



November 2023

▶ HMSA QUEST Integration Enjoying Good Health • Member Newsletter

▶ WE'RE HERE WITH YOU

Your health and well-being are top priorities for HMSA. If you need help getting care, call us and we can help you:

- Choose the right doctor.
- Make a doctor's appointment.
- Set up transportation to and from doctor's appointments.
- Understand and follow your doctor's instructions.
- Organize your medications.
- Find a language interpreter at no cost.
- Manage your care.
- Find other services.

For more information, read your HMSA QUEST Integration Member Handbook at hmsa.com/help-center/member-handbook/#quest.

Or scan this QR code:



An Independent Licensee of the Blue Cross and Blue Shield Association

► REDETERMINATION UPDATES

Med-QUEST has paused all terminations statewide for the rest of 2023. That means coverage will continue through the end of this year except for those who ask Med-QUEST to end their coverage, those who have moved out of state, or those who are deceased. For more information, go to medquest.hawaii.gov.



► VISIT A DOCTOR WITHOUT LEAVING HOME

You can see a doctor without leaving the comfort of home or taking time off from work. Telehealth is a way for doctors and other health care providers to help you using a smartphone, tablet, or computer. This can include patient care, advice, education, and more.

Check with your doctor to see which telehealth service would work best for you. One option is HMSA's Online Care[®], which is a benefit of HMSA QUEST Integration plans. Visit hmsaonlinecare.com and click the QUEST Integration practice tiles to get started.

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





▶ STAY UP TO DATE WITH VACCINATIONS

Stay up to date on your vaccines this winter. With COVID-19 cases rising and flu season still going strong, now's the time to get vaccinated.

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



▶ IMPORTANT INFORMATION ABOUT YOUR HEALTH PLAN

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

- Race.
- Age.
- Color.
- Disability.
- National origin.
- 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 serbisyong tulong sa wika nang walang bayad. Tumawag sa 1 (800) 440-0640 walang bayad (TTY: 1 (877) 447-5990).