

AlohaCare

Ka Hano Ho'ola • The Healing Breath

FALL 2011



Get Your Keiki Insured

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Fight The Flu p. 4

Protect Teens From Internet Bullies p. 6

Important Information for Members p. 14



John E. McComas
Chief Executive Officer

About AlohaCare

AlohaCare is a non-profit health plan founded in 1994 by Hawaii's community health centers. Today, AlohaCare has more than 75,000 health plan members and is the third largest health plan in Hawaii. We partner with nearly 3,000 physicians, specialists and providers to care for our members. We have nearly 200 employees located at offices on Oahu and the Big Island.

AlohaCare's Mission

Our passion is to serve the people of Hawaii in the true spirit of aloha by providing a comprehensive continuum of quality health care to all with special expertise in caring for those who are medically underserved and/or medically fragile.

This is accomplished with emphasis on prevention and primary care through community-governed health centers and in partnership with physicians and other health care providers that share our compassion and aloha for this population.

As the bad economy carries on, the state continues to cut its budget. This means cuts to its state-contracted QUEST health plans—including AlohaCare. The most recent cutback to AlohaCare QUEST funding was more than 3 percent. The state suggested that we could pass along these cuts to our QUEST network providers. AlohaCare is not going to do that. AlohaCare will absorb the state cuts. I also want to reassure our QUEST members that none of these changes will affect their medical care or access to AlohaCare services.

Despite tight budgets, AlohaCare continues to assure our QUEST members access to all services and benefits at no cost. Also, we work with community organizations that can offer additional services and programs. In this magazine, we feature three such health partners.

Since it's flu season, we've teamed up with CVS/Longs Drugs, Mina Pharmacy, Times Health Mart Pharmacy and Walgreens to offer free flu shots to our Medicare Advantage Prescription Drug members. Turn to page 8 for details. (QUEST members should visit their doctors for free flu shots.)

We have also partnered with the Healthy Mothers, Healthy Babies Coalition. It has a Text4Baby program. The free mobile service helps pregnant women and new moms give their babies the best start in life (turn to page 12).

Finally, the Hawaii Chapter of Mental Health of America (MHA) helps people live mentally healthier lives. One of MHA's projects works to prevent youth suicide and bullying. Turn to page 6 for an article about online bullying—or cyberbullying—a dangerous trend among teens today.

I hope you use these (and other) invaluable community services. They are here to help us when we need an extra hand.



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The *AlohaCare* member magazine is written and produced locally by AlohaCare staff members. We care about what you think. If you have suggestions or comments on how we can better serve you, please call or write us. You can also give us feedback online by clicking "Contact Us" at www.AlohaCare.org.

1357 Kapiolani Blvd., Suite 1250, Honolulu, HI 96814
Call: 973-1650 • Toll-free: 1-800-434-1002 • TTY/TDD: 1-877-447-5990
Fax: 973-0726 • Toll-free fax: 1-800-830-7222

AlohaCare is published quarterly as a benefit for AlohaCare QUEST, AlohaCare Advantage (HMO) and AlohaCare Advantage Plus (HMO SNP) members. Each issue is also available online at AlohaCare.org. *AlohaCare* magazine is not intended to replace the advice of health care professionals. Please consult your physician for your personal needs and before making any changes in your lifestyle.



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The Flu & You



Having the flu can be dangerous for anyone. But it is extra risky if you have a chronic disease such as heart disease, diabetes or asthma (or if you are pregnant). The flu can make your condition worse or cause other health problems.

Heart Disease & Flu

If you have heart disease, you're at risk of complications from the flu, such as problems with breathing and heart attack. While anyone can catch the flu, heart disease makes it harder to fight it off. The flu strains the body, which can raise your blood pressure and affect your heart's function. Death from the flu is more common among people with heart disease than among people with any other chronic condition.

Diabetes & Flu

While getting the flu is dangerous for anyone, it's extra risky if you have diabetes. The flu stresses your body. The stress can make your blood sugar levels too high, which increases the chance of serious health problems. Diabetics are three times more likely than healthy people to die from the flu and/or pneumonia (lung infection).

