

2026 Kaiser Permanente Hawaii Enrollment Guide

Health care that just works



Get started at kp.org/choosekp



KAISER PERMANENTE®

Experience simpler, smarter health care

When all your needs are handled
under one plan, you get:

- A seamless in-person and virtual care experience
- Support for your mental health and wellness
- 24/7 access to care wherever you are
- High-quality preventive, primary, and specialty care



Combined care and coverage is everything

Your doctors, hospitals, and health plan benefits should work together to give you exceptional care, when and where you need it.

From preventive, primary, and virtual care to pharmacy, labs, and mental health support – we put it all together to make your health care work for you.

That's why members stay with
Kaiser Permanente nearly twice as
long as other health plans.¹



Discover how we can help you live
your best life at **kp.org/choosekp**.

“ Before we switched to Kaiser Permanente, we didn’t know what we were missing. We use the app to message doctors, fill prescriptions, and make appointments. I love that I could go on to kp.org and choose a doctor that’s best for my family. The quality of care has been superb. We’re so impressed with Kaiser Permanente that now, we’re lifers. ”

– Sharie Souza, Kaiser Permanente Hawaii member



Timely, convenient in-person and virtual care

Get the care you need, when you need it. The Kaiser Permanente app makes it easier to manage your care online or connect with your care team on demand. And with our national network of locations, specialists, and services, you can get timely lab results and primary care appointments close to home.



24/7 virtual care

Visit kp.org or use our app to talk to a clinician 24/7 by phone or video.² You can also email your care team, view most lab results, and more.²



Mail-order pharmacy

Refill prescriptions online, in person, or over the phone – with same-day pickup or next-day home delivery for most prescriptions.³



Care while traveling

If you're planning to travel, we can help with vaccinations, prescriptions, and more. You also have access to urgent and emergency care worldwide – not just at Kaiser Permanente facilities.



Getting care is easier than ever with only one number to call statewide

We know your time is important, and with our virtual holding system, you can save your place in line without waiting on hold. Save our 24/7 toll-free number in your phone for appointments, advice, and prescription refills.

1-833-833-3333 (TTY 711), 24 hours a day, 7 days a week

Support for your body and mind

Members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral for mental health care within Kaiser Permanente. Explore individual and group therapy, health classes, self-care resources, and more.⁴

Resources for your everyday wellness

Take advantage of classes, services, and programs to help you achieve your health goals.⁵

- Personal wellness coaching
- Reduced rates on acupuncture, massage therapy and chiropractic care
- Online wellness tools, such as health and drug encyclopedias

Get fit and get rewarded

With Fit Rewards, you can earn a free gym membership at certain participating gyms. Whichever fitness center you choose, you can earn a \$200 reward if you meet the program requirements.

Learn more at kp.org/fitrewards.

Our members are:

5x

more likely to be
screened for depression⁶

Nearly 2x

more likely to
respond to treatment⁶

Care that's world class

With most plans, you get a wide range of preventive care at no extra cost. If you need specialty care – for maternity, cancer care, heart health, or anything else – you have access to cutting-edge technology and the latest evidence-based care. You can also change your doctor at any time, so you always have a health partner you know and trust.

Kaiser Permanente Moanalua Medical Center received the 2025 Women's Choice Award® as one of America's best hospitals for Cancer Care, Obstetrics, and Stroke Care. The awards signify that Moanalua Medical Center is one of the top health care providers in the country, out of more than 4,600 hospitals offering these services.⁷

We guide you every step of the way



“ You have enough stressors in your life. So at Kaiser Permanente we make sure health care isn't one of them. ”

