

## Resources

### Pacific Basin Telehealth Resource Center

pbtrc.org  
956-2514

### Med-QUEST Division

medquest.hawaii.gov

## Medicaid

Apply at [medical.mybenefits.hawaii.gov](http://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](http://wellcare.com/hawaii)  
1 (808) 427-7872  
TTY 711

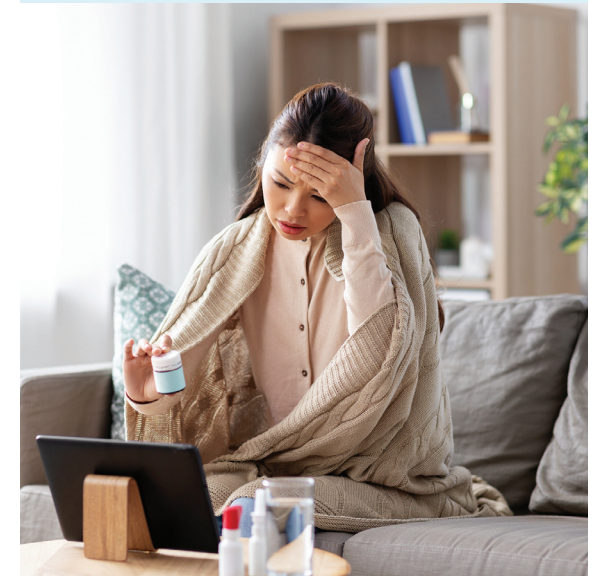
### UnitedHealthcare Community Plan

[myuhc.com/CommunityPlan](http://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.



## 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.