



To get help completing a Medicaid application, check the status of your application or health care coverage, or to ask questions call the office below:

E. Hawaii—Hilo Phone: (808) 933-0339
Fax: (808) 933-0344
Email: DHSMQDEastHawaiiUnit556@dhs.hawaii.gov

Mailing Address: 1404 Kilauea Ave.
Hilo, HI 96720-4670

Physical Address: 1404 Kilauea Ave.
Hilo, HI 96720-4670

The Hawai'i Relay Service 711 or 1-877-447-5990
is available to hearing impaired, deaf, and speech

For questions about QUEST Integration benefits
and services contact your health plan directly.

AlohaCare	1-877-973-0712 AlohaCare.org
HMSA	1-800-440-0640 HMSA.com/QUEST
Kaiser Permanente	1-800-651-2237 KPQUEST.org
'Ohana Health Plan	1-888-846-4262 OhanaHealthPlan.com
UnitedHealthcare Community Plan	1-888-980-8728 UHCCommunityPlan.com/HI

**Notice of Nondiscrimination & Notice of Availability of
Auxiliary Aids & Language Services**

Call Med-QUEST Customer Service Branch for the
following:

- You have the right to get the information in this product in an alternate format.
- You also have the right to file a complaint if you feel you have been discriminated against.
- You may request the notice in an alternate language if English is not your primary language.



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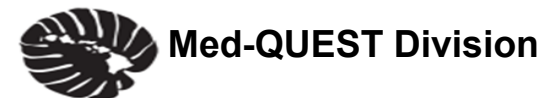
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Report Changes & Submit Documents Online

Use the Kauhale On-Line Eligibility Assistance (KOLEA) Portal to quickly update your information within 10 days of a change and view notices.

To access KOLEA visit **MyBenefits.Hawaii.gov**
<https://medquest.hawaii.gov/en/members-applicants/get-started.html>

Create a New Online Account:

- Go to Already Have An Account, click on “Sign In”
- Select “Create A New Account”
- Select “Link Account” and enter Case Number _____

Online Account Holders:

- Go to Already Have An Account, click on “Sign In”
- Enter your user name and password
- Click on “Change of Circumstances” to report a change or submit verification.

Forgot Username or Password?

- Go to Already Have An Account, click on “Sign In”
- Click on “Forgot My Username” or “Forgot Password” link to request account reset.

Be sure to use the same email address used to create your online account when requesting for a username or password reset.

If you need help setting up an account or experience problems, call Med-QUEST Customer Services at:

**1-808-524-3370 (Oahu) or
1-800-316-8005 (Neighbor Islands), option 2.**

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