

Kaiser Permanente Dual Complete (HMO D-SNP)

2026 Provider and Pharmacy Directory

This directory provides a list of Kaiser Permanente Dual Complete's current network providers for our Hawaii Region, which includes all of Honolulu County and parts of Maui County (please see the service area description inside for the Maui ZIP codes that are in our service area).

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types for Kaiser Permanente Dual Complete and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of your *Evidence of Coverage*.

To access Kaiser Permanente's online provider directory, you can visit **kp.org/facilities**. For any questions about the information contained in this directory, please call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m.

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A. Disclaimers

Accommodations for Individuals with Disabilities

Kaiser Permanente is committed to providing accessible facilities, services, and programs for all members, visitors and individuals with disabilities. In compliance with federal and state laws that prohibit discrimination based on disability, Kaiser Permanente provides: accessible exam rooms and medical equipment; free auxiliary aids and services to ensure effective communication with individuals with hearing, vision, cognitive, and/or communication-related disabilities, including qualified sign language interpreter services and informational materials in alternative formats (large print, audio tape/CDs, accessible PDFs or Microsoft Word documents, electronic texts/disks/CD-ROMS, and Braille); and access to service animals, except where the animal poses a significant health or safety risk(s) to others.

For more information about access to a specific facility or provider, or if you believe that Kaiser Permanente has failed to provide appropriate access or services or otherwise discriminated on the basis of a disability, please contact Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week 7:45 a.m. to 8 p.m. You may also contact or file a grievance with the Kaiser Permanente Civil Rights Coordinator at: 711 Kapiolani Blvd, Honolulu, HI 96813. Phone: **808-432-5330** or toll-free **1-800-651-2237**; TTY **711**; Fax: **808-432-5300**; Email: civil-rights-coordinator@kp.org

- ❖ The availability and use of the Kaiser Permanente grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Health and Human Services, Office for Civil Rights or the Hawaii Civil Rights Commission.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists) and facilities (such as hospitals or clinics). This Directory also lists Long-term Services and Supports (LTSS) providers (such as Adult Day Health providers) that you may use as a Kaiser Permanente Dual Complete member. We also list the pharmacies that you may use to get your drugs.



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit kp.org/medicare.

- ❖ These are referred to as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Kaiser Permanente Dual Complete network providers for our Hawaii service area, which includes all of Honolulu County and parts of Maui County in the following ZIP codes: 96708, 96713, 96732, 96733, 96753, 96761, 96767, 96768, 96779, 96784, 96788, 96790, and 96793.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free.
- ❖ This document is available for free in Chinese, Ilocano, Korean, and Vietnamese.
- ❖ To request a hard copy of Kaiser Permanente’s Dual Complete *Provider and Pharmacy Directory*, please call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. Kaiser Permanente will mail a print copy of the directory to you within three (3) business days of your request. Kaiser Permanente may ask whether you are making a one-time request, or if you are requesting to receive the directory in hard copy permanently.
 - If you request to always receive hard copies of the directory, your request will remain in place until you leave Kaiser Permanente Dual Complete or request that hard copies be discontinued.
 - To update your preferences for language or alternate format, call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. You can specify if you are making a standing request or a one-time request.
- ❖ This list is up-to-date as of the date on the cover, but you need to know that:
 - Some Kaiser Permanente Dual Complete network providers may have been added or removed from our network after this Directory was published.
 - Some Kaiser Permanente Dual Complete providers in our network may no longer be accepting new members. If you’re having trouble finding a provider who will accept new members, call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. and we’ll help you.
 - To get the most up-to-date information about Kaiser Permanente Dual Complete network providers in your area, visit **kp.org/facilities** or call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free.
- ❖ Doctors and other health care professionals in Kaiser Permanente Dual Complete network are listed in Section C. Pharmacies in our network are listed in Section E.



- ❖ Kaiser Permanente works together with participating providers to ensure all cultural competence obligations are met. We are dedicated to ensuring that services are provided in a culturally competent manner to all members, including those with limited English proficiency and reading skills; as well as those with diverse cultural and ethnic backgrounds.
- ❖ Kaiser Permanente is an HMO D-SNP plan with a Medicare contract and a contract with the Medicaid program. Enrollment in Kaiser Permanente depends on contract renewal.

B. Background Information about Kaiser Permanente Dual Complete Network Providers

B1. Key terms

This section explains key terms in our Directory.

- **Providers** are professionals such as doctors, nurses, specialists, pharmacists, therapists, behavioral health providers, and other people who provide care and services. **Services** include medical care, Long-term Services and Supports (LTSS), supplies, drugs, equipment, and other services.
 - The term **providers** includes facilities such as hospitals, clinics, and other places that provide medical services and medical equipment. It also includes LTSS providers that you may use as a Kaiser Permanente Dual Complete member.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** have contracted with us to deliver services to members of our plan. Network providers participate in our plan. That means they accept members of our plan and provide services our plan covers. When you use a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider** (PCP) is a licensed provider who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a referral if you need a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit **kp.org/medicare**.