– Dr. Khushboo Mehta

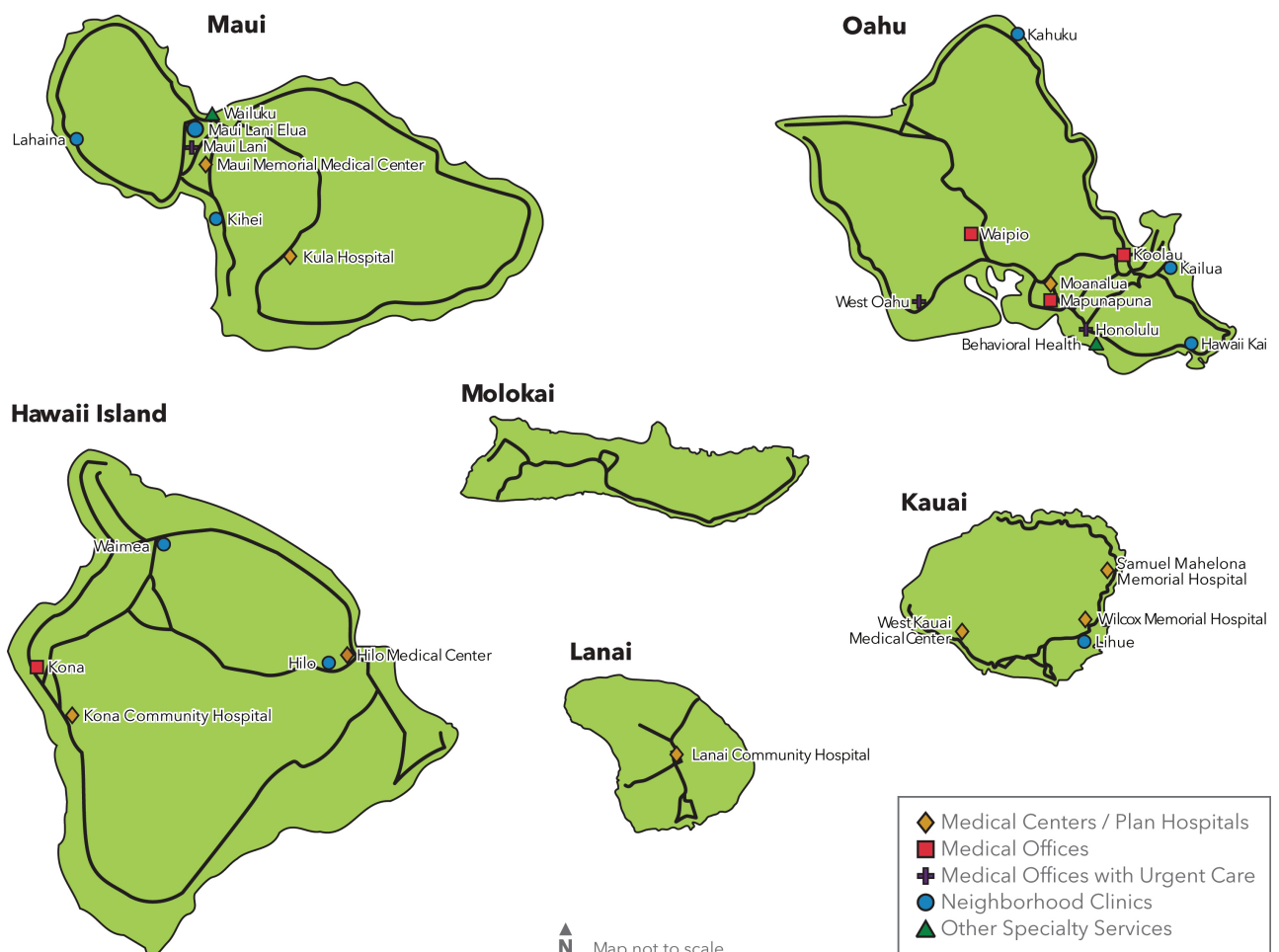


Find a location near you

With multiple locations to choose from, it's easy to find one near home or work. We offer same-day and next-day services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁸ You can also see different doctors at different locations – whatever works best for you.

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.²



Care that's there when you need it

Urgent care in Hawaii

If you need urgent care outside of normal business hours, you can visit a Kaiser Permanente or contracted urgent care facility at the same cost of a regular office visit.⁹ Visit [kp.org/getcare](https://www.kp.org/getcare) for a list of facilities in your area.

Urgent and emergency care outside Hawaii

With Kaiser Permanente, you have coverage for emergency and urgent care anywhere in the world.

If you need urgent care **in a Kaiser Permanente service area**, visiting members can go to the nearest Kaiser Permanente urgent care clinic.^{10,11}

If you need urgent care **in a state without Kaiser Permanente**, go to the nearest urgent care provider, including Cigna PPO Network providers, MinuteClinic® locations, including pharmacies (in select CVS and Target stores), Concentra Urgent Care centers, or The Little Clinic locations, including pharmacies.^{12,13}

Dependent children, including college students, also have coverage for certain routine and follow-up primary care when Kaiser Permanente facilities aren't near. Visiting member benefits apply when living in other Kaiser Permanente service areas.