Asthma & Flu

If you have asthma, even a small cold can cause big problems. The flu can trigger asthma attacks and make them much worse. Signs of asthma, such as wheezing and chest tightness, may not respond to your regular asthma medications. Also, asthma symptoms caused by the flu may last for several days or weeks.

Seniors

For information about flu shots for seniors, please turn to page 12.

How Can AlohaCare Help Me?

If you, or your child, are AlohaCare QUEST members, visit your doctor for a FREE flu shot. You should get one flu shot every year in the fall (September through November). If you need help making a doctor's appointment, please call AlohaCare's Customer Service Department.

If you get the flu, you should call your doctor to see if you need an examination.

Beating Breast Cancer, Step by Step

The American Cancer Society's Making Strides walk gives hope

Most of us know someone who has had breast cancer. More than 1,000 women in Hawaii are diagnosed with it every year, and about 150 of them do not survive the disease. You can make a difference by showing your support. There's an easy and fun way to do it. Join AlohaCare on **October 29** at the American Cancer Society's *2011 Making Strides Against Breast Cancer* walk in Honolulu.



Making Strides Together

The *Making Strides Against Breast Cancer* walk honors survivors and non-survivors of breast cancer. It also increases breast cancer awareness and helps fund the American Cancer Society's many breast cancer programs. The 5-mile course is not a race. It's all about team spirit, inspiration and enjoyment.

The first *Making Strides Against Breast Cancer* walk was founded in 1984 by a breast cancer survivor named Margie Rath. She wanted to celebrate other cancer survivors by raising money for the nonprofit American Cancer Society. It was a great idea that keeps growing. Today, the Cancer Society hosts more than 150 Making Strides walks nationwide every year. In 2010, nearly 800,000 people walked, raising more than \$60 million to help fight breast cancer.

Partners in Health

AlohaCare is a proud partner with the American Cancer Society's *Making Strides Against Breast Cancer* walk. We're already planning fun ways to fundraise and recruit friends and family to walk in the event. We hope to see you there too!

How You Can Participate

Registration is FREE. If you fundraise, there's no minimum amount. So gather family and friends and get active! Start a team, join a team or sign up on your own. Visit www.makingstrideshonolulu.org and click on "Sign Up." Or, just show up on walk day and show your support.

Making Strides Against Breast Cancer Walk

Saturday, October 29, 2011 • Walk starts at 8 a.m.

5 miles, Richardson Field to Ford Island, in Honolulu • Registration starts at 7 a.m.

Phone: 808-432-9133 • E-mail: honolulustrides@cancer.org • www.makingstrideshonolulu.org



Cyber-Bullying

Once the schoolyard was the place for socializing, but now lots of talk among teens happens online. Gossip, rumors and harassment has also moved to the web. A trend among teens today is called cyberbullying.

Some examples are:

- Web pages, videos, profiles on social sites created to make fun of others
- Text messages sent to spread rumors
- Pictures can also be taken with cell phones in places where privacy is expected, then quickly posted publicly online

What Makes a Bully

A bully needs to show power among peers. Bullies enjoy hurting and harassing others. And many times, they are rewarded in some way for their actions in material goods or social status.

Cyberbullying is different from regular bullying:

- Victims often do not know who the bully is, or why they are being picked on.
- The bully can use fake names online to hide his/her identity.
- The bully's actions can also spread to lots of people quickly.
- The teasing can be done from far away, so the bully doesn't even see how the victim responds.
- It is not illegal to tease and taunt on the Internet.

Why Bullying Hurts

Like regular bullying, cyberbullying can make victims feel sad, angry and frustrated. These feelings can lead to:

- Low self-esteem
- Family problems
- Trouble learning
- School violence
- Suicidal thoughts

Experts say 18 percent of school-age children in Hawaii have been victims, bullies or both. Victims of cyberbullying were 2.5 times more likely to binge drink or abuse marijuana. They were also twice as likely to be depressed, and three times as likely to attempt suicide.

