



Provider Directory

UnitedHealthcare Community Plan

Islands: Hawai'i, Kaua'i, Lana'i, Maui, Moloka'i and O'ahu

United
Healthcare
Community Plan

Important toll free phone numbers

Member Services

Phone **1-888-980-8728**
TDD/TTY (for hearing impaired) **711**
7:45 a.m. – 4:30 p.m. HST, Monday – Friday

24/7 MDLIVE (to speak to a doctor)

(available 24 hours a day, 7 days a week) toll-free **1-808-427-7250**
TTY users **711**

NurseLine

(To talk to a nurse about health and behavioral health care, 24 hours a day, 7 days a week.)
Phone **1-888-980-8728**
TDD/TTY (for hearing impaired) **711**

ModivCare

For medical ground transportation. 7:45 a.m. – 4:30 p.m. HST, Monday – Friday
Reservation **1-866-475-5746**
Ride assist (Where’s my ride?) **1-866-475-5748**
Hearing impaired (TDD/TTY) **711**
or **1-866-288-3133**

To see a current list of providers, visit our website at **UHCCommunityPlan.com**.

In case of an emergency dial: 911.

Welcome to UnitedHealthcare Community Plan

Welcome to UnitedHealthcare Community Plan QUEST Integration

Aloha and congratulations!

You made a smart choice in health care programs.

UnitedHealthcare QUEST Integration is a managed care program. We provide health care benefits, including long-term services and supports (LTSS), those with special health care needs (SHCN), expanded health care needs (EHCN) or needing community integration services (CIS). We serve individuals, families, and children who are aged, blind, and/or disabled with eligible household income.

This directory tells you about UnitedHealthcare Community Plan and its QUEST Integration program. We work with certain doctors, hospitals, and other providers to get you the health care you need.

This directory is in three parts:

- **Part one** has facts about UnitedHealthcare QUEST Integration
- **Part two** tells you about the types of providers and services UnitedHealthcare offers
- **Part three** is a list of providers who have agreed to give care to UnitedHealthcare QUEST Integration members

If you have any questions or if you need a current list of providers, call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

Part one — General information

UnitedHealthcare and you, working together

QUEST Integration members who get long-term services and supports (LTSS), those with special health care needs (SHCN), expanded health care needs (EHCN) or needing community integration services (CIS) are given a Health Coordinator. Your Health Coordinator will help you meet your health care needs. Call your Health Coordinator if you have questions or need help toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

If you do not have a Health Coordinator and need help, call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

If you qualify for long-term services and supports (LTSS), special health care needs (SHCN), expanded health care needs (EHCN) or needing community integration services (CIS), the following services are available to you as part of the QUEST Integration benefits:

- A Health Coordinator to help manage your Care coordination (i.e. with providers and State agencies)
- A Primary Care Provider of your choice. A Primary Care Provider is a doctor, clinic, physician assistant or specially trained nurse that helps you with most of your health care needs. In other words, your Primary Care Provider is your regular doctor.
- Referrals to specialists
- Medical care in your home if you cannot leave your home
- Prescription drug coverage
- Help with mental health problems, drug or alcohol abuse
- Annual checkups
- Services to help you live in your home safely
- Preventive vaccines (such as flu or other illness)
- Childhood immunizations
- Free health classes

UnitedHealthcare translation services

If you need an interpreter or information in another language, call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing-impaired. We have materials in English, Ilocano, Vietnamese, Chinese (Traditional) and Korean. We can help you get information in other languages, too. We can also get a translator (including sign language) for you at doctor visits and meetings with your Health Coordinator.

Keeping you healthy and informed

Our Member Services team will help you with your health coverage questions. Member Services can help you with things such as:

- Choosing a doctor
- Finding specialists, hospitals, and pharmacies
- Membership
- Covered services
- Having both QUEST Integration and other coverage
- Changing doctors
- Changing your Health Coordinator (if one is assigned)
- Changing your name, address or phone number
- Filing a complaint

Our Member Services team can also give information on things that are important to you and your family. Some of these include:

- Living with a chronic illness
- Preventing falls in your home
- Eating healthy foods
- Getting mental health services or substance abuse treatment

We are happy to help you with other topics not listed here. If you have questions or need help, call Member Services toll-free at **1-888-980-8728**, or TDD/TTY: **711** for hearing impaired.

What to do in case of an emergency

An emergency is an accident or medical problem that, if not treated quickly, could be life-threatening. Some examples are:

- Unstoppable bleeding
- Convulsions or seizures
- Passing out or fainting
- Trouble breathing
- Severe stomach or chest pain
- Signs of a heart attack or stroke
- Poisoning
- Severe or multiple injuries or burns

Emergency care is always covered by UnitedHealthcare, 24 hours a day, 7 days a week, no matter where you are in the United States.

