

ACCESSING HEALTH CARE

Where to Seek Care If Your Clinic Was Damaged During the Disaster

- **Kaiser Permanente's Lahaina clinic:** Kaiser members in need of a same-day or urgent care appointment can contact the [Maui Lani Medical Office](#) or [Wailuku Medical Office](#) at (833) 833-3333.
- **Malama I Ke Ola Lahaina satellite clinic:** Patients can contact Malama I Ke Ola's [main clinic](#) in Wailuku for more information at (808) 871-7772 during normal business hours. Business hours are 7:30 a.m. – 7:00 p.m. Monday through Thursday, 9:00 a.m. – 5:00 p.m. on Friday, and 8:45 a.m. – 12:00 p.m. on Saturday.
- **Maui Medical Group's Lahaina Clinic:** Patients can call (808) 249-8080 to schedule or reschedule an appointment.

Mobile Medical Care

Kaiser Permanente is providing free medical services to members and non-members at the **Royal Lahaina Resort** Monday through Friday, from 9 a.m. – 4 p.m. Non-U.S. citizens are able to access this medical assistance. For the most up-to-date information, please visit Kaiser Permanente's website: <https://healthy.kaiserpermanente.org/hawaii/alerts/p2/maui-wildfire-updates/>.

- Services: first aid, wound care, pediatric care, a dispensing pharmacy, and vaccinations, including flu shots. Ob-Gyn services will be available every Friday. Laboratory services are available until 3:30 p.m.
- Kaanapali Circulator Shuttle offers free transportation between the hotels and the mobile health vehicles located at the Royal Lahaina Resort.

The **Lahaina Comprehensive Health Center** is providing general medical care, prescription refills, and mental health services at Akoakoa Place. Appointments are recommended. Medicare, Medicaid, and most major insurance plans are accepted, with the exception of Kaiser, Humana, and TRICARE. Non-U.S. citizens are able to access this medical assistance. For more information, please call (808) 871-7772 for medical services and (808) 495-5113 for behavioral health services. For the most up-to-date information, please visit:

<https://health.hawaii.gov/mauiwildfires/>.

- Clinic hours of operation: Monday – Friday, 9 a.m. – 4p.m.
- Adult Medicine: Monday – Friday, 9 a.m. – 4 p.m.
- Pediatrics: Monday 9 a.m. – 4 p.m.
- Integrated Health: Tuesday 9 a.m. – 4 p.m.
- Dental Care: Wednesday 9 a.m. – 4 p.m.
- Behavioral Health Services: Monday – Sunday, 9 a.m. – 4 p.m.
 - Walk-ins are welcome for behavioral health services. Insurance is accepted but not required.

Minit Medical is providing basic urgent care at two locations: **Lahaina Urgent Care and Physical Therapy** at 2580 Kekaa Drive, Suite 111 and **Lahaina Gateway Center**. To make an appointment, please call (808) 667-6161.

- Hours of operation for Lahaina Urgent Care and Physical Therapy: Monday – Saturday 8 a.m. – 6 p.m. Sunday 8 a.m. – 4 p.m.

Dialysis

If you have end-stage renal disease and need information for accessing treatment, you can call the Kidney Care Emergency Response Network hotline at (800) 232-3773.

Prescriptions

Emergency Prescription Assistance Program (EPAP): If you are uninsured and your prescriptions or medical equipment was lost and/or damaged in the wildfires, you can request a free 30-day supply for certain prescription medications, vaccines, and medical equipment at any EPAP-participating pharmacy **until December 16, 2023**.

To be eligible, you must: 1) live in Maui county; and 2) have no form of prescription insurance. First, enroll by calling the EPAP hotline at (855) 793-7470. Next, you will have to provide the pharmacy with one of the following:

- A prescription from a licensed health care practitioner;
- A current prescription bottle;
- A prescription phoned in by a licensed health care provider; OR
- Proof of an existing prescription.

You can find participating pharmacies across Maui County below. Please call ahead to confirm participation.

- Longs Drug Store – 70 E Kaahumanu Ave, Kahului | (808) 877-0068
- Longs Drug Store – 275 W Kaahumanu Ave, Kahului | (808) 871-6268
- Longs Drug Store – 100 Hookele St, Kahului | (808) 873-0571
- Walmart – 101 Pakaula St, Kahului | (808) 871-7012
- Walgreens – 10 E Kamehameha Ave, Kahului | (808) 872-3301
- Costco – 540 Haleakala Hwy, Kahului | (808) 871-8755
- Maui Clinic Pharmacy – 53 S Puunene Ave, Kahului | (808) 877-6222
- Longs Drug Store – 1215 S Kihei Rd Ste B, Kihei | (808) 879-2033
- Safeway – 277 Piikea Ave, Kihei | (808) 891-9130
- Wailea Pharmacy – 34 Wailea Gateway Pl Ste 103, Wailea | (808) 879-0123
- Times Honokowai Pharmacy – 3350 Lower Honoapiilani Rd, Lahaina | (808) 661-8008
- Longs Drug Store – 55 Kiopaa Pl, Makawao | (808) 573-9300
- Makawao Town Pharmacy – 1120 Makawao Ave, Makawao | (808) 573-1055
- Longs Drug Store – 135 Kehalani Village Dr, Wailuku | (808) 242-5606
- Walgreens – 700 Waiale Rd, Wailuku | (808) 872-9742
- Safeway – 58 Maui Lani Pkwy, Wailuku | (808) 243-3527
- Wailuku Professional Pharmacy – 1900 Main St Ste 3, Wailuku | (808) 249-2113

HMSA and AlohaCare are allowing early refills of maintenance medications for members on all islands. If you are an HMSA member, you must have refills available on your prescription. You must call HMSA's Customer Care line for approval at one of the following phone numbers:

- Medicare Part D: (855) 479-3659
- HMSA QUEST Integration: (855) 479-3656
- HMSA members who get their health insurance from their employer or buy it on their own: (855) 298-2491

If you are an AlohaCare member, you can ask your nearest pharmacy for an early refill override, call (877) 973-0712, or email or text memberhelp@alohacare.org.

