

Resources

Pacific Basin Telehealth Resource Center

pbtrc.org
956-2514

Med-QUEST Division

medquest.hawaii.gov

Medicaid

Apply at medical.mybenefits.hawaii.gov

Med-QUEST Customer Service

1 (800) 316-8005 toll-free
TTY 711 or 1 (800) 603-1201 toll-free

Health Plans

AlohaCare

AlohaCare.org
973-0712
1 (877) 973-0712 toll-free
TTY 711

HMSA

hmsa.com
1 (800) 440-0640 toll-free
TTY 711

Kaiser Permanente

kp.org
1 (800) 651-2237 toll-free
TTY 711

'Ohana Health Plan

wellcare.com/hawaii
1 (808) 427-7872
TTY 711

UnitedHealthcare Community Plan

myuhc.com/CommunityPlan
1 (888) 980-8728 toll-free
TTY 711



Stay Safe with Telehealth

Get care from the comfort, privacy, and safety of home.



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What is telehealth?

Telehealth is a way for you to see a doctor without leaving home. You can talk to a doctor through an online video chat or a special website.

Why should I use telehealth?

Telehealth is a safe way to receive care. With telehealth, you can often get the same quality care as an in-person visit. You can talk to a doctor, get answers to your questions, and get prescriptions for medications. Here are more reasons to use telehealth:

- You live far away from health care providers
- You have difficulty traveling to health care providers
- You're responsible for a child or a kupuna and can't go to a health care provider
- You are too sick to go to a health care provider
- You need to practice social distancing during the COVID-19 pandemic

What type of care can I receive?

Many providers offer services such as:

- Routine care
- Urgent care
- Diabetes management
- Counseling or mental health services
- And more



How much does it cost?

Telehealth is available to QUEST Integration members at no cost. Check with your health plan to confirm your benefits.

How do I get telehealth services?

1. Many doctors offer a telehealth service. Ask your doctor for information to get started.
2. If you don't have a doctor, call your health plan to help you find one. You should also see if your health plan offers a telehealth platform.

What do I need to use telehealth?

You'll need a smartphone, tablet, or computer with a speaker, camera, and secure internet connection. Talk to your doctor about the best way for you to use telehealth.

How can I prepare for a telehealth visit?

Make a list of:

- Any medicines (prescription and over-the-counter) you're taking
- Questions or concerns

Find a quiet place in your home to talk with the doctor.