Remember: If you have an emergency, call **911**, or go to the nearest emergency room.

NurseLine

As a member of UnitedHealthcare Community Plan, you can use our NurseLine 24 hours a day to talk to a registered nurse. You can also visit myuhc.com/CommunityPlan for Nurse Chat. Nurse Chat is our online instant message version of NurseLine.

NurseLine is staffed with nurses who have an average of 15 years of experience. NurseLine uses trusted, doctor-approved information to help you make health care decisions for you and your family. All at no cost to you.

Getting the best care begins with asking questions and understanding the answers. NurseLine can help you make health decisions for you and your family. A NurseLine nurse can even give you tips on eating healthy and staying fit or connect you with a doctor. The nurse can also help you with:

- Minor injuries
- Common illnesses
- Self-care tips and treatment options
- Recent diagnoses and chronic conditions
- Choosing appropriate medical care
- Illness prevention
- Nutrition and fitness
- Questions to ask your doctor
- How to take medication safely
- Men's, women's and children's health

Call NurseLine services toll-free at 1-888-980-8728 (TTY users 711).

MDLIVE

MDLIVE is a telehealth provider that is available to you anytime and anywhere. You can use MDLIVE for urgent care and non-emergency primary care visits. Now seeing a doctor is easier than ever, with online video visits. MDLIVE can make it easy for you to see an online doctor for minor illnesses when your PCP is not available right away. MDLIVE doctors can treat illnesses like cold and flu, pink eye, nausea and more.

MDLIVE has the nation's largest online network of board-certified doctors with an average of 15 years' experience. And you will be seen by doctors who are licensed by the State of Hawai'i.

If medically necessary, your doctor will send prescriptions and refills to your pharmacy. So they're ready when you are.

Doctors are available online anytime, day or night. Even on weekends and holidays. It's private, secure and easy. Now you can visit the doctor's office without going to their office. As a member of UnitedHealthcare Community Plan, there is no cost to you.

Get started

Visit **MDLIVE.com/UHCHawaii**, or download the MDLIVE app, or call toll-free **1-808-427-7250** to register.

Common conditions we treat:

- Allergies
- Cold/Flu
- Diarrhea/Constipation
- Headache
- Insect bites
- Nausea
- Pink eye
- Urinary problems/UTI
- Vomiting
- And many more

Part two — Choosing a doctor

This part of the book talks about the providers who will give you the care you need. We have chosen the providers in this book because we think they are the best people to take care of you. If you have questions, call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

How to choose a Primary Care Provider

All QUEST Integration members must choose a Primary Care Provider (PCP)

Your Primary Care Provider can be a doctor, clinic, physician assistant or specially trained nurse. Your Primary Care Provider supervises and provides all primary care. They give referrals for specialty care.

UnitedHealthcare will send you a letter and a QUEST Integration Member Identification Card (ID) card. This card has your doctor's name, address, and phone number. When you go to the doctor, always show this ID card. Also show any other medical insurance cards that you may have. This will help your doctor manage your medical coverage benefits.

Read the list below. It will tell you what to do if you are in a certain category.

1. QUEST Integration members with Medicaid coverage only must choose a PCP from the list in this book. Your PCP's name will be on your QUEST Integration ID card. Tell your Health Coordinator (if you have one) the name of the doctor or call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.
2. You may have other coverage that is primary to QUEST Integration. This may be through Medicare, an employer retirement plan, your employer or if you or your child is covered as a dependent under someone else. In this case, you may choose a PCP from this book or one not listed in this book. (This means you can keep seeing your current PCP.)

If you choose a PCP listed in this book, your PCP's name will be on your QUEST Integration ID card. Tell your Health Coordinator the name of the doctor or call our Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

If you choose a doctor who is **not** listed in this book, it will say "PCP NOT SELECTED" next to PCP's name on your ID card. Tell your Health Coordinator the name of your doctor so we can work with him or her to join our network. Or you may call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

3. If your current doctor is a specialist, he or she may be able to act as your PCP. You must get permission from UnitedHealthcare. Talk to your Health Coordinator or call Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired. UnitedHealthcare will call the specialist to confirm that he or she will serve as your Primary Care Provider.

What happens if you do not choose a Primary Care Provider?

