

## Pekin Aninis Seni Medicaid Ombudsman

Ach ewe Ofesin Hawaii Medicaid Ombudsman mei tongeni anisuk omw kopwe weweiti usun ewe Quest ren pekin aninisin tumun me safei pwan awewei ifa usun omw kopwe atoura mefiom ren met kose tipew ngeni ika epwe wor met mei fis fansoun omw pachenong non ei kinikin. Ewe ofesin Ombudsman mei tongeni epwe emweni ekiukum ika esapw fich tipomw ren angangen tumun, nikinikin tumun me keukun tumun mei kawor seni ach ei putai. Ei Ofesin Ombudsman epwe pwan nenengeni met osukosuk epwe weneiti ei Quest ren met mei kawor seni.

Ei Ofesin Ombudsman mei nom fan nurun ewe Federal an epwe fiti annuk fan iten an aramas puung me esapw aipè ne anisi sokkun aramas pokiten ir mei nom non ekkei kininin a tetenitiw me fan:

- Mei sokono an èèreni
- Mei sokono èènuwen inisin
- Chon Ew Fonu Nukun Ei ka nom ie
- Lerin
- Mei wor terin
- Emon Fefin ika Mwan/Emon mei siwin seni akomw

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 gna 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 kika 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 (電傳打字機: 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)



## Pekin Aninis Seni Hawaii Medicaid Ombudsman

Chon Tufich seni me Chon Awora

A Kawor seni:

Koan Risk Solutions, Inc.

<https://www.himedicaidombudsman.com/>

[hiombudsman@koanrisksolutions.com](mailto:hiombudsman@koanrisksolutions.com)

Nampan tengwa non pwisin Hawaii: 808-746-3324  
Nukun Hawaii ese-kamo: 1-888-488-7988

### Appointment chok

1580 Makaloa St. #550

Honolulu, HI 96814

Kunokun Ach Suuk:

Sarinfan-Enimu,

8:00nesosor - 4: nekunion Kuokun Hawaii\*

Kasip non Holiday an Hawaii

\*Kunokun Hawaii

## Kapas Ais Chomong Chon Ais Kinikin 1

- 1. Met ewe Prokramun Hawaii Ombudsman epwe tongeni fori fan itei?** Ewe Ofesin Hawaii Medicaid Ombudsman mei tongeni anisuk ne atawei omw ewe osukosuken noum ewe Quest insurance. Ewe Ombudsman mei pwan tongeni atoura omw osukosuk fan iten ekkewe chon awora pekin tumun.
- 2. Inet fansoun upwe tongeni kokori ika porous ngeni ewe ofesin Ombudsman?** Ka tongeni kokori ika chuto ren ach ewe ofesin Ombudsman fansoun kosapw pwapwa me menei sokkun angang mei kawor ngonuk, pwan fansoun kose tour ngeni ewe aninis en mei menei me ika epwe wor ekkoch aninis ngonuk ese mwirino me mei keuk fan itom seni noum ewe Quest.
- 3. Ngang mei tongeni upwe pachenong non angangen aninis seni Ombudsman?** Ika pwe en mei nounou ewe Medicaid ika pwan pachenong non ewe Aninisin Tumun, iwe ach ei angang seni Ombudsman mei tongeni anisuk.
- 4. Ifa nampan Ombudsman ren ai upwe tongeni kokori?** Kokori ei nampa 888-488-7988 (ese-kamo) ika 1-808-746-3324 (non Hawaii) ika mak ngeni kich won email:  
[hiombudsman@koanrisksolutions.com](mailto:hiombudsman@koanrisksolutions.com)

## Kapas Ais Chomong Chon Ais Kinikin 2

- 1. Meni ei kinikin Hawaii Medicaid a mut ngeni Ombudsman epwe mesemes won ika wisen aninis won?** Ewe Koan Risk Solutions.
- 2. Ifa usun ai upwe tour ngeni nei we insurance ren Quest ai upwe fori ika wanong ai memef won met use tipew ngeni?** Ka tongeni kokori ewe Ofesin Ombudsman ika fen fiti metewe mei mak won ewe taropwe ren ekkewe nampa.
- 3. Epwe ifa nakatamen ai upwe witi ewe Quest an epwe ponuwani ai we osukosuk?** Quest epwe angang non ukukun 5 raan won met ewe osukosuk ka atoura iwe epwe ponuwani omw we osukosuk mei tongeni epwe tori ukukun 30 raan.
- 4. Ngang mei tongeni tungorei ewe Ofesin Hawaii Medicaid Ombudsman epwe anisi ei ne porous (Porous ngeni ewe Quest Integration)?** Ika pwe en emon mei pachenong non ei Hawaii Medicaid Ombudsman, ika en mei mutata, iwe ewe Ofesin Hawaii Medicaid Ombudsman mei tongeni epwe tupunuk ne porous ngeni ewe Quest Integration fan iten omw we osukosuk. Ika pwe en emon ka pachenong non ewe Managed Care Provider, iwe sia tongeni sipwe churi ewe kinikin seni ewe ofesin quest ika health plan nge sise tongeni ach sipwe makei omw atatur ngeni ewe ofes.

## Iten Neni me Nampa Ka Tongeni Mak me Kokori fan iten Omw Menemenemang

### **AlohaCare**

808-973-0712 (Won ei fonu)

1-877-973-0712 (Nampa ese kamo)

1-9877-447-5990 (TTY)

Mailing address: AlohaCare, Attn: Grievance & Appeals Division, 1357 Kapiolani Blvd, Suite C101, Honolulu, HI 96814

### **HMSA**

808-952-7843 (local)

1-800-440-00640, 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: 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

### **United Healthcare**

1-888-980-8728 (toll-free)

711 (TTY)

1-844-700-7938 (fax)

Written grievances sent to: United Healthcare Community Plan, Attention: Appeals Department, 1132 Bishop St. #400, Honolulu, HI 96813