



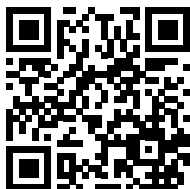
April 2025

► HMSA QUEST

Enjoying Good Health • Member Newsletter

► GET MORE FROM THIS NEWSLETTER

We want the HMSA QUEST newsletter to give you the news you need. Please go to surveymonkey.com/r/R2XJ9DF or scan the QR code to tell us what topics you want to read about. It will take just a few minutes. Mahalo for your participation!



▶ ENJOY GREAT BENEFITS: HMSA'S MEDICARE ADVANTAGE DUAL CARE PLAN

If you're about to turn 65 years old and will be eligible for Medicare, 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 streamlined health care experience. All at no cost to you.

You must be enrolled in HMSA QUEST and qualify for Medicare to enroll in HMSA Akamai Advantage Dual Care (PPO D-SNP). Once enrolled, you can take advantage of the following benefits for 2025:

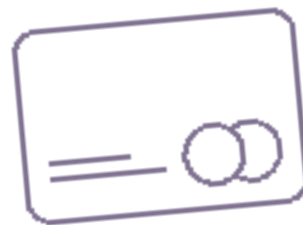
- \$133 a month to pay for food, utilities, and over-the-counter health products.
- \$0 dental cleanings, exams, X-rays, fillings, and more with no dollar limits or waiting periods.
- \$300 annually for eyeglasses and contact lenses.
- \$0 Silver&Fit® fitness centers membership and home fitness program.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



To maintain enrollment in HMSA's Medicare Advantage D-SNP, you must be enrolled in HMSA QUEST.

▶ EARN \$50 FROM THE CHILD WELLNESS INCENTIVE PROGRAM



QUEST members who take their children under age 18 for annual well-child visits can earn a \$50 gift card from the Hawaii Child Wellness Incentive Program. To learn more or sign up, visit <https://medquest.hawaii.gov/cwip>. If you have questions, call 1 (833) 909-3631 toll-free or email HCWIP@dhs.hawaii.gov. The program runs until June 2027.

IT'S EASY TO ACCESS YOUR HANDBOOK

Your HMSA QUEST Member Handbook has information about your health plan and how to use your benefits. You can also find out about preventive health service programs to keep you feeling happy and healthy. We recently made some updates to the handbook and will do so periodically. All changes will be reflected in the change log after the table of contents.

To view your member handbook online:

- Go to hmsa.com/quest.
- Scroll down and click on the member handbook link.
- Choose your language.

▶ YOUR OPINION MATTERS

In the next few months, you may receive a survey in the mail from Press Ganey called Consumer Assessment of Healthcare Providers and Systems (CAHPS®). It will give you a chance to rate your experience with your health plan, providers, and nurses, including the places where you've received care. The survey is anonymous and won't affect your plan benefits. If you receive a survey, please take a few minutes to complete it and let your voice be heard. The feedback we receive from you goes a long way to help HMSA and your team of healthcare providers deliver you exceptional care and service.

▶ REMEMBER THAT HMSA SUPPORT IS AVAILABLE

Asthma Support can help you reduce asthma flare-ups so you can stay active and live well. Scan the QR code for more information or visit hmsa.com/well-being/health-well-being-support/asthma/.



Health Coordination Services provides additional support to help ensure a member's health needs are met and care is coordinated with all healthcare providers. For more information call 1 (844) 223-9856 toll-free.

Maternal Health education and support is important before, during and after pregnancy. Learn more at hmsa.com/well-being/maternal-health/.



Pregnancy and Postpartum Support Program (PAPPS) pairs an experienced maternity nurse with birthing persons and their partners to provide personalized education and support. Scan the QR code for more information or visit hmsa.com/well-being/pregnancy-support/.



▶ 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. 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 serbisyong tulong sa wika nang walang bayad. Tumawag sa 1 (800) 440-0640 walang bayad (TTY: 1 (877) 447-5990).



P.O. BOX 3520
Honolulu, HI 96811-3520

PRESORTED
STANDARD
U.S. POSTAGE PAID
HONOLULU, HI
PERMIT NO. 6

TIPS FOR A LIFETIME OF GOOD HEALTH AND WELL-BEING

IN THIS ISSUE

Get More from this Newsletter

Enjoy Great Benefits

Earn \$50 from the Child Wellness Incentive Program

It's Easy to Access Your Handbook

Your Opinion Matters

Remember that HMSA
Support is Available