If you do not choose a PCP, UnitedHealthcare will choose one for you from our provider network. UnitedHealthcare will assign you to a PCP close to your home or the last PCP who took care of you or your family. If you want to change your PCP, call Member Services with the name of your new PCP, toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

Changing your Primary Care Provider

QUEST Integration members may change his or her PCP at any time. There is no limit to the number of times you can change your PCP. Simply call Member Services with the name of your new PCP toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

How to receive specialty care services

Your PCP will give you a referral for all non-urgent or non-emergent specialty care. You do not need a referral for family planning services or women's health specialists. (See the Family Planning and Obstetricians and Gynecologists sections of this book.) If the specialty care provider (specialist) is not in our network, your PCP will first ask UnitedHealthcare for permission. This is called prior authorization. Your PCP will tell you when it is ok for you to make an appointment with the specialist.

If you have other medical coverage that is primary to QUEST Integration, you need to check with your PCP or your primary insurance about their referral process for specialty care.

Access to obstetricians and gynecologists

Women in QUEST Integration can also choose an obstetrician (OB) or gynecologist (GYN) to provide health care. If you choose to go directly to an OB/GYN, you will not need a referral from your PCP. The OB/GYN must be in UnitedHealthcare's QUEST Integration network. Your Health Coordinator can help you choose the right OB/GYN.

Family planning providers

You can go to your doctor or a family planning provider for help with family planning or birth control. You do not need a referral from your PCP. Anything you tell the family planning provider is kept private in your medical record. This record is available to your PCP.

Providers to help you stay at home

We offer services to help QUEST Integration members who get long-term services stay in their homes. The services must be medically necessary. Your Health Coordinator or doctor will set up the services. Call Member Services if you have questions toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired. We also offer services for members who live in assisted living facilities or community care foster family homes.

Nursing facilities

For members who need to be in a nursing facility, we have many facilities to choose from. Call your Health Coordinator or Member Services toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

QUEST mental health and substance abuse providers

If you feel very upset, do not know what to do when life is hard or if you have a crisis, call us toll-free at **1-888-980-8728** or TDD/TTY: **711 for hearing impaired**. If it is a crisis and you have trouble with the phone, call 911 or go to the nearest emergency room.

We have many providers to help with mental health problems. We also have providers to help with drug or alcohol problems. For people with serious mental illness, many services may be covered by the State, not by UnitedHealthcare QUEST Integration. These services include, case management, housing, shelter, crisis services and behavioral health services for children. We can help you set up those services.

What are the types of behavioral health clinicians?

Psychiatrists — Medical Doctors (M.D.) and Doctors of Osteopathy (D.O.)

Psychiatrists are medical doctors who are trained in psychiatry. Psychiatrists can do psychiatric evaluation, prescribe psychotropic drugs and offer psychotherapeutic interventions. Psychiatrists in this directory must have a state license. Most psychiatrists are board-certified.

Master's-level clinicians (e.g., MFT, LCSW)

Master's-level clinicians have a master's degree in one of these fields: mental health, social work, nursing, counseling, or family therapy. They can do assessments and psychotherapeutic interventions. To be in this directory, they must have a state license to practice therapy.

Psychologists (LP, Ph.D.)

Psychologists have doctoral degrees in educational, child, clinical or counseling psychology. Psychologists can provide a range of services. These include assessments and psychological testing. Most also offer psychotherapeutic interventions. To be in this directory, they must have a state license.

Nurse Practitioners (e.g., NP, MHNP)

Nurse Practitioners have a Master's degree in advanced nursing. The program must be approved by their state licensing board. Training must include counseling. The range of services Nurse Practitioners offer is an advantage for some members. Their services range from counseling and psychotherapeutic interventions to prescribing psychotropic medications.

Other UnitedHealthcare facilities and providers

The following types of providers are in the UnitedHealthcare QUEST Integration network. Your doctor or Health Coordinator must order the services for you.

- Durable medical equipment suppliers
- Dialysis centers
- Lab services
- X-ray/imaging centers
- Vision care
- Prosthetics and orthotics suppliers
- Hearing services
- Surgical centers

UnitedHealthcare's QUEST Integration provider network grows every day. For a current list, call our Member Services team toll-free at **1-888-980-8728** or TDD/TTY: **711** for hearing impaired.

How can I tell if a provider is not accepting new patients?

You will see a note "Not Accepting New Patients."

Part three — Provider listing

This section shows a list of the QUEST Integration network providers as well as UnitedHealthcare's National contracted Ancillary providers.

QUEST Integration providers

This list gives information about our providers, such as:

- Full name and degree (MD, DO, etc.);
- Service address(s);
- Telephone numbers;
- Languages spoken in the office;
- Board certification;
- Gender;
- Hospital or group affiliation;
- Website (if available); and
- If the provider is taking new patients.

