WHAT IS THE ALOHACARE CARE MODEL?

• AlohaCare focuses on putting member needs first. Our care model offers individualized attention to members and is both community and member-centric.

• Every member has access to an individual AlohaCare team member who coordinates the member’s care. This person is frequently referred to as the Lead Care Manager who works with the member, his/her providers, family members, and the AlohaCare team to create a care plan tailored to the member’s needs.

• Internal care teams are organized by neighborhood to support members in their communities.

• The care model focuses on addressing the member’s needs and keeping the member as healthy as possible and in their community.

LEVELS OF CARE

• AlohaCare staff assesses members to determine whether they are at high-risk, moderate-risk, or low-risk levels.

• Low-risk and medium-risk members receive telephonic support from their Lead Care Managers.

• High-risk members receive face to face support from their Service Coordinator, who is the Lead Care Manager specifically for high-risk members that need coordination of care for their needs.

WHAT IS SERVICE COORDINATION?

• AlohaCare determines which members will be working with a Service Coordinator based on a variety of factors, including special health care needs, need for long-term services and supports, and more.

• Members in Service Coordination are assessed more frequently than members that are low or medium-risk. Members in Service Coordination receive health assessments at least every 6 months or more frequently if the member is receiving long term services and supports.

• Members in Service Coordination receive face to face support in their home or in their community.

CONTACT US!

Refer a member to Service Coordination | Contact your member’s Lead Care Manager
Ask specific questions about your member’s care plan
Call 973-0712 Option 1 or toll-free 1-877-973-0712 Option 1
DO YOU THINK YOUR MEMBER NEEDS EXTRA SERVICES?

Contact AlohaCare by calling 1-808-973-0712 Option 1 to speak with the member’s Lead Care Manager

The Lead Care Manager will assess the member

The Lead Care Manager will determine if the member qualifies for services

Member may qualify for:

- **Long Term Services and Support (LTSS).** Members who cannot perform activities of daily living, may qualify for home and community based services.

- **Community Care Services (CCS) or Support for Emotional and Behavioral Development (SEBD).** Members with Severe Mental Illness may qualify for Community Care Services or other programs that can provide intensive behavioral health services.

- **Applied Behavioral Analysis (ABA).** Members with Autism Spectrum Disorder may qualify for Applied Behavioral Analysis services.

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