



# ALOHACARE

Member Name  
1357-1250 Kona St.  
Honolulu, HI 96813

[DATE], 2021

Aloha Member Name,

At AlohaCare, we value you as our Member and as part of our `Ohana. We are pleased to announce we are partnering with IntelliRide. IntelliRide will make transportation arrangements for AlohaCare members.

Starting March 1, 2021, IntelliRide will make your travel arrangements. IntelliRide services for AlohaCare Members include:

- *Customer Service.* IntelliRide help is available by phone, mobile phone app or online. Please call AlohaCare Member Services, Option 2 at 808-973-0712 for QUEST Integration or 808-973-6395 for Medicare.
- *Scheduling Travel.* IntelliRide will schedule ground and air transportation and book lodging for on-island and off-island care. IntelliRide will assist you to schedule, change or cancel trips. IntelliRide can also answer your questions.
- *Helping with Bus and Handi-Van.* IntelliRide will mail you documents for public transportation, including annual Senior and Disability passes.
- *Reimbursement and Mileage.* IntelliRide will process travel reimbursement requests and mileage reimbursements.

AlohaCare is working together with IntelliRide and providing any ongoing or existing transportation arrangements. It is our goal that you have the transportation you need to get to your appointments. AlohaCare will continue to be responsible for approving transportation as a covered benefit for medically necessary services.

Please call 9-1-1 for emergencies.

Need more information? Have any questions? Please visit our website at [www.alohacare.org](http://www.alohacare.org). Or contact us at 808-973-0712 for QUEST Integration or 808-973-6395 for Medicare.

Sincerely,  
Francoise Culley-Trotman  
Chief Executive Officer

1357 Kapiolani Blvd., Suite 1250, Honolulu, Hawaii 96814  
Call: 973-0712 • Toll-free: 1-877-973-0712 • Fax: 808-973-0726 • [www.AlohaCare.org](http://www.AlohaCare.org)



# 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).



# ALOHA CARE

(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).



# ALOHA CARE

(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).