

APRIL 2020

# Health Insurance

A BOOKLET OF RESOURCES TO INFORM  
MARSHALLESE AND OTHER COFA INDIVIDUALS  
OF THE HEALTHCARE OPTIONS AVAILABLE TO  
THEM AND THEIR FAMILIES



## Contents

MEDICAID  
COMMUNITY PARTNERS  
HEALTHCARE MARKETPLACE  
FEDERALLY QUALIFIED HEALTH CENTERS  
MEDICARE



# HAWAII MEDICAID

**MEDICAID  
IS ALSO  
KNOWN AS  
MED-QUEST**

**WHO IS  
ELIGIBLE?**

**COFA DISABLED,  
BLIND OR  
AGED 65+**

**COFA PREGNANT  
WOMEN**

**COFA CHILDREN  
AGES 0-18**

**WHAT IS  
MEDICAID?**

MEDICAID IS A FEDERAL & STATE PROGRAM THAT PROVIDES HEALTH COVERAGE FOR SOME PEOPLE WITH LIMITED INCOME & RESOURCES. MEDICAID ALSO OFFERS BENEFITS NOT NORMALLY COVERED BY MEDICARE, INCLUDING NURSING HOME CARE & PERSONAL CARE SERVICES.

**ORGANIZATIONS THAT  
HELP CITIZENS APPLY  
FOR MED-QUEST**

DEPT. OF HUMAN SERV. (DHS)  
MED-QUEST DIVISION  
KALIHI-PALAMA HEALTH CENTER  
KOKUA KALIHI VALLEY (KKV)  
LEGAL AID SOCIETY OF HAWAII  
WE ARE OCEANIA (WAO)

**WHERE DO I  
APPLY?**

You can either apply  
in person or online.  
See below

**OAHU SECTION:**

801 DILLINGHAM BOULEVARD,  
3RD FLOOR  
HONOLULU, HI 96817  
(808) 587-3540

**KAPOLEI UNIT:**

KAKUHIHEWA STATE OFFICE  
BUILDING  
601 KAMOKILA BOULEVARD,  
ROOM 415  
KAPOLEI, HI 96707  
(808) 692-7364

**MED-QUEST CUSTOMER  
CALL CENTER**

(808) 524-3370 (O'AHU) OR  
TOLL FREE 1-800-316-8005

**HAWAII.GOV - KOLEA:  
CREATE AN ONLINE ACCOUNT &  
APPLY AT**

[HTTPS://MEDICAL.MYBENEFITS.HAWAII.GOV](https://medical.mybenefits.hawaii.gov)

# IMPORTANT DOCUMENTS NEEDED

BELOW ARE IMPORTANT DOCUMENTS NEEDED TO HELP YOU WITH THE APPLICATION PROCESS

## NEED:

- BIRTH CERTIFICATE OR I-94 & PASSPORT + SOCIAL SECURITY CARD OF EACH PERSON APPLYING

THE I-94 IS NOT FOUND IN A PASSPORT, BUT YOU NEED A PASSPORT TO RETRIEVE AN I-94 ONLINE.

LINK: [HTTPS://I94.CBP.DHS.GOV/I94/#/HOME](https://i94.cbp.dhs.gov/i94/#/home)

## PROOF OF:

- AGE (BIRTH CERTIFICATE OR DRIVER'S LICENSE)
- CITIZENSHIP OR ALIEN STATUS

## PROOF OF:

- ALL SOURCES OF INCOME
- ASSETS & OTHER RESOURCES (EXAMPLE: BANK STATEMENTS)

## PROOF OF:

- DISABILITY (INCLUDE DOCUMENTATION)
- RESIDENCE
- OTHER HEALTH INSURANCE(S)