Parents and teachers can help supervise web activity. However, many adults don't know how to find out what teens are doing online. It is often up to the teen to learn to deal with their bully directly.



What Can Teens Do?

- Have an adult they trust. This can be a parent, teacher or neighbor. Teens need someone they can talk to about any experiences they have online (or off) that make them upset or uncomfortable.
- Learn to ignore minor teasing or name calling. This can keep from provoking a bully further.
- Keep all evidence of cyberbullying to show an adult who can help with the situation.
- Be responsible about what is put on the web. Follow the old saying, "If you don't have anything nice to say, don't say anything at all."
- Use privacy settings on Facebook, Twitter and chat programs. The settings can be adjusted to limit and monitor who can contact you and who can read online content.

Sources: http://www.cyberbullying.us/Cyberbullying_Identification_Prevention_Response_Fact_Sheet.pdf

Surveys taken from 2000 through 2003 by the national watchdog organization Bully Police USA (BPUSA), in *Honolulu Magazine*, "Bullied" 2007

University of Hawaii research from Mental Health Hawaii

The Keiki Gap

Nearly 10,000 of Hawaii's keiki are eligible for free or low-cost health care insurance coverage. Is your child one of them? Your child can see a doctor and dentist with the state's Med-QUEST insurance program. This can help your child stay healthy and give you peace of mind.



Get Your Keiki Insured

If your child DOES NOT have health insurance, please apply. Services are free or low-cost.

Kids with health insurance can go to a doctor whenever they need to. The doctors can make sure that your kids are healthy for school, plus give them their annual shots that protect them from diseases. Kids can also see a dentist for regular cleanings.

To be eligible, kids must be:

- 0 to 19 years old
- Live in Hawaii
- A U.S. citizen, U.S. national, lawful permanent resident (have a "green card"), refugee, or citizen of the Marshall Islands, Federated States of Micronesia or Palau.
- Have family income at or lower than on the chart below.

2011 Family Income Levels*

Monthly Gross Income (Before Deductions)

Number of Children	Monthly Household Income
1	\$3,135
2	\$4,233
Each Additional Child	\$1,098

How to Apply:

Fill out the form called *Medical Assistance Application for Children and Pregnant Women Only*.

Med-QUEST can send you the form, or you can pick one up at a Med-QUEST Eligibility office. For a list of offices, visit www.med-quest.us, and click on "How Do I Apply?"

Download the form (1DHS1108.pdf) at www.coveringkids.com/library.

If you need help with the form, please contact:

- **Hawaii Covering Kids**, www.coveringkids.com
- **Aloha United Way Kids Health Insurance Hotline**, call 211 (free from any island)



Enrollment Gap

If your child DOES have insurance with Med-QUEST, don't let your keiki fall through the gap!

After enrollment, your child is only covered for one year. At the end of one year, a renewal letter is sent to you from Med-QUEST. If you don't complete the renewal paperwork, your child will have a 'gap' in coverage and will not have health insurance.

Always be sure to share telephone or address changes with your health care providers and Med-QUEST so that they can deliver health plan materials to you.

**According to Hawaii Covering Kids, a project of the Hawaii Primary Care Association.*

Smart Moms Text



With **text4baby**, get FREE messages on your cell phone to help you through your pregnancy and your baby's first year. **Text4baby** is the first free health text messaging service in Hawaii. It provides women with easy-to-read, text-length health tips and resources.



For example, a month before you're due, you will receive a helpful reminder: *Your baby will be here soon and it's time to get a car seat. The hospital won't let you leave by car or taxi without one.*

How Text4baby Works

Registration is easy. Visit www.text4baby.org, or use your cell phone to text the word BABY to the number 511411. Enter your baby's due date or your baby's birthday, and your zip code. Once registered, you will receive free messages with tips for your pregnancy or caring for your baby.

These messages are timed to your due date and your baby's birth date. If your due date changes, text UPDATE to 511411 to enter the new date. Once your baby is born, be sure to text UPDATE with your baby's birthday so you keep getting messages through baby's first year. To stop the messages from text4baby, text STOP to 511411.