- You may need a **referral** or **prior authorization** for a specialist or someone that isn't your PCP. A **referral** means that your PCP must give you approval before you can use the other provider. A **prior authorization** is different than a referral. It means that **Kaiser Permanente** must give you approval **before** we'll cover a specific service, item, or drug or an out-of-network provider. If you don't get a referral or prior authorization, we may not cover the service, item, or drug.
 - Referrals or prior authorization **aren't** needed for:
 - emergency care;
 - urgently needed care from a network provider or urgent care when you are outside the Kaiser Permanente service area;
 - kidney dialysis services that you get at a Medicare-certified dialysis facility when you're outside the plan's service area; or
 - services from a women's health specialist.
 - Additionally, if you're eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they're out of our plan's network.
 - More information on referrals and prior authorization is available in **Chapter 3** of the *Evidence of Coverage*.
- You also have access to a Health Coordinator and a Care Team that you help choose.
 - A **Health Coordinator** that helps you manage your medical providers and services.
 - Your **Care Team**

Everyone on the care team works together to make sure your care is coordinated. This means that they make sure that you get all of the tests, labs, and other care that you need, and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers. Members of your care team may include:

 - You
 - Your Health Coordinator
 - Your Primary Care Provider (PCP)



Your Care Team will also help you find other providers of medical, behavioral health, or Long-term Services and Supports (LTSS) if you need a specialist or other health care provider. That way, you'll get the right provider to help you with your concerns.

B2. Wait times for primary care and behavioral health

We must provide you with access to primary care and behavioral health services within the following timeframes:

- immediately for urgently needed services or an emergency;
- within 7 days for services that aren't an emergency or urgently needed, but you require medical attention; or
- within 21 days for routine and preventative care.

B3. How to choose a Primary Care Provider (PCP)

First, you will need to choose a Primary Care Provider (PCP). You can choose any PCP in our network who is accepting new members.

- To choose a PCP, refer to the list of providers in **Section C1** and choose a provider:
 - that you use now, **or**
 - who has been recommended by someone you trust, **or**
 - whose offices are easy for you to get to.
- You must choose a PCP within 30 days of enrolling in Kaiser Permanente or a PCP will be assigned to you.

To help you find a doctor who is right for you, you can browse our online doctor profiles at **kp.org/finddoctors**. You can find out which doctors are taking new patients and choose one who matches your needs.

- Adults can choose a PCP from the following:
 - Adult medicine/internal medicine
 - Family medicine
 - Specialists in OB/GYN whom the Hawaii Permanente Medical Group designates as PCPs



Each covered family member may choose their own personal PCP. Depending on the type of the provider, you may be able to choose one PCP for your entire family who are members of Kaiser Permanente.

- If you don't choose a PCP in our network, Kaiser Permanente Dual Complete will choose one for you.
- If you want help in choosing a PCP, please call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. Or visit **kp.org/finddoctors**.
- If you have questions about whether any service or care that you want or need is covered, talk to your Health Coordinator or call Member Services at **1-800-805-2739 (TTY 711)** and ask **before** you get the service or care.

B4. Long-term Services and Supports

As a Kaiser Permanente Dual Complete member, you'll be able to get long-term services and supports (LTSS), such as long-term care or Home and Community-Based Services. LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital. LTSS is available to members who meet certain clinical and financial requirements.

If you need LTSS, your Health Coordinator can help you and your Care Team determine what options are available to support you in the way you want.

B5. How to access Kaiser Permanente Dual Complete network providers

You may need a referral for someone who isn't a PCP. There's more information about referrals in **Section B1** of this Directory.

You must get most of your covered services from providers within our network. If you use providers who aren't in Kaiser Permanente Dual Complete network **(without prior authorization), you may have to pay the bill.**

A **prior authorization** is a request for coverage of a service or item submitted by a provider or enrollee before getting the service or item.



The only exceptions to this rule are when you need urgent or emergency care or dialysis and can't get to a provider in the plan, such as when you're away from home. You can also go outside the plan for other non-emergency services if the Kaiser Permanente Dual Complete gives you permission first.

- You may change providers within the network at any time during the year. If you've been using one network provider, you don't have to keep using that same provider.
- Kaiser Permanente Dual Complete works with all the providers in our network to accommodate the needs of people with disabilities.
- If you need a provider and aren't sure if they offer the accommodations you need, Kaiser Permanente Dual Complete can help you. Talk to your health coordinator for assistance.



C. Kaiser Permanente Dual Complete's List of Network Providers

This part of the Directory includes a list of Kaiser Permanente Dual Complete network providers who participate in and accept Kaiser Permanente Dual Complete. It contains:

- **Health care professionals** including primary care providers, specialists, behavioral health providers, Optical Centers, and Vision Essentials.
- **Facilities** including hospitals, nursing facilities, and behavioral health facilities; and
- **Support providers** including Long-term Services and Supports (LTSS) (for example, adult day health), and community support services.
- **Dental providers under your Medicare plan.** For dental care to be covered under your Medicare plan, services must be provided by Hawaii Dental Service (HDS) Medicare Advantage Network dentists, except in an emergency. While your dentist may be an HDS provider, it's possible they may not be part of the HDS Medicare Advantage Network, and therefore you will need to consider switching to an HDS Medicare Advantage Network dentist for your dental care to be covered. To access the HDS online directory of network dentists, visit hawaiidental-service.com/findadentist. For any questions about the information contained in the dentist directory, please call HDS Customer Service at **1-844-379-4325**, Monday through Friday, 7:30 a.m. to 4:30 p.m. Medicare-covered dental services out-of-state are only covered when provided by Delta Dental Medicare Advantage Network dentists. Coverage, limitations, and exclusions are subject to the same HDS terms and conditions. To locate a Delta Dental Medicare Advantage Network dentist, contact the State's local Delta Dental office.
- **Dental providers under Medicaid.** The State of Hawaii Department of Human Services (DHS) covers dental benefits for QUEST (Medicaid) members. To find a dentist who accepts Medicaid, call the Community Case Management Corporation (CCMC) at **808-792-1070** or toll-free at **1-888-792-1070**. CCMC can explain the covered dental benefits and help you find a dentist near you.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit kp.org/medicare.

