – 7 p.m.

**808-322-2544**

## 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 nurse first to discuss your health situation. When visiting one of these urgent care clinics, present photo identification along with your member ID card. Walgreens/Concentra will bill you later according to your health plan. For more information on urgent care in Las Vegas, contact our Customer Service Center.

# EMERGENCY SERVICES

- We cover initial urgent and emergency care anywhere in the world.
- If you think you're experiencing an emergency, go immediately to an 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:

- Severe pain
- Suspected heart attack or stroke
- Extreme difficulty in breathing
- 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 manifests itself by acute symptoms of sufficient 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; or
- Serious dysfunction of any bodily organ or part.

## Coverage

### Copayment

Copayment for an emergency department visit varies depending on your plan benefits. Refer to your Benefits Summary for a description of coverage.

### 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.

# HOSPITAL SERVICES

## Hospital services

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The Moanalua Medical Center is a full-service healing hospital. Patients and family are at the center of everything we do. Specially-trained clinicians and caregivers partner to provide compassionate and quality care and services. Our state-of-the-art healing environment is designed to care for acute illness and injury. Admission is based on a physician review of your medical condition. Services include medical, surgical, perinatal, labor and delivery, neonatal, pediatric, and intensive care for acute illness and injury. Our hospital also includes an ambulatory surgery and recovery (ASR) department, ambulatory treatment center (ATC), a clinical decision unit for observation stays (CDU), operating rooms, and emergency services.

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## Neighbor island members

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

- Maui Memorial Medical Center
- Kona Community Hospital
- Hilo Medical Center
- North Hawaii Community Hospital
- Wilcox Memorial Hospital
- West Kauai Medical Center
- Samuel Mahelona Memorial Hospital
- Molokai General Hospital
- Lanai Community Hospital

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

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# 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

Shuttle operates Monday to Friday except holidays. Schedules and sign-ups are posted at each location. You can also find the shuttle schedule at [kp.org/locations](http://kp.org/locations).



## Neighbor island concierge

Your doctor will refer you to a specialist when it's medically necessary. In some cases, that may mean recommending our neighbor island members get treated on Oahu where you'll be cared for by a team of physicians who have access to facilities and equipment which may not be available on your island. If you have to go to Oahu for medically necessary care, we can assist you with coordinating your medical appointments. Our concierge can also offer shuttle and ground transportation information, hotel and housing recommendations, along with tips on making the most of your stay.

## CONTACT US



**808 432 UFLY** (808-432-8359)

Mon. - Fri., 7:30 a.m. - 4 p.m.

If you live on Maui, Kauai, Molokai, Lanai, or the Big 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 the Big Island)

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

8 a.m. - noon (emergencies only)

Closed Sunday and most holidays

# ONLINE SERVICES



A variety of convenient services are offered online at **kp.org**. You can access medical information and data, improve your lifestyle with customized online programs, receive discounts on health services and products, and participate in programs designed to increase your physical activity level.



## Your electronic health record: My Health Manager

Linked directly to your medical record, My Health Manager gives you the power to manage your health online at **kp.org**. You can view most lab test results, email your doctor's office, order prescription refills, request routine appointments, check past office visit information, look up future appointments, and more. These time-saving features help you spend less time managing your health and more time enjoying life.

Go to **kp.org/register** to get started. Once you register, you can sign on with your user ID and password. Registration is quick and easy.



## Free, customized online programs

We offer you many ways to improve your lifestyle with free customized online programs designed to help you succeed in creating a healthier you. These programs are brought to you in collaboration with HealthMedia®, and we offer them to you at no cost.

To select the program you want, choose from the list below, then sign on to **kp.org/healthylifestyles**. Fill out the online questionnaire and you'll receive a customized guide to the program you specify. We'll even follow up with personalized emails to help keep you on track. You can start measuring your success within weeks of completing your program.

- Assess your health (total health assessment)
- Manage ongoing health conditions
- Manage chronic pain
- Lose weight
- Eat right
- Reduce stress
- Quit smoking
- Keep diabetes under control
- Understand depression
- Manage insomnia
- Manage back pain

# AWARDS AND RECOGNITIONS

## WHAT OTHERS SAY ABOUT KAISER PERMANENTE



- Named the highest-rated commercial health insurance plan in Hawaii based on excellence in prevention, treatment, and member satisfaction, according to the National Committee for Quality Assurance (NCQA).<sup>1</sup>



- Our Moanalua Medical Center received national recognition in *The Joint Commission's 2012 annual report on quality and safety, "Improving America's Hospitals."* We were one of only two hospitals in Hawaii to be recognized as a "Top Performer in key quality measures" including heart attack, heart failure, pneumonia, and surgical care.<sup>2</sup>



- First multi-site health care organization in Hawaii to be recognized by NCQA for Patient-Centered Medical Home (PCMH) Model<sup>3</sup>. All 16 primary care facilities and providers received level 3 recognition, the highest level possible.



- Our Moanalua Medical Center received the American Heart Association's/American Stroke Association's Get With The Guidelines<sup>®</sup> Stroke Gold Plus Quality Achievement Award for excellence in the treatment of stroke patients.



- Our Moanalua Medical Center is the first and only Baby-Friendly Hospital in Hawaii, according to the World Health Organization and UNICEF, in recognition of our advocacy of breastfeeding.

<sup>1</sup> NCQA's Health Insurance Plan Rankings 2012-13, National Committee for Quality Assurance. NCQA is a private, not-for-profit organization dedicated to improving health care quality. Visit [NCQA.org](http://NCQA.org).

<sup>2</sup> Moanalua Medical Center is recognized as a Top Performer in The Joint Commission's Top Performers on Key Quality Measures™ program. The Joint Commission recognizes Moanalua Medical Center for achieving excellence in performance on its accountability measures during 2011 for the following measure sets: heart attack, heart failure, pneumonia, and surgical care.

<sup>3</sup> NCQA's Physician Practice Connections<sup>®</sup> – Patient-Centered Medical Home™ has recognized all 16 Kaiser Permanente primary care facilities in Hawaii at Level 3, the highest level. NCQA is a private, non-profit organization dedicated to improving health care quality. Visit [NCQA.org](http://NCQA.org).

# IMPORTANT NUMBERS

## Customer Service Center

**808-432-5955** (Oahu)

**1-800-966-5955** (neighbor islands)

**1-877-447-5990** TTY hearing/  
speech impaired

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

Saturday, 8 a.m. - noon

## After-Hours Advice Line

**808-432-7700** (Oahu)

**1-800-467-3011** (neighbor islands)

**1-877-447-5990** TTY hearing/  
speech impaired

Monday - Friday, 5 p.m. - 8 a.m. the next day

Saturday, noon - Monday 8 a.m.

Holidays, 8 a.m. - 8 a.m. the next day

## Prescription refills

Refill prescriptions online at **kp.org/rxrefill**

Order refills by phone,

24 hours a day, seven days a week

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

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: \_\_\_\_\_

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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<sup>SM</sup> or Google Play.



App Store is a service mark of Apple, Inc. Google Play is a trademark of Google, Inc.