Text4baby Messages are Free

All messages you receive from text4baby are free! Even if you do not have a text messaging plan on your phone, you can get these messages for free. If you have limited texts per month, text4baby won't take away from that limit.

Additional Resources:

Healthy Mothers, Healthy Babies Coalition of Hawaii (HMHB)

www.hmhb-hawaii.org

Find information on birthing, breast feeding, health insurance and other resources. It can help you plan for pregnancy, infant care and parenting.

MothersCare Hotline

The free and confidential hotline offers answers to your questions before, during and after pregnancy.

Oahu: 951-6660

Toll-free for Neighbor Islands:
888-951-6661

Monday - Friday, 9 a.m. to 5 p.m.

Stimulate Your Mind by Doing a Puzzle

Word Find

Find words about flu, its symptoms and prevention. For more information, see pages 4 & 12.

T	Z	S	N	O	I	T	A	C	I	D	E	M
D	E	A	A	W	B	W	Z	S	F	T	R	S
N	E	K	M	I	K	N	E	I	H	V	A	F
M	A	R	H	S	U	T	X	I	K	I	P	E
O	B	U	T	S	E	U	L	Z	N	L	O	V
T	G	A	S	B	H	J	I	O	E	E	R	E
P	C	Y	A	E	K	O	M	P	U	G	E	R
M	Q	I	T	Z	A	U	T	A	E	T	S	Q
Y	D	G	J	Q	E	E	H	C	N	M	A	O
S	I	U	I	N	O	U	I	B	Y	P	E	E
I	D	P	P	X	L	H	H	U	A	J	S	I
F	F	L	U	G	S	M	Q	M	W	O	I	T
F	L	J	W	R	S	Q	A	Q	M	X	D	L

- ASTHMA
- DIABETES
- DISEASE
- FEVER
- FLU
- MEDICATION
- NAUSEA
- PNEUMONIA
- SHOT
- SYMPTOM

Language Help Is Available

This contains important information. Call AlohaCare and ask for this document in a different language or to have it orally translated. It is free.

Naglalaman ito ng mahahalagang impormasyon. Tumawag sa AlohaCare at hilingin ang dokumentong ito sa ibang wika o na isalin ito nang pasalita. Libre ito.

Naglaon daytoy ti importante nga impormasyon. Umawag ti AlohaCare ken damagen daytoy nga dokumento iti nagduduma nga lengwahe wenno tapno maibaga da mismo ti panakatarus na nga sao. Daytoy ket libre.

이 문서에는 중요한 정보가 포함되어 있습니다. AlohaCare 에 연락하여 이 문서의 다른 언어 버전이나 통역을 요청하십시오. 무료로 이용할 수 있습니다.

本文包含重要信息。请联系 AlohaCare ,索取本文档的另一种语言版本或让工作人员为您口头翻译。这是免费的。

Oahu: 973-1650

Neighbor Islands/Oahu (toll-free):
1-800-434-1002

TTY/TDD users (toll-free):
1-877-447-5990

Important Information You Should Know

AlohaCare Keeps Personal Information Private

AlohaCare works hard to keep personal health care information about you and your family private.

What kind of information do we get?

- Name, address, phone number, birth date
- Other health insurance you may have
- Your doctor's name(s) and medical services
- Sometimes we get your medical records

We follow all State and Federal laws regarding how we get this information, what we use it for and how we keep it confidential.

How do we use the information we get?

- To decide how we can best help you with medical care
- To check that you get the best care from your doctor and other health care providers

What information do we share?

- Only information allowed by state and federal laws
- Only information required by Med-QUEST and CMS
- We do not sell information about you to other companies

How do we protect your personal information?

- Our computer system is very secure
- Our employees follow strict guidelines to keep your information private and confidential

What are your rights regarding your personal information?