If you need urgent care **while traveling internationally**, go to the nearest urgent care facility or hospital.¹⁴

For information or assistance while traveling, call the 24/7 Away from Home Travel Line at **951-268-3900** or visit [kp.org/travel](https://www.kp.org/travel).¹⁵

Good health is in your hands

Use the new and improved **kp.org** features right from your smartphone or other mobile device. Get started at **kp.org/register** or download the mobile app.²

New member transition

- Register on kp.org
- Choose a doctor
- Schedule an appointment
- Transfer your prescriptions
- Act for a family member

Your electronic medical record

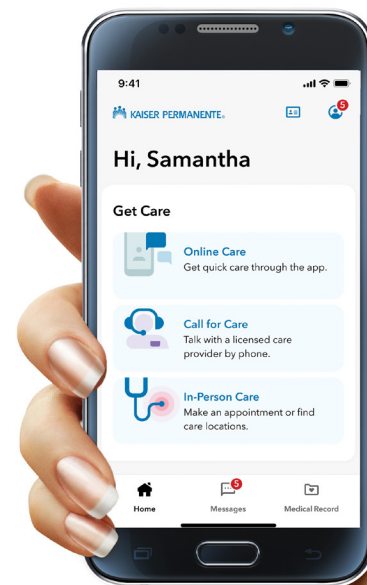
- Make and cancel appointments
- Access your digital member ID card
- Refill most prescriptions
- View past office visit info
- Biometric info
- Immunizations
- View most test results
- Care gap reminders
- Medical condition info

Take charge of your costs

- View claims history
- View medical and prescription coverage
- Personalized cost estimator tool
- Pay your medical bills

Convenience and wellness

- Schedule a phone or video appointment¹⁶
- Email your doctor's office
- 24/7 virtual care
- Personal wellness coaching
- Group health classes
- Online healthy living programs
- Videos, podcasts, and recipes
- Health and drug encyclopedias
- Interactive symptom checker



Health plan information

Utilization management

The medical care and services provided or authorized by a physician are subject to utilization management (UM) review. UM describes the various methods that ensure you receive the right care, at the right time, in the right place by reviewing hospital admissions, referred services, and post-service claims and providing care management services for certain medical conditions to help you maintain your health at the highest level possible. If we deny your request for payment or coverage during the UM review, you have the right to file an appeal and ask that we reconsider our decision. For details, visit kp.org/formsandpubs and download the Kaiser Permanente Hawaii Annual Subscriber Notice, which can be found under "Coverage information: Health plan notices."

Pharmaceutical management procedures

For a current list of formulary drugs and pharmacy management policies including information on limits, exceptions, and generic substitutions, visit kp.org/formulary.

We protect your privacy

Our Notice of Privacy Practices is available online at kp.org/privacy/hi.

If you have questions, or would like a printed copy of the information mentioned above, please contact Member Services, Monday through Friday, 8 a.m. to 5 p.m., or Saturday, 8 a.m. to noon at **1-800-966-5955** or **711** (TTY).

Complete care to help you live a healthier life

With Kaiser Permanente, your care is simpler, smarter, and seamless – so you can spend more time doing what you love.

For questions about Kaiser Permanente, call Member Services Monday through Friday, 8 a.m. to 5 p.m. (closed holidays) and Saturday, 8 a.m. to noon

- **1-800-966-5955** (English and more than 150 languages using interpreter services)
- **711** (TTY)



1. Kaiser Permanente internal data, 2024; Hanming Fang, PhD, et al., "Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018," *JAMA Network Open*, February 24, 2022. 2. When appropriate and available. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. These features are available when you get care from Kaiser Permanente facilities. 3. Next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue next-day prescription delivery services at any time without notice and other restrictions may apply. Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery. 4. Some classes may require a fee. 5. The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 6. Kaiser Permanente 2024 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2024 and is used with the permission of NCQA. Quality Compass 2024 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. 7. The Women's Choice Award gives women a collective voice so that they can help each other identify trusted brands, products, and services. Best Hospitals awards are 100% objective, fact based awards based on what matters most to women when choosing a hospital. Women Certified Inc. does not in any way endorse any business, hospital, brand, product and/or service, but instead, reports the collective opinion and judgment of female consumers for brands and publicly available clinical data for hospitals. Visit [womenschoiceaward.com](https://www.womenschoiceaward.com) to learn more. 8. In the case of a pandemic, some facilities may be closed or offer limited hours and services. 9. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. 10. If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents. 11. If you get care at a Cigna, MinuteClinic, Concentra, The Little Clinic, or any other urgent care facility within a state with Kaiser Permanente providers, you'll be asked to pay upfront for services you receive and will need to file a claim for reimbursement. 12. The Cigna PPO Provider Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. You can visit any Cigna PPO Network provider without paying upfront or filing a claim for reimbursement. The Cigna PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. 13. If you get care at a MinuteClinic, Concentra, or The Little Clinic urgent care center, you'll be charged your standard copay or coinsurance. Medicaid members are not eligible. 14. You may be covered for medically necessary urgent care when you are temporarily outside of the country if the care can't be delayed until you get back home. Medicaid members are not covered. 15. This number can be dialed from inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we cannot accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. 16. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.



NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

Kaiser Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, braille, and accessible electronic formats
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-966-5955** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at:

Membership Services

Attn: Kaiser Civil Rights Coordinator
711 Kapiolani Blvd
Honolulu, HI 96813
1-800-966-5955

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at <https://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice>

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-966-5955** (TTY: **711**).

Cebuano (Bisaya) PAGPAHIMANGNO: Kung nag-istorya ka og Cebuano, ang mga serbisyo sa tabang sa pinulongan lakip ang angay nga mga auxiliary nga mga himan ug serbisyo, libre, anaa kanimo. Tawag sa **1-800-966-5955** (TTY: **711**).

中文 (Chinese) 注意事項: 如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 **1-800-966-5955** (TTY: **711**)。

Chuuk (Chukese) ESINESIN: Ika en mi sine Fosun Chuuk, mi kawor aninisin fosun fonu mei pachonong pisekin aninis, ese kamo, mi kawor ngonuk. Kekeru **1-800-966-5955** (TTY: **711**).

‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke nā lawelawe kōkua ‘ōlelo me nā kōkua kōkua kūpono a me nā lawelawe, manuahi ‘ole, loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: **711**).

Iloko (Ilocano) ATENSION: No makasaoka iti Ilokano, dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a kanayonan a tulong ken serbisio, a libre, ket mabalin a mausar para kenka. Tawagan ti **1-800-966-5955** (TTY: **711**).

日本語 (Japanese) 注意: 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。**1-800-966-5955** までお電話ください (TTY: **711**)。

한국어 (Korean) 주의: 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-966-5955** (TTY: **711**)로 전화해 주세요.

ລາວ (Laotian) ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທັງອຸປະກອນ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົມ ຈະມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ **1-800-966-5955** (TTY: **711**).

Kajin Majōl (Marshallese) Roñjake: Ñe kwōjelā kajin Kajin Majōl, eo ej jipañ eok ilo kajin in ekaoba jerbāl ko jet, ejjelōk oñāāer, repelōk ñan eok. Kūr tok **1-800-966-5955** (TTY: **711**).

Naabeehó (Navajo) DÍÍ BAA AKÓ NÍNÍZIN: Díí saad bee yánítí'go Diné Bizaad, saad bee áká'ánída'áwo'déé', biniit'aa da beeso ndinish'aah t'aala'I bí'aa 'anashwo' doo biniit'aa, t'aadoo baahilinigoo bits'aadoo yeel, t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-966-5955** (TTY: **711**).

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien me kele mehlel oh sarawi kan me pahn limpoak, en kak sawa ni ke, lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955** (TTY: **711**).

Faa-Samoa (Samoan) FA'AMALU: Afai e te tautala i le Gagana Samoa, o auaunaga fesoasoani i le gagana, e aofia ai meafaigaluega talafeagai ma auaunaga, e leai ni totagi, o lo'o avanoa mo oe. Fa'amalie atu i le **1-800-966-5955** (TTY: **711**).

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-966-5955** (TTY: **711**).

Tagalog (Tagalog) PAALALA: Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-966-5955** (TTY: **711**).

Lea Faka-Tonga (Tongan) FAKATOKANGA: Kapau 'oku ke lea Faka-Tonga, 'oku 'i ai ha sevesi tokoni fakatonu lea pea mo ha naunau me'a fanongo, 'oku ta'etotongi, mo faingamalie kiate koe. Taa **1-800-966-5955** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-966-5955** (TTY: **711**).

The right choice for a healthier you

Having a good health plan is important. So is getting high-quality care. With Kaiser Permanente, you get both.

Care is a click away

Online tools designed to help make your life easier

Once you join...

Visit **kp.org/newmember** to get started. It's easy to register at **kp.org**, choose your doctor, transfer your prescriptions, and schedule your first routine appointment.

Already a member?

Manage your care online anytime at **kp.org**. Download the mobile app or go to **kp.org/register** so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.



Ready for health care that works for you?
Visit **kp.org/choosekp** to get started.



Kaiser Foundation Health Plan, Inc.
711 Kapiolani Blvd.
Honolulu, HI 96813

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 4000 Garden City Drive, Hyattsville, MD 20785 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 2715 Naches Ave. SW, Renton, WA 98057