

Welcome

Aloha! Thank you for partnering with us to improve the health of our AlohaCare members and our community.

Our Story

AlohaCare, a non-profit and community-governed managed care health plan, serves Hawaii's Medicaid population through a QUEST contract with the State of Hawaii.

In 1994, Hawaii's community health centers joined together to form AlohaCare when the State launched the Medicaid QUEST program for low-income families.

We were one of the first QUEST health plans. Our QUEST Plan service areas include the islands of Oahu, Kauai, Lanai, Maui, Molokai, Lanai and the Big Island. Three out of five of our health plan members are children. More than 40% of our health plan members live on a Neighbor Island.

Our offices are located in Honolulu, Hilo and Maui.

AlohaCare Mission

Our passion is to serve the people of Hawaii in the true spirit of aloha by providing a comprehensive continuum of quality healthcare 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 healthcare providers that share our compassion and aloha for this population.

AlohaCare Vision

The world's most innovative health plan in solving the healthcare needs of special populations.

Core Values

We promise to demonstrate our core values each time we interact with you:

- Fairness
- Honesty
- Loyalty
- Respect/Dignity
- Trust



Contact Us – 24 Hours a Day

- You will always be greeted on the telephone by a live person
- Our AlohaCare offices are open Monday through Friday from 7:45 AM to 5:00 PM
- You can still check member eligibility and primary care provider information after hours through our after-hours call center at the same number listed below



INTRODUCTION TO ALOHACARE QUEST HEALTH PLAN

Key Contact Phone Number Listing

AlohaCare Dept	Oahu Phone#	Neighbor Island Phone#	Oahu Fax#	Neighbor Island Fax#
Customer Service Call Center	973-1650	1-800-434-1002	973-0726	1-800-830-7222
Provider Relations	973-1650	1-800-434-1002	973-0204	1-866-973-0204
Medical Management	973-1657	1-800-434-1002	973-0676	1-888-667-0680
Case Management	973-1650	1-800-434-1002	973-6392	1-808-973-6392
Pharmacy Dept	973-7418	1-866-973-7418	973-0676	1-888-667-0680
Behavioral Health (Prior Auth Requests)	973-2475	1-888-875-4979	973-6324	1-800-830-7222

Mailing Address:

AlohaCare
 1357 Kapi'olani Boulevard, Suite 1250
 Honolulu, HI 96814

Website:

Our website is available to you at all times at www.AlohaCareHawaii.org.

Check our "Find a Provider" search feature, download frequently used forms, and find out about community health events by visiting our website.

On our website, you will also find the AlohaCare Online application (a secured document) that will allow you to get more information online. Once you register for AlohaCare Online, you can check the following for your AlohaCare patients:

- Member eligibility
- Claim status
- Referral, prior authorization, and notification status

Call us to register. We will set up your logon and password so you can begin using AlohaCare Online.