How do you find Kaiser Permanente providers in your area?

Look up the area where you live or get care beginning in Section C. Then find the location that you'll go to most often to find a list of doctors for that medical facility. The medical facilities are listed alphabetically within each area.

Clinical Degree Abbreviations

ABA Applied Behavioral Analysis
ACSW Academy of Certified Social Workers
ASW Approved Social Worker
BCBA Board Certified Behavior Analyst
BHT Behavioral Health Treatment
BMS Bachelor of Medical Science
CNM Certified Nurse Midwife
DC Doctor of Chiropractic
DDS Doctor of Dental Surgery
DO Doctor of Osteopathic Medicine
DPM Doctor of Podiatric Medicine
EdD Doctor of Education
LAc Licensed Acupuncturist
LCSW Licensed Clinical Social Worker
LPCC Licensed Professional Clinical Counselor
MD Doctor of Medicine
MFT Marriage and Family Therapist
MFTA Marriage and Family Therapist Associate
MSW Master of Social Work
NP Nurse Practitioner
OD Optometrist
PA-C Certified Physician Assistant

Kaiser Permanente enrollees have full and equal access to covered services, including enrollees with disabilities as required under the Federal Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973, and in compliance with federal and state laws that prohibit discrimination based on disability.



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit **kp.org/medicare**.

Key to location disclaimer symbols

- (*) Accepting New Patients - Referral may be required
- (†) Accepting New Patients - No referral required
- (‡) Not Accepting New Patients
- (§) Not available for routine appointments
- (||) Available for same-day appointments only
- (¶) Referral may be required
- (#) Provider available for self-referral

In addition to English, some providers listed in this directory speak additional languages. Please see the key below defining the abbreviations for these languages.

Language Key

Amr Sign L.....ase
Cantonese.....yue
Dutch.....nld
English.....eng
French.....fra
German.....deu
Gujarati.....gjr
Hindi.....hin
Japanese.....jpn
Korean.....kor
Malayalam.....mal
Mandarin.....cmn
Pangasinan.....pag
Portuguese.....NA
Russian.....rus
Spanish.....spa
Tagalog.....tgl
Tamil.....tam
Thai.....tha
Turkish.....tur
Ukrainian.....ukr
Vietnamese.....vie



C1. Kaiser Permanente Dual Complete Network Providers

Primary Care Providers (PCPs), Specialists, Mental Health Services, Affiliate Providers

This part of the Directory includes a list of Kaiser Permanente Dual Complete network providers who participate in and accept both Medicare and Medicaid. It contains:

- **Health care professionals** including primary care providers, specialists, behavioral health providers, and vision service providers;
- **Facilities** including hospitals, nursing facilities, and behavioral health facilities; and
- **Support providers** including Long-term Services and Supports (LTSS) (for example, adult day health), and community support services.



Primary Care Physicians

MAUI

Kihei Clinic

1279 S Kihei Road Suite 120
Kihei, HI 96753-5228
833-833-3333H

FAMILY MEDICINE

William J Delo DO^l
John G Meisel MD[†]

PEDIATRICS

Felicitas B Livaudais MD[†]
Language(s): spa, tgl

Lahaina Modular

2301 Kaanapali Parkway
Lahaina, HI 96761-1908
833-833-3333H

FAMILY MEDICINE

Sharita Ba Abbott MD[†]
Kimmie S Ouchi MD[†]

INTERNAL MEDICINE

Voltaire F Paje MD[†]
Language(s): tgl
Fredrick H Sands MD^l

PEDIATRICS

Karolina W Dembinski DO[†]

Maui Lani Elua Clinic

75 Maui Lani Parkway
Wailuku, HI 96793-2416
833-833-3333H

FAMILY MEDICINE

Rennia Cabal-Amisola MD[†]
Language(s): spa, tgl

Maui Lani Medical Office

55 Maui Lani Parkway
Wailuku, HI 96793-2416
833-833-3333H

FAMILY MEDICINE

Rennia Cabal-Amisola MD[†]
Language(s): spa, tgl
Inanna L Carter MD^l
Jay R Faris MD[†]
Language(s): jpn
Collin R Jones MD[†]
Bien O Lazatin MD[†]
Tammy Lefebvre MD[†]
Matthew B Teters MD[†]
Megan P Wright DO[†]
Jessica A Yoder MD[†]
Anne H Yoshizawa MD[†]
Joanna Yun MD[†]

INTERNAL MEDICINE

Paul W Grandon MD[†]
Drosie E Rosaro MD[†]
Kaumakaokalani M Shimatsu MD[†]
Lisa K Sodehani MD[†]

PEDIATRICS

David M Bacchus MD[†]
Karen T Barretto MD[†]
Language(s): pag, tgl
Joy A Dalmon MD[†]
Language(s): spa
Laura K Hassen MD[†]
Melissa Hessel MD[†]
Maria A Matijasevic MD[†]
Lise M Stevens MD^l
Jodie S Toward MD[†]

Wailuku Medical Office

80 Mahalani Street
Wailuku, HI 96793-2531
833-833-3333H

INTERNAL MEDICINE

Heidi H Wu MD^l

OAHU

Hawaii Kai Clinic

6700 Kalanianaʻole Hwy Ste 111
Honolulu, HI 96825-1278
833-833-3333H

FAMILY MEDICINE

Carol Y Fong MD[†]
Language(s): yue
Justin M Medlock DO[†]
Language(s): spa

INTERNAL MEDICINE

Abhinetri Pandula MD[†]
Language(s): hin

PEDIATRICS

Nicole Y Sun MD[†]

Honolulu Medical Office

1010 Pensacola Street
Honolulu, HI 96814-2118
833-833-3333H

AMBULATORY VIRTUAL CARE

Emilani J Crow MD^{*}
Language(s): spa
Amanda N Ho MD^{*}
Janelle Wy Kalir MD^{*}
Kathy M Kanja MD^{*}
Misao Kawamura MD^{*}
Language(s): jpn
Sandy Ch Liang MD^{*}
Pamela A Monzon MD^{*}
Jennifer K Pang MD^{*}



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. For more information, visit **kp.org/medicare**.