- To be notified when you are enrolled about your privacy rights
- To be notified each year about your privacy rights
- To write us to tell us to share your personal information with someone else
- To know what information we have
- To ask us to make changes to information that is wrong

If you do not want your doctor to give a copy of your medical records to AlohaCare, you must tell your doctor before you are treated. This may mean that you will have to pay for your own medical care.

AlohaCare Privacy Notice

AlohaCare keeps information about you private. AlohaCare's Advantage-Prescription Drug Plan members can review a copy of our "Privacy Notice" in their New Member Packet. For our QUEST members, the privacy notice is found at the back of the QUEST Member Handbook. This notice tells you how we protect your information and who we can share it with.

You can find the AlohaCare Privacy Notice online at www.AlohaCare.org. If you would like another copy sent to you, please call our Customer Service Department at:

973-1650 • Toll-free: 1-800-434-1002

Or, write to us at:

AlohaCare
Attn: Privacy Officer
1357 Kapiolani Blvd., Suite 1250
Honolulu, Hawaii 96814

Confidentiality

All information and records involving your care will be kept private and protected. This includes information about who pays for your treatment. No one may look at your medical information unless he/she is watching over the quality of your health care. Or, unless you say it is okay. Confidentiality is one of your rights as our member. Find out more in your *QUEST Member Handbook* or *Medicare Evidence of Coverage*.



Rights & Responsibilities

You have rights as a member of our plan. These rights include being treated with respect and dignity. You also have the right to work with your doctors and AlohaCare to create a treatment plan.

You have the right to ask your doctor questions and get answers about anything you do not understand. You also have responsibilities as our member. For example, if you have an appointment to see a doctor, you must do your best to keep the appointment. If for some reason you cannot, you must call the doctor's office and tell them that you need to cancel the appointment. Also, it's your responsibility to tell your doctors everything you know about your current health, medicines you take and past illnesses. You also need to be careful with your AlohaCare ID Card. Do not let others use your card.

If you are a QUEST member, you can view your rights and responsibilities in your *QUEST Member Handbook*. If you are a Medicare member, you can view them in your *Evidence of Coverage booklet*. You received these documents when you enrolled in your plan. You can also find copies online at www.AlohaCare.org.

Fraud & Abuse

AlohaCare must try to prevent fraud and abuse, such as when AlohaCare is asked to pay for things that are not allowed or unnecessary. You should report it if you think a member or a provider has committed fraud or abuse. AlohaCare will look into every report we receive. We will report all cases of fraud and abuse to the State or Federal government.

It is fraud and abuse:

- For a provider to order services that are not medically necessary. This is because this may result in AlohaCare paying extra for services that were not needed.
- If someone else uses any drugs, supplies or equipment that your doctor ordered for you and was paid for by AlohaCare.
- If a provider bills AlohaCare for visits or tests that were not performed. It is also fraud and abuse to bill AlohaCare for drugs, supplies or equipment that were ordered for you but that you did not get.
- If someone else uses your AlohaCare ID Card to get medical services or drugs paid for. This is because AlohaCare should only pay for services for our members and not anyone else.

To prevent fraud and abuse keep your AlohaCare ID Card in a safe place. Do not let someone else use your card. Do not give your AlohaCare ID number to anyone except your health care provider or his/her office or billing staff.

You can help prevent fraud and abuse. Call us to report any kind of fraud and abuse. You can also write to us at:

AlohaCare
Attn: Corporate Compliance Officer
1357 Kapiolani Blvd., Suite 1250
Honolulu, HI 96814

Disease Management & Chronic Care Improvement Program

AlohaCare has a Disease Management and Chronic Care Improvement program. Do you have one of the diseases listed below? If so, you might qualify to be a part of this program.

- Asthma
- Major Depression
- Diabetes
- Chronic Heart Failure
- High Risk Pregnancy

There are several ways to join the program. You, your family, caregiver or your doctor can refer you to these programs. We will use health assessments and referrals. We will also look at your past history of health services. Once referred, AlohaCare will work with you and your doctor to help manage your care.

Please call our Customer Service Department for more information.

