



QExA Information Tip Sheet

WHAT TO DO BEGINNING FEBRUARY 1, 2009

Beginning February 1, 2009, if you have a question about your health insurance, call your health plan. Keep all your scheduled appointments. If you have any problems, use the numbers on the back of this page to get help.

GETTING CARE BEFORE YOU RECEIVE YOUR HEALTH PLAN MEMBER CARD

The confirmation notice lets you know the QExA health plan you are enrolled in. Take this notice to your doctor or other service provider. This notice will let them know your health plan before you get your member ID card.

PRIMARY CARE PROVIDERS (PCP)

The health plans will send you health plan information. The health plan will ask you to choose a PCP when they send you a Welcome Packet. Your PCP is the doctor you see for your regular check-ups. You will have fifteen days to let the health plan know who your doctor is. If you do not let the health plan know, they will assign a PCP for you. If the PCP is not your regular doctor, let your health plan know. Also, you can always change your PCP. You can do it as often as you like. Just let your health plan know.

IF YOUR DOCTOR OR OTHER SERVICE PROVIDER IS NOT IN YOUR HEALTH PLAN

If your doctor or other service provider has not signed up with your health plan, you can still see them for the first six months of the QExA program. When you meet with your service coordinator for your Health and Functional Assessment, please tell them if you have any providers that have not signed up with your QExA health plan. They will work with you to get the care you need.

MEDICARE AND QExA

Both of the QExA health plans also have Medicare insurance programs. You can join their Medicare insurance program. You do not need to join their insurance program. You can remain with traditional Medicare or the Medicare insurance program that you currently use.

IF YOU WANT TO CHANGE YOUR HEALTH PLAN

Call the QExA Enrollment Choice Counselor at 1-866-928-1959 (TTY 1-866-928-1958) if you want to change your health plan. When you call to make your change, it will be effective the first day of the next month. For example, if you call to make a change on February 16, 2009, it will be effective on March 1, 2009. You have 90-days (February 2 through April 30, 2009) to call and change your health plan.



QUEST Expanded Access (QExA): Who to Call for What

Call your health plan

Call your health plan if there is a problem with a service coordinator. Call if there is a problem with your doctor or other service provider. Call if you have a problem getting access to health care. If you do not agree with the services you are getting, or other items like this, call your QExA health plan.

Evercare	
Toll-free	1-888-980-8728
Toll-free TTY line	711
Website	www.EvercareHealthPlans.com/HI_QExA

'Ohana Health Plan	
Toll-free	1-888-846-4262
Toll-free TTY line	1-877-247-6272
Website	www.ohanahealthplan.com

Call the QExA Ombudsman or Med-QUEST Division's Customer Service Branch

If you have a problem with your health plan, call the QExA Ombudsman. The QExA Ombudsman assists you in working with your health plan and provider to get the care you feel you need. You can also call if you do not agree with what the health plan is telling you. You can also call the Med-QUEST Division's Customer Service to get help with these problems.

QExA Ombudsman: Hilopa'a Family to Family Health Information Center	
Hawai'i	333-3053
Kaua'i	447-1749
Maui & Lana'i	270-1536
Moloka'i	660-0063
O'ahu	791-3467
Website	http://hilopaa.org/qexa.aspx

Med-QUEST Division's Customer Service Branch	
O'ahu	524-3370
O'ahu TTY line	692-7182
Neighbor Islands toll-free	1-800-316-8005
Neighbor Islands toll-free TTY	1-800-603-1201

Call the QExA Enrollment Choice Counselor if you want to change health plans

QExA Enrollment Choice Counselor	
Toll-free	1-866-928-1959
Toll-free TTY line	1-866-928-1958

If you need general QExA information, visit www.qexa.org.



QExA HAWAI'I

QUEST Expanded Access for Healthy Long-Term Living

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