**HMSA** 

Member Name <b>KEIKI K ALOHA</b>	Birth Date <b>05/05/07</b> Sex <b>M</b> PCP <b>KIMO U MAHALO MD</b> Network <b>BIG ISLAND FAMILY PRACTICE</b>
Member ID <b>XLQ1234567890</b>	PCP Phone <b>(808) 123-4567</b> PCP Effective Date <b>11/02/07</b>
Effective Date <b>03/01/08</b> Elig Renewal Date <b>03/01/12</b> Benefit <b>QUEST KEIKI</b>	TPL1 <b>ABC HEALTHCARE</b> TPL2 <b>XYZ HEALTHCARE</b>
RXBIN <b>004336</b> RXPCN <b>ADV</b> RXGRP <b>RX3987</b>	 <b>EPSDT</b>

**IF ADDITIONAL INFORMATION IS NEEDED, MED-QUEST WILL CONTACT YOU**

**NOTE: COFA DO NOT QUALIFY BASED ON IMMIGRATION STATUS, BUT HAWAI'I HAS AN EXPANDED MEDICAID PROGRAM THAT ALLOW CERTAIN CATEGORIES OF COFA CITIZENS MEDICAID COVERAGE**

FOR IN-PERSON ASSISTANCE WITH  
HEALTH INSURANCE APPLICATIONS  
FOR MEDICAID OR HEALTHCARE.GOV

**KALIHI-PĀLAMA HEALTH CENTER**

915 North King Street | Honolulu, HI 96817  
(808) 848-1438

**KŌKUA KALIHI VALLEY COMPREHENSIVE FAMILY SERVICES (KKV)**

2239 North School Street | Honolulu, HI 96819  
(808) 791-9400

**KO'OLAULOA COMMUNITY HEALTH & WELLNESS CENTER (HAU'ULA)**

54-316 Kamehameha Highway | Hau'ula, HI 96717  
(808) 293-9216

**KO'OLAULOA COMMUNITY HEALTH & WELLNESS CENTER (KAHUKU)**

56-119 Pualalea Street | Kahuku, HI 96731  
(808) 293-9231

**LEGAL AID SOCIETY OF HAWAII**

924 Bethel Street | Honolulu, HI 96813  
(808) 536-4302 Opt 2

**WAI'ANAE COAST COMPREHENSIVE HEALTH CENTER**

86-260 Farrington Highway | Wai'anae, HI 96792  
(808) 697-3405

**WAIKIKI HEALTH CENTER**

277 Ohua Avenue | Honolulu, HI 96815  
(808) 922-4787

**WAIMĀNALO HEALTH CENTER**

41-1347 Kalaniana'ole Highway | Waimānalo, HI 96795  
(808) 954-7113

**WE ARE OCEANIA (PARTNERS IN DEVELOPMENT)**

720 N. King Street | Honolulu, HI 96817  
(808) 754-7303

**CONTACT  
COMMUNITY  
PARTNERS**

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FOR IN-PERSON ASSISTANCE WITH  
HEALTH INSURANCE APPLICATIONS  
FOR MEDICAID OR HEALTHCARE.GOV

**MĀLAMA I KE OLA**

1881 Nani Street  
Wailuku, HI 96793  
(808) 872-4007

**HĀNA HEALTH**

4590 Hāna Highway  
Hāna, HI 96713  
(808) 248-8294

**IMUA FAMILY SERVICES**

161 S Wakea Avenue  
Kahului, HI 96732  
(808) 244-7467

**LANA'I COMMUNITY  
HEALTH CENTER**

478 Lauhala Place  
Lāna'i City, HI 96763  
(808) 565-6919

**MOLOKA'I COMMUNITY  
HEALTH CENTER**

28 Kamoi Street, Suite 600  
Kaunakakai, HI 96748  
(808) 553-5038

**CONTACT  
COMMUNITY  
PARTNERS**

FOR IN-PERSON ASSISTANCE WITH  
HEALTH INSURANCE APPLICATIONS  
FOR MEDICAID OR HEALTHCARE.GOV

**BAY CLINIC - HILO CLINIC**  
1178 Kino'ole St.- Bldg B  
Hilo, HI 96720  
(808) 969-1427

**HAMAKUA HEALTH CENTER**  
45-549 Plumeria Street  
Honokaa, HI 96727  
(808) 775-7204

**HAWAII ISLAND HIV/AIDS FOUNDATION (HIHAF)**  
Kailua-Kona Location:  
74-5620 Palani Rd, Ste. 101  
Kailua-Kona, HI 96740  
(808) 896-5051