QUEST Integration providers are listed by island and specialty. Please refer to the Table of Contents for the corresponding page number for each specialty and island.

- Primary Care Providers
- Specialists
- FQHC/RHC
- Clinics
- Urgent Care centers
- Vision providers
- Hospitals
- Skilled Nursing Facilities
- Dialysis centers
- Ancillary (DME, physical therapy, occupational therapy, speech therapy, home health, dialysis, etc.).
- Behavioral health providers (mental health and substance abuse)
- Provider health facilities
- Home and Community Based Services (HCBS)
- Pharmacy

Part three — Sample provider listings

Primary Care Physicians

Family practice:	Adults and children
Internal medicine:	Adults
Pediatrician:	Children

To find a provider, go to the table of contents and find the listing for your island. The providers are listed by their specialty. When you find the specialty you want, go to the page listed. Then you can pick the provider who meets your needs. Members may get care from a resident physician or a certified registered nurse practitioner under the supervision of a PCP.

Reporting incorrect information

To report incorrect information, email provider_directory_invalid_issues@uhc.com.

This email box is for members to report potential inaccuracies for demographic (address, phone, etc.) data elements identified on the online or paper directories. Reporting issues via this mail box will result in an outreach to the provider's office to verify all directory demographic data.


Individuals can also report potential inaccuracies via phone. UnitedHealthcare Community Plan members should call the number on the back of their member ID card. Non-UnitedHealthcare Community Plan members can call **1-888-638-6613**.

Providers should use the UHC Provider Portal at UHCPProvider.com or use the upgraded My Practice Profile on Link. Contractual issues should be addressed through your UnitedHealthcare Community Plan Network contact.

Description of provider listings

Sample provider and hospital listings are listed below:

1. **Languages** other than English spoken by the provider.
2. **A list of hospitals** the provider uses.
3. **Limitations** of the practice. An example is Closed Panel (not accepting new patients).
4. **Board certification** tells you the name of the board that certified the doctor to practice in his or her field of expertise.
5. **Wheelchair** picture tells you the provider is wheelchair-accessible.

Provider listing	
Listing:	Example:
Provider name	John Smith, MD  5
Address	123 S. King St. Honolulu, HI 96817
Phone number	808-222-2222
1 Languages	Korean
2 Hospital affiliations	Queen's Medical Center Kapiolani Medical Center
3 Limitations	Closed Panel
4 Board certification	Board Name

Hospital listing	
Hospital name	Molokai General Hospital
Hospital address	280 Homeolu PI Kaunakakai, HI 96748
Hospital phone number	808-222-2222

UnitedHealthcare verifies this information when these providers join our network and every three years (or sooner) when the provider is re-credentialed.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex

UnitedHealthcare Community Plan 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)

UnitedHealthcare Community Plan 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 us toll-free at **1-888-980-8728**, TTY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare
Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

(English) Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. (TTY: **711**).

(Cantonese) 您需要其他语言吗? 如果需要, 请致电**1-888-980-8728**, 我们会提供免费翻译服务 (TTY: **711**).

(Chuukese) En mi niit ánnis lon pwal eu kapas? Sipwe angeey emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ááni. (TTY: **711**).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. (TTY : **711**).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: **711**).

(Hawaiian) Makemake 'oe i kōkua i pili kekahi 'ōlelo o nā 'āina 'ē? E ki'i nō mākou i mea unuhi manuahi nou. E kelepona i ka helu **1-888-980-8728** no ka ha'i 'ana mai iā mākou i ka 'ōlelo āu e 'ōlelo ai. (TTY: **711**).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: **711**).

(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、**1-888-980-8728**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: **711**).

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. **1-888-980-8728** 로 전화해서 사용하는 언어를 알려주세요 (TTY: **711**).

(Mandarin) 您需要其它語言嗎? 如有需要, 請致電**1-888-980-8728**, 我們會提供免費翻譯服務 (TTY: **711**)。

(Marshallese) Kwōj aikuj ke jipañ kōn juon bar kajin? Kōm naaj lewaj juon am ri-ukok eo ejjeļok wōņean. Kūrtok **1-888-980-8728** im kowaļok ñan kōm kōn kajin ta eo kwō meļeļe im kōnono kake. (TTY **711**).

(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 **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: **711**).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos qué idioma habla. (TTY: **711**).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa **1-888-980-8728** para sabihin kung anong lengguwahe ang nais ninyong gamitin (TTY: **711**)

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: **711**).

(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 **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: **711**).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa **1-888-980-8728** aron magpahibalo kung unsa ang imong sinulti-han. (TTY: **711**).