Christopher T Young MD*
Language(s): tha

FAMILY MEDICINE

Laura K Chang MD†
Christina W Chon DO†
Language(s): kor
Paz C Nuanez MD†
Nara Park MD†
H. Bret B Schumilas MD†
Meredith K Soles MD†
Ralene F Wiberg MD†

INTERNAL MEDICINE

Lisa A Camara MD†
Matthew Gh Chan MD†
Li-Hsieh Chen MD†
Brandy H Kaneshiro MD†
Jamie L Malone DO†
Kenneth T Minami MD†
Carol G Pham MD†
Vuong M Uong MD†
Anthea Wang MD†
Language(s): spa
Lydia W Wong MD†

PEDIATRICS

Erin An Nakano MD†
Kaitlyn S Rinaldi MD†
Doreen L Ueoka MD†
Cindy VI Wong MD†
Language(s): yue, cmn

Kahuku Clinic

56-565 Kamehameha Highway
Kahuku, HI 96731-2202
833-833-3333H

FAMILY MEDICINE

Jeff D Smith MD†
Language(s): deu

Kailua Clinic

201 Hamakua Drive
Kailua, HI 96734-3984
833-833-3333H

FAMILY MEDICINE

Donald R Ebersole MD†
Paul E Ruggle MD†

INTERNAL MEDICINE

Tymon F Dickson MD†
Margaret E Hu MD†

PEDIATRICS

R. Michael Michael Hamilton
MD†

Koolau Medical Office

45-602 Kamehameha Highway
Kaneohe, HI 96744-2017
833-833-3333H

FAMILY MEDICINE

Janine Y Among MD†
Mii A Hawkins MD†
Language(s): fra
Yogi R Patel MD†
Language(s): gjr
Larisa G Raastad MD†

INTERNAL MEDICINE

Todd T Kuwaye MD†
Jerrick J Laimana MD†
Julia C Park MD†

PEDIATRICS

Kathy A Morimoto MD†

Mapunapuna Medical Office

2828 Paa Street
Honolulu, HI 96819-4430
833-833-3333H

INTERNAL MEDICINE

Kellen Ki Bean MD†

Karen H Chang MD†
Maegan Lm Doi MD†
Yue Fang MD†
Jennifer M Katada MD†
Kaahukane G Leite-Ah Yo MD†
Mitchell S Motooka MD†
Hisami O Oba MD†
Language(s): jpn
Janet K Onopa MD†
Elizabeth G Quinn MD†
Robin L Seto MD†

Waipio Medical Office

94-1480 Moaniani Street
Waipahu, HI 96797-4632
833-833-3333H

FAMILY MEDICINE

Sung S Chang DO†
Jennifer Mg Gima MD†
Charlton C Lacerna MD†
Mallory D Lewis DO†
Charles J McClure DO†
Esteffany G Medina MD†
Paz C Nuanez MD†
Corilyn Ks Pang MD†
Marie E Pescador MD†
Sharyl Nt Shultz MD†
Masaki Takai MD†

INTERNAL MEDICINE

Aaron Gm Choy MD†
Maria Teresa David DO†
Kelly Y Kawaoka MD†
Language(s): jpn, spa
Timothy Ds Kim MD†
Reese K Suzuki MD†
Matthew Sy Yee MD†



PEDIATRICS

Cindy C Collo MD†
Robyn Y Hasegawa MD†
Kaily A Kuikahi MD†
Brent H Matsumoto MD†
James C Yee MD†
Language(s): yue

West Oahu Medical Office

401 Kamokila Blvd
Kapolei, HI 96707-5607
833-833-3333H

FAMILY MEDICINE

Janette M Brunken MD†
Jessica A Ono MD†
Brennen Lc Owan DO†
Cherie L Raffelson MD†
Akolea K Santos MD†

INTERNAL MEDICINE

Truman Ray Kgc Chun DO†
Marcus K Iwane MD†
Ashley K Morisako MD†
Sean K Terada MD†

PEDIATRICS

Valerie L Besenbruch MD†
Alyssa Ak Honda MD†
Alda Lam MD†



Specialists

MAUI

Kihei Clinic

1279 S Kihei Road Suite 120
Kihei, HI 96753-5228
833-833-3333H

OB/GYN

Andrew J Barlow MD†
Kristen O Goerg MD†
Mark Hensley MD†
Mark Hensley MD†
Jennifer A Leeper DO†
Tiffanie R Mercado MD†
James J Morong MD†
Martin E Newman MD†
Language(s): deu, spa
Stephen R Nystul MD†
Kristin M Redenbaugh DO†
Mary Claire Tanner MD†