Kea'au Location:  
16-204 Melekahiwa Pl. #1  
Kea'au, HI 96749  
(808) 896-5051

**HAWAII ISLAND YMCA**  
300 W Lanikaula St  
Hilo, HI 96720  
(808) 935-3721

**KALANIHALE**  
(808) 937-1310

**WEST HAWAII COMMUNITY HEALTH CENTER**  
75-5751 Kuakini Highway, Ste 203  
Kailua-Kona, HI 96740  
(808) 326-3882

**CONTACT  
COMMUNITY  
PARTNERS**

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FOR IN-PERSON ASSISTANCE WITH  
HEALTH INSURANCE APPLICATIONS  
FOR MEDICAID OR HEALTHCARE.GOV

# KAUAI ISLAND

HO'OLA LAHUI HAWAI'I  
4491 Rice St., Suite 106  
Lihue, HI 96766  
(808) 240-0160

CONTACT  
COMMUNITY  
PARTNERS





# HEALTH INSURANCE MARKETPLACE

CREATED APRIL 2020

## QUICK FACTS

The Health Insurance Marketplace (also known as the "Marketplace" or "exchange") is a service that helps people shop for and enroll in affordable health insurance via websites, call centers, and in-person help. The federal government operates the Marketplace, available at HealthCare.gov, for most states. Some states run their own Marketplaces. Enrollment begins on October 1st every year.

## ELIGIBILITY CRITERIA

- Must live in the United States
  - Must be a US Citizen or national (or be lawfully present)
- \*\*\* COFA migrants are eligible! \*\*\*
- Can't be incarcerated

## DOCUMENTS NEEDED

You may need to have one or more of the following to apply:

- I-94 arrival/departure record
- I-94 arrival/departure record and foreign passport
- I-765 Employment Authorization Document
- Social security number
- Income information

## WEBSITE/CONTACT INFORMATION

Website: <https://www.healthcare.gov/>  
Call: 1-800-318-2596 or TTY: 1-855-889-4325

## STEP 1: GO TO WEBSITE AND CREATE AN ACCOUNT

### PLEASE VISIT: [WWW.HEALTHCARE.GOV](http://WWW.HEALTHCARE.GOV) TO GET STARTED

Once you are on the healthcare.gov website, click on "get coverage". Select your state, and click "apply now". It should direct you to a new page to create an account (if you already have an account, please log in) You must create an account before choosing a plan!

- **Check your email to verify your account.** They will send an email with the subject line, "Welcome! Please verify your email for your HealthCare.gov account" to the email address you entered. Open the email and click the verification link

## STEP 2: LOG IN AND GET STARTED

### TIME TO ENROLL!

Once you verify your account, you will be able to log in to healthcare.gov website. Review the terms and conditions, and accept if you agree. You will then be able to start a new application

- You'll enter information about you, and your family, including your income, household size, and more.

## STEP 3: PICK A PLAN

Next you'll see all the plans and programs you are eligible for and will be able to compare them side-by-side.

You'll also find out if you can get lower costs on monthly premiums and out-of-pocket costs.

## STEP 4: ENROLL

Choose your plan that meets all your needs and enroll! Coverage will start as soon as January 1st of the following year



# Federally Qualified Health Centers

## About FQHC

### Federally Qualified Health Centers (FQHC):

- Are community-based health care providers that deliver care for all residents within their service areas on a sliding fee scale based on ability to pay
- Consist of community Health Centers, Migrant Health Centers, Health Care for the Homeless, and Health Centers for Residents of Public Housing
- Promote healthcare access by providing primary care, prevention services, translation services and transportation services
- Provide healthcare services for medically under-served areas or populations
- Funding is received from Medicare, Medicaid, private sector, government grants, and funds from the HRSA Health Center Program