Emergency Services & Post-stabilization Care

AlohaCare makes sure you can get emergency services when you need them. You can get emergency services 24 hours a day, 7 days a week.

Once you get emergency care, the doctor will try to stabilize you. This care may include being observed in the emergency room. It may also include being admitted in the hospital until the doctor decides that you are well enough to be discharged. This care is called post-stabilization care.

Please remember, emergency rooms are for emergencies only. If you need routine care for a check-up or for a minor condition such as a cold, please make an appointment with your primary care provider. This will keep the emergency rooms available for truly life-threatening emergencies.

Do you have questions about these services? Please call our Customer Service Department.

Members with Special Health Care Needs Program

AlohaCare has programs for our members with special health care needs. To determine if you have special health care needs, we will ask you to complete a Health Screening Survey. We may also look at the types of medical services you received in the past. This will help us identify if you, or your child, would benefit from our programs. If you are identified for this program, AlohaCare’s trained staff members will contact you.

Adults who qualify for this program may have chronic behavioral and/or physical problems.

Children who qualify for this program may also have chronic behavioral and/or physical problems, as well as developmental or emotional problems.

We want to make sure you and your children receive the care you need in a timely manner. Please contact our Customer Service Department with questions.

Cultural Competency Plan

AlohaCare has a Cultural Competency Plan. We follow the national standards for Culturally and Linguistically Appropriate Services. This means we will:

- Do what we can to overcome cultural and language barriers
- Provide our members with information in different languages
- Have staff members available who speak different languages
- Help find an interpreter if you have a difficult time speaking to your doctors because of a language issue

These are just a few of the cultural competency services that we offer to our members. We want to provide you with the best care possible. For more information, education or resources, please contact our Customer Service Department.

Appointment Availability & Timely Access (QUEST & Medicare)

AlohaCare works hard to make sure you receive quality care. We have contracted with many doctors in Hawaii for you to choose from. AlohaCare wants to make sure it is easy for you to make an appointment with your doctor. Your doctor should also be available for you. We want to ensure that you receive care in a timely manner. If we find a doctor is not accessible, we find ways to correct the problem. Depending on your need, below are the standard wait times to see your doctor.

AlohaCare uses appointment availability as one of several measures to determine the strength of our network. We depend on the providers within our network to offer an adequate number of appointment times to our members. Appointment availability ensures that our members can receive care in a timely manner.

Ways we monitor appointment availability and accessibility:

- Reviewing complaints
- Conducting member satisfaction surveys
- Conducting member appointment and accessibility surveys
- Performing office site reviews
- Conducting clinical reviews for quality of care
- Reviewing medical records
- Conducting random phone calls to provider offices to gauge adherence to appointment standards

AlohaCare continually evaluates whether accessibility barriers exist that may adversely affect appointment availability. When it’s determined that barriers exist, we work collaboratively with providers to correct the issue.

Providers are required to meet the appointment standards based on levels of care, as listed below:

AlohaCare QUEST <i>Required Guidelines for Appointment and Availability</i>		
Type of Visit	Adult	Child
Emergent	Same day	Same day
Urgent	Within 24 hours	Within 24 hours
Sick	3 days	Within 24 hours
Routine Care	21 days	21 days
Specialists	6 weeks	6 weeks

AlohaCare Advantage and AlohaCare Advantage Plus <i>Required Guidelines for Appointment and Availability</i>	
Type of Visit	Required Guidelines for Appointment and Availability
Emergent	Same day
Urgent Care	1 day
Sick	7 days
Routine care	14 days
Specialists	6 weeks

*Do you have questions about appointment scheduling and access to medical care?
For more information, please call our Customer Service Department.*

What is an Advance Health Care Directive?

If you become ill, you have the right to make your own health care decisions. You have the right to accept or refuse medical or surgical treatment.

You also have the right to an advance directive. An Advance Health Care Directive is part of state law. It lets you express your wishes about the health care you want provided if you are no longer able to decide for yourself. It also allows you to name a person to make health care decisions for you. Discuss your wishes with your family and doctors. Provide a copy of your Advance Directive to your spouse and/or the person you choose to make decisions for you and your doctor.