OPTOMETRY

Deidrie J Colter OD†

Lahaina Modular

2301 Kaanapali Parkway
Lahaina, HI 96761-1908
833-833-3333H

NEPHROLOGY

Mary C Kingma-Noland MD*

OB/GYN

Kristen O Goerg MD†
Jennifer A Leeper DO†
James J Morong MD†
Martin E Newman MD†
Language(s): deu, spa
Kristin M Redenbaugh DO†

OPTOMETRY

Nicole S Esver OD†

Maui Lani Elua Clinic

75 Maui Lani Parkway
Wailuku, HI 96793-2416
833-833-3333H

BARIATRIC MEDICINE

Hyewon Jun Jun MD*
Language(s): kor

OCCUPATIONAL HEALTH SERVICES

Benjamin Martinez MD*

Maui Lani Medical Office

55 Maui Lani Parkway
Wailuku, HI 96793-2416
833-833-3333H

CONTINUING CARE

Pamela D Hope MD

Wailuku Medical Office

80 Mahalani Street
Wailuku, HI 96793-2531
833-833-3333H

ADDICTION MEDICINE

Daniel A Moreno MD*
Language(s): spa

ALLERGY

Dayna Lee L Lucuab-Fegurgur MD†

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Janet Bilafer-Steiner NP*

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Princeville, HI 96722
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Lihue, HI 96766
808-245-2772

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Chet A Myers OD

Dr Joel E Punzal Optometrist LLC

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Lihue, HI 96766
808-278-8383

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Eye Care Center Of Kauai

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Dana D. Michaan PA-C†

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Beverly E. Tumbaga NP†

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If you have questions, please call Kaiser Permanente at **1-800-805-2739** (TTY 711), 7 days a week, 7:45 a.m. to 8 p.m. The call is free. For more information, visit kp.org/medicare.

HHSC - Kauai Region Clinics

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Jon Nakamura MD

Kauai Dermatology LLC

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Lihue, HI 96766

808-246-6904

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Carnaghi V. Martin MD
Linda A Miyashiro MD
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Heidi K Hillesland MD*

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**CARDIOTHORACIC
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Randall S Juleff MD*

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Randall S Juleff MD*
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**CARDIOTHORACIC
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**CARDIOTHORACIC
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Kailua, HI 96734
808-263-5500

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3675 Kilauea Ave.
Honolulu, HI 96816
808-733-8000

Kahuku Hospital
56-117 Pualalea Street
Kahuku, HI 96731
808-293-9221

Kapiolani Medical Center
for Women and Children
1319 Punahou St.
Honolulu, HI 96826
808-983-6000

Kuakini Medical Center
347 North Kuakini Street
Honolulu, HI 96817
808-536-2236

Maluhia Hospital
1027 Hala Dr.
Honolulu, HI 96817
808-832-5874
Moanalua Medical Center
3288 Moanalua Rd.
Honolulu, HI 96819
808-432-8000

Pali Momi Medical Center
98-1079 Moanalua Rd.
Aiea, HI 96701
808-486-6000

Shriners Hospitals for
Children

1310 Punahou St.
Honolulu, HI 96826
808-941-4466

Straub Clinic & Hospital
888 S. King St.
Honolulu, HI 96813
808-522-4000

Wahiawa General Hospital
128 Lehua St.
Wahiawa, HI 96786
808-621-8411

MAUI

Kula Hospital
100 Keokea Pl.
Kula, HI 96790
808-878-1221

Maui Memorial Medical
Center
221 Mahalani St.
Wailuku, HI 96793
808-244-9056

Maui Health System, A
Kaiser Foundation Hospitals
LLC
3288 Moanalua Road
Honolulu, HI 96819
808-243-3095