### QUICK FACTS

**40%**

In 2016, Native Hawaiian-Pacific Islanders made up 40% of the total populations served at FQHC

### QUICK FACTS

In 2016, an average of

**14,684**

people were served at each O'ahu FQHC locations

### DOCUMENTS NEEDED TO APPLY:

#### I.D. CARD

A valid identification card (I.D.) is needed

### DOCUMENTS NEEDED TO APPLY:

#### Insurance card

If applicable, a Medicaid, Medicare or medical insurance card is needed

# FQHC LOCATIONS ON O'AHU



## KALIHI-PĀLAMA HEALTH CENTER

- **MAIN CLINIC**

915 NORTH KING STREET  
HONOLULU, HI 96817  
808-848-1438  
WWW.KPHC.ORG

- **BEHAVIORAL HEALTH/HEALTH EDUCATION**

952 NORTH KING STREET  
HONOLULU, HI 96817  
808-841-7981

- **DOWNTOWN FAMILY MEDICAL & DENTAL CENTER**

89 SOUTH KING STREET  
HONOLULU, HI 96813  
808-791-5560

- **KA'A'AHĪ STREET CLINIC (WOMEN & CHILDREN'S SHELTER)**

546 KA'A'AHĪ STREET  
HONOLULU, HI 96817  
808-853-1700



Neighbors being Neighborly to Neighbors

## KŌKUA KALIHI VALLEY (KKV) COMPREHENSIVE FAMILY SERVICES

- **MAIN CLINIC**

2239 NORTH SCHOOL STREET  
HONOLULU, HI 96819  
808-791-9400  
WWW.KKV.NET

- **KKV WELLNESS CENTER**

2238 N. SCHOOL STREET  
HONOLULU, HI 96819  
808-791-9400

- **KKV PUBLIC HOUSING OFFICE**

1475 LINAPUNI STREET, NO. A-115  
HONOLULU, HI 96819

- **GULICK ELDER CENTER**

1846 GULICK AVENUE  
HONOLULU, HI 96819  
808-848-0977



## KŌ'OLAULOA HEALTH CENTER

- **KAHUKU HOSPITAL CAMPUS**

56-119 PUALALEA ST  
KAHUKU, HI 96731  
808-293-9216  
WWW.KOOLAULOACHC.ORG

- **HAUULA CLINIC**

54-316 KAMEHAMEHA HWY, UNIT #7  
HAUULA, HI 96717  
808-293-9216

- **KAHUKU HIGH SCHOOL**

56-490 KAMEHAMEHA HWY ROOM R-104  
808-454-7447

# FQHC LOCATIONS ON O'AHU



## WAHIAWĀ CENTER FOR COMMUNITY HEALTH

- **WAHIAWĀ HEALTH**  
302 CALIFORNIA AVE. SUITE 106  
WAHIAWĀ, HI  
96786  
TEL: 808-622-1618



## WAI'ANAЕ COAST COMPREHENSIVE HEALTH CENTER

- **MAIN CAMPUS**  
86-260 FARRINGTON HIGHWAY  
WAI'ANAЕ, HI 96792  
808-696-7081  
WWW.WCCHC.COM
- **JAMES & ABIGAIL CAMPBELL CLINIC**  
87-2070 FARRINGTON HIGHWAY  
WAI'ANAЕ, HI 96792  
808-668-2311
- **KAPOLEI CLINIC**  
91-525 FARRINGTON HWY., SUITE 102  
KAPOLEI, HI 96707  
808-674-9352
- **WAI'OLA CLINIC**  
86-120 FARRINGTON HIGHWAY  
WAI'ANAЕ, HI 96792  
808-697-3133
- **WAIPAHU CLINIC (FILIPINO COMMUNITY  
CENTER)**  
94-428 MOKUOLA STREET, #108B  
WAIPAHU, HI 96797  
808-676-7233



