

Medicaid Ombudsman Services

The Hawaii Medicaid Ombudsman Office can assist you to navigate through the QUEST managed care system to access needed health services and guide you through the grievance and appeal system. The Ombudsman office can assist you with issues related to access to care, quality of care, and limitations to care. The Ombudsman Office will also address concerns of QUEST managed care providers.

The Ombudsman Office complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of:

- Race
- Color
- National Origin
- Age
- Disability
- Sex/Gender

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 808-746-3324/888-488-7988 (TTY: 1-877-447-5990 / 711).

(Ilocano) PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 808 746-3324/888-488-7988 (TTY: 1-877-447-5990 / 711).

(Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 808-746-3324/888-488-7988 (TTY: 1-877-447-5990 / 711).

(Traditional Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 808-746-3324/888-488-7988 (TTY: 1-877-447-5990 / 711)。

(Korean) 주의: 한국어를 사용하시는 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다. 808-746-3324/888-488-7988 (TTY: 1-877-447-5990 / 711) 번으로 전화해 주십시오.

(Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 808-746-3324/888-488-7988 (TTY: 1-877-447-5990 / 711).



Hawaii Medicaid Ombudsman Services

Beneficiaries and Providers

Provided by:
Koan Risk Solutions, Inc.
<https://www.himedicaidombudsman.com/>

hiombudsman@koanrisksolutions.com

Local: 808-746-3324
Toll-free: 1-888-488-7988

By appointment only

1580 Makaloa St. #550
Honolulu, HI 96814

Office Hours:

Monday- Friday, 8:00am-4:30pm HST*
Closed on Hawaii state holidays
*Hawaii Standard Time

Frequently Asked Questions Part 1

1. **What does Hawaii Medicaid's Ombudsman program do for me?**

The Hawaii Medicaid Ombudsman Office can help you solve problems with your QUEST Integration health plan. The Ombudsman can also address concerns of managed care providers.

2. **When should I contact the Ombudsman Office?** Contact the Ombudsman office if you are not happy with the quality of care you are receiving, do not have access to the health care you need or there are limitations to your healthcare from your QUEST Integration health plan.

3. **Do I qualify for Ombudsman services?** If you are a Medicaid beneficiary or Managed Care provider, you qualify for Ombudsman services.

4. **How should I contact the Ombudsman?** Call 888-488-7988 (toll-free) or 1-808-746-3324 (local) or email us at: hiombudsman@koanrisksolutions.com

Frequently Asked Questions Part 2

1. **Which entity does Hawaii Medicaid delegate the Ombudsman services?** Koan Risk Solutions.

2. **How do I contact my QUEST Integration health plan to file a grievance?** You can contact the Ombudsman Office or use the information listed on this pamphlet.

3. **How long should it take for my QUEST Integration health plan to respond to my grievance?** Your QUEST Integration plan should acknowledge your grievance and appeal in writing within 5 working days and provide an answer to your grievance in 30 days.

4. **Can I ask the Hawaii Medicaid Ombudsman office to represent me when I talk to my QUEST Integration health plan?** If you are the beneficiary, with your consent, the Hawaii Medicaid Ombudsman office can represent you with your QUEST Integration plan. If you are a Managed Care Provider, the Medicaid Ombudsman office can help you connect with the health plan but will not be able to file a grievance or appeal on your behalf.

Health Plans' Grievance and Appeals Information

AlohaCare

808-973-0712 (local)
1-877-973-0712 (toll-free)
1-877-447-5990 (TTY)
Mailing address: AlohaCare, Attn: Grievance & Appeals Division, 1357 Kapiolani Blvd, Suite G101, Honolulu, HI 96814

HMSA

808-952-7843 (local)
1-800-440-0640, ext. 7843 (toll-free)
1-877-447-5990 (TTY)
808-948-8224 (fax)
1-800-960-4672 (toll-free fax)
Mailing address: HMSA QUEST Integration, PO Box 1958, Honolulu, HI 96805-1958

Kaiser Permanente

808-432-5330 (local)
1-800-651-2237 (toll-free)
711 (TTY)
Mailing address: Attn: Grievance and Appeals Department, 711 Kapiolani Blvd, Honolulu, HI 96813

'Ohana Health Plan

1-888-846-4262 (toll-free)
711 (TTY)
Written grievances: 'Ohana Health Plan, Attention: Grievance Department, 820 Mililani St. #200, Honolulu, HI 96813
Written appeals: 'Ohana Health Plan, Attn: Appeals Department, P.O. Box 31368, Tampa, FL 33631-3368

UnitedHealthcare

1-888-980-8728 (toll-free)
711 (TTY)
1-844-700-7938 (fax)
Written grievances sent to: UnitedHealthcare Community Plan, Attention: Appeals Department, 1132 Bishop St. #400, Honolulu, HI 96813