HAWAII ISLAND

Hale Hoola Hamakua
45-547 Plumeria Street
Honokaa, HI 96727
808-775-7211

Kau Hospital
1 Kamani Street
Pahala, HI 96777
808-932-4200

Kohala Hospital
54-383 Hospital Road
Kapaau, HI 96755
808-889-6211

Hilo Medical Center
1190 Waianuenue Avenue
Hilo, HI 96720
808-974-6700

Kona Community Hospital
79-1019 Haukapila Street
Kealahou, HI 96750
808-322-4464



Skilled Nursing Facilities

Oahu

15 Craigside

15 Craigside Pl
Honolulu, HI 96817

Aloha Nursing & Rehab Centre

45-545 Kamehameha Hwy
Kaneohe, HI 96744

Ann Pearl Rehabilitation & Healthcare

45-181 Waikalua Rd
Kaneohe, HI 96744

Arcadia Retirement Residence

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Honolulu, HI 96822

Avalon Care Center - Honolulu, LLC

1930 Kamehameha IV Rd
Honolulu, HI 96819

Hale Malamalama

6163 Summer St
Honolulu, HI 96821

Hale Nani Rehab & Nursing Center LLC

1677 Pensacola St
Honolulu, HI 96822

Hale Ola Kino by Arcadia

1314 Kalakaua Ave 2nd Floor
Honolulu, HI 96826

Hi'olani Care Center at Kahala Nui

4389 Malia St
Honolulu, HI 96821

Island Skilled Nursing And Rehabilitation

1205 Alexander St
Honolulu, HI 96826

Ka Punawai Ola

575 Farrington Hwy
Kapolei, HI 96707

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Kulana Malama

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Leahi Hospital

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Maluhia Hospital

1027 Hala Dr
Honolulu, HI 96817

Maunalani Nursing And Rehabilitation Center

5113 Maunalani Cir
Honolulu, HI 96816

Nuuanu Hale

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Honolulu, HI 96817

Oahu Care Facility

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Honolulu, HI 96826

Oahu Care Facility

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Honolulu, HI 96826

Palolo Chinese Home

2459 10th Ave
Honolulu, HI 96816

Pearl City Post Acute

919 Lehua Ave
Pearl City, HI 96782

Pearl City Post Acute

919 Lehua Ave
Pearl City, HI 96782

Pohai Nani - Harry and Jeanette Weinberg Care Center

45-090 Namoku St
Kaneohe, HI 96744

Pu'uwai O Makaha

84-390 Jade St
Waianae, HI 96792

The Care Center of Honolulu

1900 Bachelot St
Honolulu, HI 96817

The Ching Villas

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Maui

Hale Makua Health Services

472 Kaulana St
Kahului, HI 96732

Hale Makua Wailuku

1540 Lower Main St
Wailuku, HI 96793

Kula Hospital

100 Keokea Pl
Kula, HI 96790



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Oahu

Honolulu Medical Offices

1010 Pensacola St.
Honolulu 96814
833-833-3333

West Oahu Medical Office at Kapolei

401 Kamokila Blvd.
Kapolei 96707
833-833-3333

Adventist Health Castle Urgent Care-Kailua

660 Kailua Rd
Kailua, HI 96734

Adventist Health Castle Urgent Care-Kapolei

91-710 Farrington Hwy
Ste A100
Kapolei, HI 96707

Adventist Health Castle Urgent Care-Pearl City

1245 Kuala St Ste 103
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All Access Ortho Oahu LLC

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All Access Ortho Oahu LLC

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All Access Ortho Oahu LLC

95-1830 Meheula Pkwy
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Concentra Urgent Care

545 Ohohia St
Honolulu, HI 96819

Kahala Clinic & Urgent Care

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Kapolei Clinic and Urgent Care

91-5431 Kapolei Pkwy
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Project Vision Hawaii

810 N. Vineyard Blvd
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Straub Doctors on Call Sheraton Waikiki

2255 Kalakaua Ave

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Ward Village Clinic & Urgent Care

1001 Queen St Ste 102
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Windward Urgent Care Services, LLC

46-001 Kamehameha
Hwy Ste 107
Kaneohe, HI 96744

Maui

Maui Lani Medical Offices

55 Maui Lani Pkwy.
Wailuku 96793
833-833-3333

Doctors On Call

3350 Lower Honoapiilani
Rd Ste 211
Lahaina, HI 96761

Doctors On Call

3750 Wailea Alanui Dr
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Hearing Aid Providers by Island

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Audiology Associates, LLC

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74-517 Honokohau St.

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Island Audiology, LLC

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Honolulu, HI 96814

808-548-7884

Honolulu Medical Offices

1010 Pensacola St.

Honolulu, HI 96814

808-432-8000

Kailua Medical Offices

201 Hamakua Dr.

Kailua, HI 96734

808-432-8000

Moanalua Medical Center

3288 Moanalua Rd.

Honolulu, HI 96819

808-432-8000

Maui

Wailuku Medical Offices

80 Mahalani St.

Wailuku, HI 96793

808-243-6000

Hawaii Island

Island Audiology, LLC

73-5618 Maiau St

Ste A203

Honolulu, HI 96814

808-955-4327



Optical Centers By Island

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Honolulu, HI 96814
808-432-2000
866-400-1760

Kailua Medical Offices
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Kailua, HI 96734
808-432-2000

Pan Pacific Laser Inc.
1330 Ala Moana Blvd Ste
10
Honolulu, HI 96814
808-594-9194

Waipio Medical Offices
94-1480 Moaniani St.
Waipahu, HI 96797
808-432-2000
808-432-7700
808-432-3126

Maui

Kihei Medical Offices
1279 S. Kihei Rd., 120
Kihei, Maui, HI 96753
808-243-6000

Lahaina Medical Offices
910 Wainee St.
Lahaina, HI 96761
808-243-6000

Wailuku Medical Offices
80 Mahalani St.
Wailuku, HI 96793
808-243-6000

Hawaii Island

Hilo Medical Offices
1292 Waianuenue Ave.
Hilo, HI 96720
808-334-4400

Kona Medical Offices
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Kailua, Kona, HI 96740
808-334-4400



Behavioral Health Services

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Honolulu, HI 96814
808-432-7600

Waipio Medical Offices
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Waipahu, HI 96797
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Honolulu, HI 96819

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Mililani, HI 96789

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99-128 Aiea Heights Dr Ste 305
Aiea, HI 96701

Ola Hou Clinic
98-084 Kamehameha Hwy Ste 301B
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Onward and Upward Mental Health Studio
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Samaritan Counseling Center Hawaii
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MNI Counseling Services, LLC
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Play Therapy Maui LLC
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Kaunakakai, HI 96748

**State of Hawaii
Department of Health
Adult Mental Health
Division- Wailuku CMHC**
121 Mahalani St
Wailuku, HI 96793

Susan Frieder, Ph.D
2200 Main St Ste 510
Wailuku, HI 96793

Tapler Counseling LLC
1325 S Kihei Rd Unit 205
Kihei, HI 96753

**Virginia Cantorna, RN,
Psy.D, LLC**
483 S High St
Wailuku, HI 96793

Waves of Insight LLC
300 Ohukai Rd #322
Kihei, HI 96753

**Hawaii Island
Hilo Medical Offices**
1292 Waianuenue Ave.
Hilo, HI 96720
888-945-7600

Kona Medical Offices
74-517 Honokohau St.
Kailua Kona, HI 96740
888-945-7600

Waimea Medical Offices
67-1185 Mamalahoa Hwy.
Kamuela, HI 96743
888-945-7600



Telehealth Only Providers

ALL ISLAND(S)

**Building Resilience
Counseling**
808-212-7884

PSYCHOLOGY

Victoria Navarro Oana

Danielle Maka'ike, PhD
808-769-4310

PSYCHOLOGY

Danielle Maka'ike, PhD

Dawn Tawata LCSW, LLC
808-220-1873

PSYCHOLOGY

Dawn Tawata LCSW, LLC

Edward J. Wilfong, Ph.D.
360-539-2468

PSYCHOLOGY

Edward J. Wilfong, Ph.D.