## WAIMĀNALO HEALTH CENTER

- **WAIMANALO HEALTH CENTER**  
41-1347 KALANIANA'OLE HIGHWAY  
WAIMĀNALO, HI 96795  
808-259-7948  
WWW.WAIMANALOHC.ORG

## WAIKĪKĪ HEALTH



- **MAIN CLINIC**  
277 'ŌHUA AVENUE  
HONOLULU, HAWAII 96815  
808-922-4787  
WWW.WAIKIKIHC.ORG
- **MAKAHIKI CLINIC**  
935 MAKAHIKI WAY  
HONOLULU, HI 96826  
808-922-4787
- **PATH CLINIC - KAIMUKI**  
845 22ND AVE  
HONOLULU, HI 96816  
808-791-9390
- **NEXT STEP SHELTER**  
PIER 1 OFF FORREST AVENUE IN THE  
KAKA'AKO AREA  
808-585-8800

FEDERALLY QUALIFIED HEALTH CENTERS

# FQHC: HAWAI'I COUNTY



## HILO FAMILY HEALTH CENTER

1178 Kino'ole Street,  
Building B Hilo, HI 96720  
(808) 333-3600

## KEA'AU FAMILY HEALTH CENTER

16-192 Pili Mua Street  
Keaau, HI 96749  
(808) 930-0423

## HANA COMMUNITY HEALTH CENTER

14590 Hana Highway  
Hana, HI 96713  
(808) 248-8294

## PAHOA FAMILY HEALTH CENTER

15-2866 Pahoa Village  
Road Pahoa, HI 96778  
(808) 934-3248

## PAHOA WOMENS AND CHILDRENS HEALTH CENTER

15-2866 Pahoa Village  
Rd. Pahoa, HI 96778  
(808) 965-3517



FEDERALLY QUALIFIED HEALTH CENTERS

# FQHC: HAWAI'I COUNTY



West Hawaii  
Community Health Center

## WHCHC KAILUA-KONA

75-5751 Kuakini  
Highway, Suite 104  
Kailua-Kona, HI 96740  
(808) 326-5629

## WHCHC KEANALEHU

74-5214 Keanalehu Drive  
Kailua Kona, HI 96740  
(808) 355-5600

## WHCHC WAIKOLOA

68-1845 Waikoloa Road,  
Suite 207  
Waikoloa, HI 96738  
(808) 657-0814

## WHCHC KEALAKEKUA PEDIATRICS

81-6627 Mamalahoa  
Highway, Suite 106  
Kealahou, HI 96750  
(808) 323-8006

## WHCHC KEALAKEKUA ADULT & FAMILY

130 Oki Place  
Kaunakakai, HI 96748  
(808) 553-5038



FEDERALLY QUALIFIED HEALTH CENTERS

# FQHC: HAWAI'I COUNTY



## KA'U HOSPITAL RURAL HEALTH CLINIC

1 Kamani Street  
Pahala, HI 96777  
(808) 932-4205



## HAMAKUA HEALTH

645-549 Plumeria Street  
Honokaa, HI 96727  
(808) 775-7206

## WAIMEA CLINIC

965-1230 Mamalahoa  
Highway  
Suite C13 & 14  
Kamuela, HI 96743  
(808) 731-8641

## KOHALA HEALTH

53-3925 Akoni Pule  
Highway  
Kapaau, HI 96755  
(808) 889-6236



FEDERALLY QUALIFIED HEALTH CENTERS

# FQHC: MAUI COUNTY

## MALAMA I KE OLA HEALTH CENTER

11881 Nani Street  
Wailuku, HI 96793  
(808) 872-4000



## LANAI COMMUNITY HEALTH CENTER

333 6th Street  
Lanai City, HI 96763  
(808) 565-6919



## HANA COMMUNITY HEALTH CENTER

14590 Hana Highway  
Hana, HI 96713  
(808) 248-8294



## MOLOKA'I GENERAL HOSPITAL RURAL HEALTH CENTER

280 Homeolu Place  
Kaunakakai, HI 96748  
(808) 553-3121



## MOLOKA'I COMMUNITY HEALTH CENTER

130 Oki Place  
Kaunakakai, HI 96748  
(808) 553-5038



FEDERALLY QUALIFIED HEALTH CENTERS

# FQHC: KAUA'I COUNTY



## KAUA'I COMMUNITY HEALTH CENTER

**4643-B Waimea Canyon Drive**  
**Waimea, HI 96796**  
**(808) 240-0140**

**4800-D Kawaihau Road**  
**Kapaa, HI 96746**  
**(808) 240-0170**





TIPS TO KNOW WHEN...