Can you make changes to your Advance Health Care Directive?

Yes, you have the right to revoke or replace your Advance Health Care Directive at any time. Be sure to provide your health care provider with notice of any change in your wishes.

What does the law say about Advance Health Care Directives?

In Hawaii, the Uniform Health-Care Decisions Act (Modified) and the Advance Mental Health Care Directive Act outline the state's requirement for advance health care directives.

There are two ways to have your advance healthcare directive witnessed for it to be valid. You may have it signed by two qualified adult witnesses. They must be personally known to you. They need to be present when you sign or acknowledge your signature. These witnesses cannot be related to you or a health care provider. They must not be entitled to any part of your estate. The second alternative is acknowledgement before a notary public in the state.

Resources

Go to www.caringinfo.org. Click on "Hawaii."

Go to www.aha.org. Click on "Put It In Writing."

Go to www.HawaiiDisabilityRights.org.

For more information, you can also contact AlohaCare Customer Service.

Call: 973-1650 • Toll-free: 1-800-434-1002

Right to File a Complaint

You have the right to file a complaint if your advance directive wishes are not followed. Send your complaint to:

Department of Health
1250 Punchbowl Street
Honolulu, HI 96813

or

Med-QUEST Division
P. O. Box 700190
Kapolei, HI 96709-0190



- OUR PLANS OFFER:**
- » Annual Wellness Exam
 - » Primary Care Provider (PCP) Visits
 - » Specialist Visits
 - » Hospital Stays
 - » Drug Coverage
 - » Vision Coverage
 - » Preventive Services
 - » Tests, X-rays and Lab Services

Join us to see why AlohaCare is right for you.

Friday, October 26 11 a.m. and 1:30 p.m. Liliha Public Library 1515 Liliha St.	Monday, November 14 9 a.m. Waimanalo Health Center 41-1374 Kalaniana'ole Hwy., #A	Monday, December 5 9 a.m. Waimanalo Health Center 41-1374 Kalaniana'ole Hwy., #A
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CALL TO LEARN MORE:
Call: 973-6395 • Toll-free: 1-866-973-6395 • TTY users: 1-877-447-5990
8 a.m. to 8 p.m., 7 days a week

*AlohaCare Advantage (HMO) is a health plan with a Medicare contract. AlohaCare Advantage Plus (HMO SNP) is a Coordinated Care plan with a Medicare Advantage contract but **without** a contract with the Hawaii Medicaid program. A sales person will be present with information and applications. For accommodations of persons with special needs at sales meetings call 1-866-973-6395, TTY: 1-877-447-5990.*



AlohaCare

For a healthy Hawaii.

1357 Kapiolani Blvd., Suite 1250
Honolulu, HI 96814

QUEST

973-1650 • Toll-free: 1-800-434-1002
7:45 a.m. - 5 p.m., Monday - Friday

Medicare

973-6395 • Toll-free: 1-866-973-6395
8 a.m. - 8 p.m., 7 days a week

TTY/TDD: 1-877-447-5990
www.AlohaCare.org

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PREVENTION INFORMATION

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New Medicare Enrollment Period

Are you eligible for Medicare? Medicare is government-issued health insurance for people 65 or older, those under 65 with certain disabilities, or of any age with End-Stage Renal Disease. If you think you qualify, take advantage of the new enrollment period!

**Medicare Fall Open Enrollment
period is from
October 15th to December 7th.**

To learn more, please contact our Customer Service Department. We can offer you helpful information about our affordable Medicare plans.

973-6395 • Toll-free: 1-866-973-6395

8 a.m. to 8 p.m., 7 days a week

TTY: 1-877-447-5990

www.alohacare.org/MedicareEvents



Are you turning 65 soon? Are you already an AlohaCare QUEST member? If so, see if you qualify for one of AlohaCare's Medicare Advantage Prescription Drug plans. AlohaCare will make your transition into Medicare easy!