

HMSA QUEST Integration Members

Save time when you get your prescription drugs sent to you in the mail from the CVS Caremark® mail service pharmacy on Oahu. Sign up today!

<p>By phone</p>	<p>Call our Oahu Customer Care team: 1 (855) 479-3656, say “representative”, toll-free. 24 hours a day, seven days a week.</p>
<p>By mail</p>	<p>Log on to My Account on hmsa.com:</p> <ol style="list-style-type: none"> 1. From the Drugs drop-down menu, click Order Drugs Online. 2. Click Mail Service Order Form and print it. 3. Complete the form and mail it to the following address with your prescription. CVS Caremark Mail Service Pharmacy P.O. Box 30980 Honolulu, HI 96820
<p>Request a new prescription online</p> <p>We’ll contact your PCP for you and then mail your new order to you.</p>	<p>Log on to My Account at hmsa.com:</p> <ol style="list-style-type: none"> 1. From the Drugs drop-down menu, click Order Drugs Online. 2. Click Request a New Prescription on the right. 3. Click Request a New Prescription again and type the medication. 4. Click Add to Cart. 5. Confirm primary care physician’s (PCP’s) name. 6. Confirm billing and ID information. Agree to terms and submit.

- ✓ Prescriptions are typically mailed the same day the orders are received and are delivered in one or two business days.
- ✓ **Urgent prescriptions:** Ask your PCP to call in your short-term prescriptions (e.g., antibiotics) to your local retail pharmacy.
- ✓ To prevent delays in processing, include your full name, date of birth, phone number, and current address.
- ✓ **Large font and talking labels are available for patients who are vision-impaired:** For more information, call our Oahu Customer Care department at 1 (855) 479-3656, option 1, toll-free, or have your PCP request it when ordering your prescription.
- ✓ **Controlled substances are excluded.** Call 1 (855) 479-3656 toll-free for details.
- ✓ **Benefit:** You can get a 30-day supply through the mail at no charge. Using mail service can be quick and convenient, but it isn’t mandatory. You may continue to get your prescription filled for zero copayment at any of our network pharmacies.

Important Information About Your Health Plan

HMSA doesn't discriminate

We comply with applicable federal civil rights laws. We don't discriminate, exclude people, or treat people differently because of:

- Race.
- Color.
- National origin.
- Age.
- Disability.
- Sex.

Services that HMSA provides

To better communicate with people who have disabilities or whose primary language isn't English, HMSA provides free services such as:

- Sign language services.
- Information in other formats, such as large print, audio, and accessible digital formats.
- Language services and interpretation.
- Information written in other languages.

If you need these services, please call 1 (800) 440-0640 toll-free or TTY 1 (877) 447-5990 toll-free.

How to file a grievance or complaint

If you believe that we've failed to provide these services or discriminated in another way, you can file a grievance in any of the following ways:

- Phone: 1 (800) 440-0640 toll-free or
- TTY 1 (877) 447-5990 toll-free.
- Email: Compliance_Ethics@hmsa.com
- Fax: (808) 948-6414
- Mail: 818 Keeaumoku St., Honolulu, HI 96814

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, in any of the following ways:

- Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Phone: 1 (800) 368-1019 toll-free; TDD users, call 1 (800) 537-7697 toll-free
- Mail: U.S. Department of Health and Human Services, 200 Independence Ave. S.W., Room 509F, HHH Building, Washington, DC 20201

For complaint forms, please go to hhs.gov/ocr/office/file/index.html.



An Independent Licensee of the Blue Cross and Blue Shield Association

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1 (800) 440-0640 toll-free (TDD/TTY: 1 (877) 447-5990).

(Ilocano) PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1 (800) 440-0640 toll-free (TDD/TTY: 1 (877) 447-5990).

(Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (800) 440-0640 toll-free (TDD/TTY: 1 (877) 447-5990).

(Japanese) 注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます。1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990) まで、お電話にてご連絡ください。

(Traditional Chinese) 注意 : 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990)。

(Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990) 번으로 전화해 주십시오.

(Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjelok wōñāñ. Kaalok 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Trukese / Chuukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Hawaiian) E NĀNĀ MAI: Inā ho'opuka 'oe i ka 'ōlelo [ho'okomo 'ōlelo], loa'a ke kōkua manuahi iā 'oe. E kelepona 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Micronesia/Pohnpeian) Ni songen mwohmw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidi-eng ni lokaiahn Pohnpei. 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Bisayan / Visayan) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Tongan) FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).

(Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຢູ່ໃຫ້ທ່ານ. ໂທສ 1 (800) 440-0640 (TDD/TTY: 1 (877) 447-5990).