HMSA’s Payment Transformation Program

A path to better well-being
You’re our top priority

To support your well-being journey, we worked with Hawaii physicians, health care professionals, and national leaders to develop a program that will enable your doctor to focus on your overall well-being.

This program will lead the way to better care for residents across Hawaii and the rest of the United States.
Working to keep you healthy

The current health care system pays doctors every time you get a service. This works if we want to wait around to get sick and then get treatment. Wouldn’t it be better if doctors were rewarded for keeping you healthy?

To build a healthier Hawaii, we need to work with health care professionals to find new and innovative ways to support the health and well-being of you, your family, and your community.

Tailoring care for you

Your doctor knows what’s best for you. If you’re in tip-top shape, you may just need a reminder to get your annual screening. If you suffer from a chronic condition, your doctor may want to set up more frequent visits. Our new payment system gives physicians the financial security and stability to tailor your care for you.

Always an open line

Communication is key and we’re working to make it easier for you to communicate with your physician. Whether it’s an office visit, a phone call, a text message, or an email, you and your doctor can determine the appropriate way for you to get the information and support you need, when you need it.
No changes to your HMSA benefits

There won’t be any changes in how much you pay for office visits, to fill a prescription, or to stay in a hospital. Your plan benefits and premiums remain the same.

Your voice is vital

Your feedback is essential for us to improve your experience. You may be asked to complete a survey following your visit with the doctor. You can ask your doctor to give you more information about this new feature.
Working toward a healthier Hawaii

In this day of modern technology, constant connections, and immediate feedback, we’re paving the way in well-being innovation.

We want to help you play an active role in your health care so that you can be your very best.
Enjoy …

• A greater focus on your overall health and well-being.
• A clear voice in your health care decisions.
• A stronger relationship with your physicians.
• More ways to keep in touch with your health care team.
This document has important information from HMSA QUEST Integration. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (traditional), and Korean. If you need it in another language, you can request to have it read to you in any language. There is no charge. We also offer large print, Braille, sign language, and audio. Call us at 948-6486 or 1 (800) 440-0640 toll-free. TDD/TTY: 1 (877) 447-5990.

本文件包含關於 HMSA QUEST Integration 的重要資訊。您可索取本文件的繁體中文版本，無需費用。您可讓人唸給您聽。我們也提供大字版、點字版、手語版及錄音版。請撥打我們的電話 948-6486 或免付費電話 1 (800) 440-0640. TDD/TTY: 1 (877) 447-5990.

이 문서는 HMSA QUEST Integration 에 대한 주요 정보를 제공합니다. 이 문서는 국어버전으로 신청할 수 있고 무료로 제공되며, 받는 즉시 읽을 수 있습니다. 당사는대형 인쇄물, 점자, 수화 및 오디오를 제공합니다. 948-6486 또는 무료 전화1 (800) 440-0640. 로 문의하십시오. TDD/TTY: 1 (877) 447-5990.

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HMSA CENTERS
Visit one of our HMSA Centers with convenient evening and Saturday hours:

**HMSA Center @ Honolulu**
818 Keeaumoku St.
Monday through Friday, 8 a.m.- 6 p.m.
Saturday, 9 a.m.- 2 p.m.

**HMSA Center @ Pearl City**
Pearl City Gateway | 1132 Kuala St., Suite 400
Monday through Friday, 9 a.m.- 7 p.m.
Saturday, 9 a.m.- 2 p.m.

**HMSA Center @ Hilo**
Waiakea Center | 303A E. Makaala St.
Monday through Friday, 9 a.m.- 7 p.m.
Saturday, 9 a.m.- 2 p.m.

OFFICES
Visit your nearest HMSA office Monday through Friday, 8 a.m. - 4 p.m.:

- **Kahului** | 33 Lono Ave., Suite 350
- **Kailua-Kona** | 75-1029 Henry St., Suite 301
- **Lihue** | 4366 Kukui Grove St., Suite 103

Check hmsa.com/contact for our holiday schedule.

PHONE

- **Commercial**
  948-6111 on Oahu | 1 (800) 776-4672 toll-free

- **QUEST Integration**
  948-6486 | 1 (800) 960-4672 toll-free

- **HMSA Akamai Advantage**
  948-6000 on Oahu | 1 (800) 660-4672 toll-free

If you need to call a local Hawaii telephone number from the Mainland, the area code is 808.

ONLINE

- hmsa.com

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