HIV and Harm Reduction Services

- **HIV & PrEP emergency medication refills** are available through [Maui AIDS Foundation](#). If you need your HIV or PrEP medications, please text or call Bryan Chin 808-269-1643 to discuss emergency refills.
- **Naloxone and overdose prevention supplies:** Please call (808) 242-4900 or visit [1935 Main Street, Wailuku](#) for more information.
- **Harm reduction supplies:** Please contact Hawaii Health and Harm Reduction Center at (808) 264-1982 on weekdays from 8 a.m. – 3 p.m. for more information.
- **Opioid use treatment telehealth appointments:** Please visit hhrc.org/buprenorphine or call (808) 521-2437 weekdays from 9 a.m. – 4 p.m.

For additional information, follow [Hawaii Health & Harm Reduction Center](#) or contact the Maui AIDS Foundation at (808) 242-4900 or <https://www.mauiaids.org/about-5-3>.

Alcoholics Anonymous (AA)

Please call the Maui AA Central Office at (808) 244-9673 for the most up-to-date information on AA meetings. Phone calls are answered 24/7.

Al-Anon Family Groups Hawaii

In-person and virtual Al-Anon/Alateen meetings are available across Maui. For more information and to view the schedule, please call (808) 242-0296 or visit: https://www.al-anonhawaii.org/files/ugd/f953e0_15aef314d9244db98feef4b98713cd83.pdf.

Narcotics Anonymous (NA)

All Lahaina-based NA meetings are currently closed. All other NA meetings on Maui are unaffected and available. Please call the Maui Helpline at (808) 214-1239 for the current status of meetings.

Medicare Beneficiaries' Durable Medical Equipment

If you have Medicare and lost or realized damage to your durable medical equipment, prosthetics, orthotics, or other medical supplies, you are entitled to receive replacements. Contact 1-800-MEDICARE (1-800-633-4227) for assistance.

Medical Transportation

- **AlohaCare** is offering its members on Maui several free transportation services. To arrange transportation services, call AlohaCare at (877) 973-0712, or email or text memberhelp@alohacare.org.
 - Ground transportation and one-way airline/ferry fare is covered if you and your household are displaced and want to relocate to a Neighbor Island, where friends or family can assist you.
 - Rides to/from pharmacies, shelters, and medical appointments, etc.
 - Ride to/from the Family Assistance Center in Kahului for DNA testing.
- **HMSA** is arranging travel accommodations to Oahu for HMSA members who need care they are unable to obtain on Maui due to disaster. You can call the HMSA Customer Relations number on the back of your membership card or (800) 776-4672.
- The **MEO Human Services system** provides rides for low-income and rural residents, seniors, youth, persons with disabilities and those living outside the paratransit service area without charge to doctor's appointments, dialysis, youth centers after school,

employment and other destinations. Human Services buses run 6 a.m. to 8 p.m. Monday to Saturday depending on destination and type of service.

- You can register here: https://www.meoinc.org/wp-content/uploads/2023/02/Human_Service_Transportation_Application_2023.pdf
- You must make a reservation by calling (808) 977-7651.

Domestic Violence Services

- **Women Helping Women:** For shelter and assistance with protection orders, please call their 24-hour hotline at (808) 579-9581. The ReVive Boutique is providing clothes and other essential supplies at 65 W. Kaahumanu Ave #32, Kahului. For more information, please call (808) 495-0067 or visit their Facebook page: <https://www.facebook.com/reViveresaleboutique/>.
- **Child & Family Service:** To receive domestic violence advocacy services, please call the Maui office at (808) 877-6888. For more information on available services, please visit: <https://www.childandfamilyservice.org/programs/dva/>.
- **Parents and Children Together (PACT):** For assistance with safety planning, weekly support groups, and counseling, please call (808) 243-7001. For more information about the Maui Family Peace Center at 270 Hookahi St, Suite 201, Wailuku, please visit: <https://pacthawaii.org/our-work/domestic-violence-prevention/family-peace-centers/maui-peace-center/>

Volunteer Medical Services

If you are a health care provider interested in helping, you can visit the Department of Health's website to sign up here: <https://health.hawaii.gov/mauiwildfires/>.

Information for Providers

Health care providers who need flexibilities specific to the effects of fires can submit a request to the Centers for Medicare and Medicaid Services here:

https://cmsqualitysupport.servicenowservices.com/cms_1135

Under Governor Green's Fifth and Sixth Emergency Proclamation relating to the fires:

- Health care facilities and professionals engaging in emergency response are immune from civil liability during the proclamation period, except for willful misconduct, gross negligence, or recklessness.
- Pharmacists are able to refill prescriptions for up to a 30-day supply for people directly impacted by the wildfires, even when the pharmacist is unable to obtain refill authorization from the prescriber.
- Providers may establish and operate a mobile or temporary pharmacy, subject to certain requirements.
- Out-of-state health care providers with a current and active license may practice in the State of Hawaii, including nurses, social workers, physicians, EMS personnel, physician associates, psychologists, respiratory therapists, radiographers, nuclear medicine technologists.