



Oct 2024

► HMSA QUEST

Enjoying Good Health • Member Newsletter

► STAY WITH HMSA QUEST

You may have heard that Med-QUEST has changed when QUEST members can switch to a different health plan. In the past, QUEST members could select a different health plan during the annual plan change period in October. Now, QUEST members can change their health plan any time after 12 months of membership in a particular QUEST health plan.

To stay with HMSA QUEST, you don't need to do anything. When you stay with HMSA, you:

- Get to choose the right provider for you from HMSA's large network.
- Enjoy peace of mind with quality medical care and prescription drugs, including 90-day supplies and mail order for maintenance medications.

- Have support with resources to manage your health, such as care coordination for health concerns and pregnancy and postpartum support.
- Learn more about your health through online health classes and in-person workshops at convenient HMSA Centers in your neighborhood.
- Access care at your convenience. If you need care right away, visit an urgent care clinic or see a provider from the comfort of home with HMSA's Online Care®.

If you have questions about changing plans, call Med-QUEST at 1(800) 316-8005 or 711 TTY, or visit a Med-QUEST eligibility office.

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

▶ GET MORE BENEFITS WITH HMSA AKAMAI ADVANTAGE® DUAL CARE (PPO D-SNP)

Great news if you'll soon be eligible for Medicare. As a valued HMSA QUEST member, you'll be automatically enrolled in the **HMSA Akamai Advantage® Dual Care (PPO D-SNP)** Medicare plan. You'll enjoy the 2025 benefits listed below, and HMSA will work with your providers to coordinate your Medicare and Medicaid benefits for a simplified healthcare experience. All at no cost to you.

If you already have Medicare coverage but with a different health plan, switch to HMSA Akamai Advantage Dual Care during open enrollment. **Starting in January 2025, you must be enrolled in HMSA for both QUEST and Medicare to take advantage of the benefits below.**

HMSA Akamai Advantage Dual Care (PPO D-SNP) benefits for 2025 include:

- \$133 a month to pay for food, utilities, and over-the-counter health products.
- \$0 dental cleanings, exams, X-rays, fillings, and more with no dollar limits or waiting periods.
- \$300 annually for eyeglasses and contact lenses.
- \$0 Silver&Fit® fitness centers membership and home fitness program.
- \$0 for eligible prescription drugs.
- Quality care from providers you know and trust in our large network.

If you have questions or would like more information, call (808) 948-6235 or 1 (800) 693-4672 toll-free. TTY users, call 711 toll-free. Oct. 1 through March 31, 8 a.m. to 8 p.m. daily and April 1 through Sept. 30, 8 a.m. to 8 p.m., Monday through Friday.



You can also learn more at hmsa.com/dualcare or scan the QR code.

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▶ SUPPORT IS AVAILABLE TO HELP PREVENT SUICIDE

If you or someone you know is having thoughts of suicide, help is available 24/7. The 988 Suicide and Crisis Lifeline provides free and confidential support for people in distress or having a mental health crisis. They also offer prevention and crisis resources. You can call, text, or chat 988 and connect with trained counselors who will listen to your concerns, provide support, and give you resources if necessary.

To learn more, visit the 988 Suicide and Crisis website at 988lifeline.org.

▶ IT'S TIME FOR YOUR FLU SHOT

Flu season is upon us. The best way to help 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.



HMSA Akamai Advantage® Dual Care is a PPO D-SNP plan with a Medicare contract and is a state of Hawaii Medicaid Managed Care Program. Enrollment in HMSA Akamai Advantage Dual Care depends on contract renewal.

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health (ASH). 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.

► FIND PREGNANCY AND POSTPARTUM RESOURCES ONLINE

Starting or growing your family can be an exciting time, but it can also be overwhelming. You can find answers to your pregnancy and postpartum questions and learn more at HMSA's maternal health web page. Visit hmsa.com/maternalhealth or use the QR code below.

Every milestone is covered from planning (pre-pregnancy) to pregnancy (prenatal) to after childbirth (postpartum). You can find information and tools for each phase, including:

- Preparing for pregnancy, conditions that complicate pregnancy and childbirth, and caring for your baby and yourself after pregnancy.
- Easy to use checklists and guides and what to discuss with your provider.
- Resources that include support from a maternity nurse who provides personalized education and counseling through HMSA's Pregnancy and Postpartum Support Program. There is no cost to you.
- Answers to commonly asked questions and definitions of terms used by providers.

Your body will go through many changes that affect your physical and mental health. We're here to support you through all of it. Visit hmsa.com/maternalhealth or use the QR-code. Or you can call 1 (855) 329-5461 toll-free or TTY 711 toll-free, Monday-Friday, 8 a.m. to 5 p.m. We're here with you.



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

(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).



P.O. BOX 3520
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STANDARD
U.S. POSTAGE PAID
HONOLULU, HI
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TIPS FOR A LIFETIME OF GOOD HEALTH AND WELL-BEING

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