# APPLYING FOR MEDICARE



## WHO IS ELIGIBLE?

- COFA Migrants are only eligible if they have earned 40+ work quarters OR have 10 years of work history
- Aged 65+ OR disabled and receiving Social Security for 24 consecutive months (deemed by the Social Security Administration)



## WHAT DOCUMENTS DO I NEED?

If eligible, an eligibility letter from Social Security Administration will be sent to you when you are able to enroll in Medicare. Your first chance to get Medicare usually starts 3 months before you turn 65 and ends 3 months after you turn 65.

However, if you have a disability and are receiving SSDI, you will automatically be enrolled into Medicare.



## PLACE AND ADDRESS

### Social Security Administration

Kapolei Location: 970 Manawai Street  
Kapolei, Hawaii 96707

Honolulu Location: 300 Ala Moana Blvd  
Rm 1-114, Fed Bldg  
Honolulu, Hawaii 96850

**Note:** If you would like to apply in person, applications will be accepted at either of these locations



## CONTACT INFORMATION

### Social Security Administration

Telephone: 1 (800) 772-1213  
Website: [www.SSA.gov](http://www.SSA.gov)

### Medicare

Telephone: 1-800-MEDICARE (1-800-633-4227)  
Website: [www.medicare.gov](http://www.medicare.gov)

READY TO APPLY? CHECK THE BACK OF THIS PAMPHLET

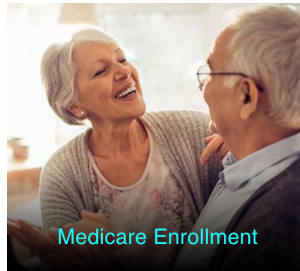
# How To Apply

To apply for Medicare, you can either apply in person at the two Hawaii Social Security Administration Offices or online. The steps to apply for [Medicare ONLINE](#) will be displayed below.

## STEP 01

### Access the Website

Head on over to [www.ssa.gov/benefits/medicare/](http://www.ssa.gov/benefits/medicare/) to apply online for just Medicare



### Getting Ready

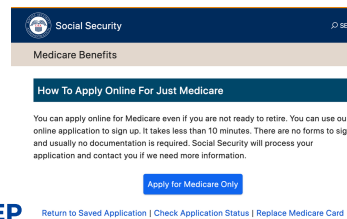
Click on the "Apply for Medicare Only" button. Read through the terms of service, click "I understand and agree" and then click "next".

## STEP 02

Now you are ready to begin the application!

### Create an Account

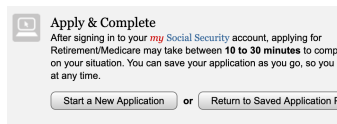
Please note: The website will ask you to create or sign in to your my Social Security account when you start the application. You will receive an additional Terms of Service if you need to create an account.



## STEP 03

### Apply & Complete

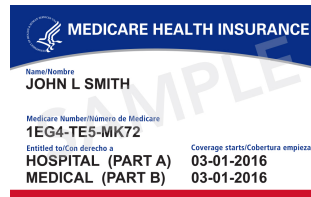
To start the application, click on "start a new application" and begin the process. It may take 10 - 30 minutes to complete the application, depending on your situation. You are able to save the application as you go, so you can take a break at any time.



## STEP 04

### Follow Up

Once you have submitted your application, a representative may contact you with updates or questions about your application. You may check the status of your online application by signing in to your "my Social Security Account"



## STEP 05

**Need Assistance? Please contact your local SSA office or call 1-800-MEDICARE**