



ALOHACARE

March 1, 2021

Aloha,

At AlohaCare, we value you as our Member and as part of our `Ohana. As you know, we included value-added non-emergency transportation benefits to your AlohaCare Medicare Advantage Plus plan starting January 1, 2021.

We are pleased to announce we are partnering with IntelliRide who will make the ground transportation arrangements for AlohaCare Medicare members.

Starting March 1, 2021, IntelliRide will make your ground transportation arrangements for health-related services not covered by your QUEST Integration health plan. Your AlohaCare Medicare plan covers up to 24 one-way trips for non-emergency ground transportation.

AlohaCare must approve the transportation service in advance. A request must be made at least three business days (72 hrs) before you need the transportation service.

IntelliRide services for AlohaCare Medicare Members include:

- *Customer Service to answer your questions.* IntelliRide help is available by phone, mobile phone app or online. Please call AlohaCare Member Services, at 808-973-6395, Option 2 for Medicare.
- *Scheduling ground transportation.* IntelliRide will schedule your preapproved non-emergency ground transportation trips and help you if you need to change or cancel your trips.

You can use your Medicare ground transportation benefit to get to the following health-related service appointments:

- Acupuncture appointments
- Chiropractic appointments
- Dental appointments
- Hearing Aid services/repair
- OTC (Over-the-Counter) or prescription pharmacy pick up
- Prosthetic/DME pick up
- Therapeutic massage appointments

If you require emergency care, please call 9-1-1 directly.

Need more information? Have any questions? Please visit our website at www.alohacare.org. Or contact us at 808-973-6395, Option 2, for Medicare.

1357 Kapiolani Blvd., Suite 1250, Honolulu, Hawaii 96814

Call: 973-6395 • Toll-free: 1-866-973-6395 • Fax: 808-973-0726 • www.AlohaCare.org



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Sincerely,
Francoise Culley-Trotman
Chief Executive Officer

AlohaCare Advantage Plus (HMO SNP) is an HMO SNP plan with a Medicare contract and a contract with the Hawaii Medicaid Program. Enrollment in AlohaCare Advantage Plus depends on contract renewal.

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ALOHACARE

AlohaCare 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 (large print, audio, accessible electronic formats, other formats)

AlohaCare 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, contact AlohaCare at 973-0712.

(English) Do you need help in another language? We will get you a free interpreter. Call 1-808-973-0712 to tell us which language you speak. (TTY: 1-877-447-5990).

(Cantonese) 您需要其它語言嗎？如有需要，請致電 1-808-973-0712，我們會提供免費翻譯服務 (TTY: 1-877-447-5990)。

(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-808-973-0712 omw kopwe ureni kich meni kapas ka ani. (TTY: 1-877-447-5990).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-808-973-0712 pour nous indiquer quelle langue vous parlez. (TTY: TTY: 1-877-447-5990).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-808-973-0712 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 1-877-447-5990).

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(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona 1-808-973-0712 `oe ia la kaula a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 1-877-447-5990).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-808-973-0712 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 1-877-447-5990).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。電話番号の、1-808-973-0712 に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: 1-877-447-5990).

(Korean) 다른언어로도움이필요하십니까? 저희가무료로 통역을제공합니다. 1-808-973-0712 로 전화해서사용하는 언어를 알려주십시오 (TTY: 1-877-447-5990).

(Mandarin) 您需要其它语言吗？如有需要,请致电 1-808-973-0712, 我们会提供免费翻译服务(TTY: 1-877-447-5990).

(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-808-973-0712 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 1-877-447-5990).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea 1-808-973-0712 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 1-877-447-5990).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-808-973-0712 y díganos que idioma habla. (TTY: 1-877-447-5990).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-808-973-0712 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 1-877-447-5990).

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-808-973-0712 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 1-877-447-5990).

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(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-808-973-0712 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 1-877-447-5990).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-808-973-0712 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 1-877-447-5990).

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