Garyn K. Tsuru Ph.D
808-394-2800

PSYCHOLOGY

Garyn K. Tsuru Ph.D

**Parent Child Therapy Center,
LLC**
808-308-7251

PSYCHOLOGY

Shantel Fernandez Lopez

Rebecca Beardsley PhD LLC
808-222-6435

PSYCHOLOGY

Rebecca Beardsley

William E. Conti
213-880-8262

PSYCHOLOGY

William E. Conti

HAWAII ISLAND

Amanda J. Platter
808-450-3816

PSYCHOLOGY

Amanda J. Platter

**Black Sand
Neuropsychological
Services, Inc.**
808-345-1726

PSYCHOLOGY

Black Sand Neuropsychological
Services, Inc.

Catherine W. Smith, LCSW
808-896-4002

PSYCHOLOGY

Catherine W. Smith, LCSW

**Compassion Focused
Therapy LLC**
808-867-4325

PSYCHOLOGY

Erika Steinwand Sole MBR

Emily Lee Claspell, Ed.D
808-885-0530

PSYCHOLOGY

Emily Lee Claspell, Ed.D

Krys808Tal, LLC
805-253-2133

PSYCHOLOGY

Krystal Fernandez

Mother's Milk LLC
808-756-6009

LACTATION / BREASTFEEDING SERVICES

Mother's Milk LLC

Ohana Therapy Clinic
808-457-1000

SPEECH THERAPY

Ohana Therapy Clinic

Robert Ressler, Ph.D.
808-937-8926

PSYCHOLOGY

Robert Ressler, Ph.D.

Sarah W. Anderson, LCSW
615-306-8314

PSYCHOLOGY

Sarah W. Anderson, LCSW

**Sharky Hearts Behavior
Support Services LLC**
808-746-1779

AUTISM - APPLIED BEHAVIOR ANALYSIS

Sharky Hearts Behavior
Support Services LLC

Tracey W. Lambe, LCSW
808-969-3370

PSYCHOLOGY

Tracey W. Lambe, LCSW

**KAUAI, LANAI, AND
MOLOKAI**

Dianne Gerard, Ph.D.
808-635-2981

PSYCHOLOGY

Dianne Gerard, Ph.D.

FMPloog Consulting, LLC
267-648-4808

AUTISM - APPLIED BEHAVIOR ANALYSIS

Flavia M Ploog

Imi Ola
808-646-1497

PSYCHOLOGY

Imi Ola



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit **kp.org/medicare**.

**Kauai Integrative Therapies,
LLC
808-346-5859**

PSYCHOLOGY

Kauai Integrative Therapies,
LLC

**Michael E. Foley, M.S.W
808-651-8269**

PSYCHOLOGY

Michael E. Foley, M.S.W

**Ohana Therapy Clinic
808-457-1000**

SPEECH THERAPY

Ohana Therapy Clinic

**Robert A. Horne, Ph.D.
808-823-0343**

PSYCHOLOGY

Robert A. Horne, Ph.D.

**Speech Therapy Services of
Maui
808-250-8539**

SPEECH THERAPY

Oralea Angelina Starr

MAUI

**Ellen R. Caringer, Ph.D.
808-249-0253**

PSYCHOLOGY

Ellen R. Caringer, Ph.D.

**Heike Kholooci
808-830-6550**

PSYCHOLOGY

Heike Kholooci

**Metamorphosis, LLC
808-783-4404**

PSYCHOLOGY

Ilana Fernandez, PSY.D

**Ohana Therapy Clinic
808-457-1000**

SPEECH THERAPY

Ohana Therapy Clinic

**PACIFIC SPEECH THERAPY
LLC
808-280-2732**

SPEECH THERAPY

Pacific Speech Therapy Llc

**Speech Therapy Services of
Maui
808-250-8539**

SPEECH THERAPY

Oralea Angelina Starr

**Steven E. Geller, Ph.D.
808-463-4941**

PSYCHOLOGY

Steven E. Geller, Ph.D.

**T. Nalani Archibeque, Ph.D
808-385-0104**

PSYCHOLOGY

T. Nalani Archibeque, Ph.D

OAHU

**A Ken Koseki Jr MS CCC-
SLP LLC
808-357-0615**

SPEECH THERAPY

A Ken Koseki Jr MS CCC-SLP
LLC

**Aimee McCullough, PSYD
LLC
808-372-7002**

PSYCHOLOGY

Aimee McCullough, PSYD LLC

**Alex Bliss Walter, PhD
808-896-4389**

PSYCHOLOGY

Alex Bliss Walter, PhD

**Anna Sugimoto
808-382-5366**

PSYCHOLOGY

Anna Sugimoto

**Anuenue Psychological
Service, Inc
808-481-0072**

PSYCHOLOGY

Lisa Garcia

**Behavioral & Therapeutic
Services Of Hawaii, LLC
808-780-0014**

**AUTISM - APPLIED
BEHAVIOR ANALYSIS**

Behavioral & Therapeutic
Services Of Hawaii, LLC

**Catherine Garrett-olmos,
Catherine Garrett, PsyD
808-485-2800**

PSYCHOLOGY

Catherine Garrett-olmos,
Catherine Garrett, PsyD

**Clinical And Counseling
Psychology, LLC
808-292-7222**

PSYCHOLOGY

Clinical And Counseling
Psychology, LLC

**Clinical Neuropsychology
Specialists, PLLC
808-351-8758**

PSYCHOLOGY

Clinical Neuropsychology
Specialists, PLLC

**Colin B. Denney, Ph.D.,
Pacific Psychology Services**



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit **kp.org/medicare**.

