



September 2023

## ► HMSA QUEST Integration

### Enjoying Good Health • Member Newsletter

#### ► REDETERMINATION

You should have received a white letter in the mail from the Hawaii MedQUEST Division (MQD) in March informing you when your eligibility for QUEST Integration is being reviewed. In the month before your renewal month, keep an eye out for a pink envelope that will let you know if you need to take any action to keep your benefits.

If you have moved or are planning to move, please let us know so we can update your contact information. If you have questions about your pink envelope or no longer need coverage under Medicaid, call MQD at 1 (800) 316-8005 toll-free. TTY/TDD users can call 1 (877) 447-5990 toll-free.





## ► NATIONAL SUICIDE PREVENTION MONTH

September is National Suicide Prevention Month. It's important to do what we can to help prevent suicide. The 988 Lifeline Suicide and Crisis Lifeline provides free and confidential support 24/7 for people in distress or having a mental health crisis. It also offers prevention and crisis resources for them and their loved ones.

When people call, text, or chat 988, they'll connect with trained counselors who are part of the existing Lifeline network. These trained counselors will listen, understand how their concerns are affecting them, provide support, and connect them to resources if necessary.

To learn more, visit the 988 Suicide and Crisis website at [988lifeline.org](https://988lifeline.org).

## ► GET YOUR FLU SHOT TODAY

Flu season is upon us. The best way to prevent getting sick from the flu is to get a flu shot.

Contact your primary care provider about getting a flu shot and other immunizations you may need.

## ► PREGNANT? EARN GIFT CARDS!

Congratulations on your upcoming bundle of joy! If you haven't already done so, be sure to enroll in the HMSA Pregnancy and Postpartum Support Program. At no cost, you'll get:

- Gift cards for taking care of you and your baby during and after pregnancy.
- Support from a maternity nurse to complement the care you get from your ob-gyn.
- Referrals to trustworthy resources and services.
- Help with your doctor's instructions and answers to your questions about care.
- Postpartum support for six months after delivery.
- A free book on pregnancy and childbirth written by women's health experts.

To enroll in the HMSA Pregnancy and Postpartum Support Program or to ask questions, call 1 (855) 329-5461 toll-free. TTY users, call 1 (877) 447-5990 toll-free. You can also scan the QR code to enroll.



## ▶ DO YOU HAVE ADDITIONAL COVERAGE THROUGH MEDICARE?

If you have additional coverage through Medicare, consider **HMSA Akamai Advantage® Dual Care (PPO SNP)**. You'll spend less time worrying about coordinating Medicare and HMSA QUEST Integration benefits. We'll work with you and your doctors to provide support so you can have all of your benefits in one place.

Plan benefits feature:

- \$200 annually for eyeglasses and contact lenses.
- Silver&Fit® fitness center membership and home fitness program.
- \$180 every three months for health and wellness products.
- Friendly, local customer service.
- Care you need from providers you choose.
- Convenience of telehealth, including HMSA's Online Care®, at no cost.
- Support from health coordinators.
- Benefits that go beyond Original Medicare.

If you have questions or would like more information, call (808) 948-6235 or 1 (800) 693-4672 toll-free. TTY users, call 1 (877) 447-5990 toll-free.



## ▶ IMPORTANT INFORMATION ABOUT YOUR HEALTH PLAN

HMSA complies with applicable federal civil rights laws. We don't discriminate on the basis of:

- Race.
- Color.
- National origin.
- Age.
- Disability.
- Sex.

**ATTENTION:** If don't you speak English, language assistance services, free of charge, are available to you. Call 1 (800) 440-0640 toll-free. TTY: 1 (877) 447-5990 toll-free.

**(Ilokano, Ilocano) PAKDAAR:** No Ilocano, ti usaren a pagsasao yo, adda dagiti awan bayadna a serbisyo a tulong iti lengguahe a mabalinyo nga usaren. Tumawag iti 1 (800) 440-0640 awan bayadna (TTY: 1 (877) 447-5990).

**(繁體中文, Chinese)**

**Cantonese** 注意：如果您講粵語，您可免費獲得語言協助服務。請致電免費電話 1 (800) 440-0640 (TTY: 1 (877) 447-5990)。

**Mandarin** 注意：如果您講普通話，您可免費獲得語言協助服務。請致電免費電話 1 (800) 440-0640 (TTY: 1 (877) 447-5990)。

**(한국어, Korean)** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (800) 440-0640 (TTY: 1 (877) 447-5990) 번으로 전화해 주십시오.

**(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) 440-0640 (TTY: 1 (877) 447-5990)。

**(Tagalog, Filipino Tagalog) PAUNAWA:** Kung nagsasalita kayo ng Tagalog, maaari kayong gumamit ng mga serbisyonang tulong sa wika nang walang bayad. Tumawag sa 1 (800) 440-0640 walang bayad (TTY: 1 (877) 447-5990)。

HMSA Akamai Advantage® is a PPO plan with a Medicare contract. Enrollment in HMSA Akamai Advantage depends on contract renewal.

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health. ASH is an independent specialty health organization, offering musculoskeletal health provider networks and programs, fitness center networks and programs, and well-being solutions on behalf of HMSA.

Amwell is an independent company providing hosting and software services for HMSA's Online Care platform on behalf of HMSA.