Center, LLC
808-888-0378

PSYCHOLOGY

Colin B. Denney, Ph.D., Pacific
Psychology Services Center,
LLC

Cynthia F. Tucker, Psy.D.
808-227-1881

PSYCHOLOGY

Cynthia F. Tucker, Psy.D.

**DaVine Counseling Services,
LLC**
808-207-0637

PSYCHOLOGY

DaVine Counseling Services,
LLC

**Doug Schwartzsmith, Psy.D.,
Ltd.**
808-261-3684

PSYCHOLOGY

Doug Schwartzsmith, Psy.D.,
Ltd.

Emma Pavich, LCSW
808-777-7993

PSYCHOLOGY

Emma Pavich, LCSW

**En Fleur Behavior Analysis,
LLC**
808-779-3566

**AUTISM - APPLIED
BEHAVIOR ANALYSIS**

En Fleur Behavior Analysis,
LLC

**Hawaii Center For
Psychology; L. Martin
Johnson, PsyD**
808-538-7793

PSYCHOLOGY

Hawaii Center For Psychology;
L. Martin Johnson, PsyD

**Hawaii Voice and Speech
Studio LLC**
808-670-4492

SPEECH THERAPY

Beatrice D. Walter

**Hilina'I Psychological
Services, LLC**
808-234-8036

PSYCHOLOGY

Teina Lucas

**Island Speech and Rehab
LLC**
808-493-3210

SPEECH THERAPY

Katherine Steen

Jamie R. Horton, Ph.D, LLC
808-282-5874

PSYCHOLOGY

Jamie R. Horton, Ph.D, LLC

Jean F. Adair-Leland, Ph.D.
808-735-7598

PSYCHOLOGY

Jean F. Adair-Leland, Ph.D.

Jill Oliveira Cabbab
808-664-6275

PSYCHOLOGY

Jill Oliveira Cabbab

**Kristin A. Christensen,
Psy.D.**
808-384-4725

PSYCHOLOGY

Kristin A. Christensen, Psy.D.

**Lotus Psychological
Services, LLC**
808-285-2554

PSYCHOLOGY

Shayna Fujii, Psy.D

Marian Miller, Psy.D
808-262-3345

PSYCHOLOGY

Marian Miller, Psy.D

Melissa R. Lindsay, PsyD
808-261-3311

PSYCHOLOGY

Melissa R. Lindsay, PsyD

**Michelle Birdsall, Michelle
Birdsall, LLC**
808-383-3764

PSYCHOLOGY

Michelle Birdsall, Michelle
Birdsall, LLC

**Nancy K. L. DeLarmarter,
LCSW**
808-394-2800

PSYCHOLOGY

Nancy K. L. DeLarmarter,
LCSW

**Ohana Mua Behavioral
Therapy, LLC**
808-762-9785

**AUTISM - APPLIED
BEHAVIOR ANALYSIS**

Ani G. Nikolova

Ohana Therapy Clinic
808-457-1000

SPEECH THERAPY

Ohana Therapy Clinic

**Pacific Behavioral Health ,
LTD**
808-225-2193

PSYCHOLOGY

James L. Spira, Ph.D., MPH,
ABPD



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit **kp.org/medicare**.

Rene Tillich, Ph.D.
808-394-2800

PSYCHOLOGY

Rene Tillich, Ph.D.

Rhonda Campbell
808-590-4905

PSYCHOLOGY

Rhonda Campbell

Sara DiGrazia, PSY.D.
808-295-3525

PSYCHOLOGY

Sara DiGrazia, PSY.D.

Steven M. Orenstein
808-262-0398

PSYCHOLOGY

Steven M. Orenstein

Sunny Speech Therapy, LLC
808-829-7855

SPEECH THERAPY

Sunny Speech Therapy, LLC

Suzanne Anthony Phd
808-295-9905

PSYCHOLOGY

Suzanne Anthony Phd

Team Care Clinical Services,
LLC
808-763-8700

PSYCHOLOGY

Patrick Jichaku, Ph.D.

Thought Field Therapy, Inc.
808-753-5797

PSYCHOLOGY

Thought Field Therapy, Inc.

Tia Wang, LLC
808-258-9362

PSYCHOLOGY

Tia Wang, LLC

Trauma Recovery Center,
LLC
808-351-4786

PSYCHOLOGY

Trauma Recovery Center, LLC

Victoria Liou-Johnson, Ph.D.
808-221-6540

PSYCHOLOGY

Victoria Liou-Johnson, Ph.D.

Winter C. Hamada
808-223-1399

PSYCHOLOGY

Winter C. Hamada



D. Background Information about Kaiser Permanente Dual Complete Network Pharmacies

This Directory lists the pharmacies that you may use to get your drugs. These are referred to as **network pharmacies** in this Directory. These network pharmacies are pharmacies that **participate in and accept** the Kaiser Permanente Dual Complete and have agreed to provide drugs to you as a member of the plan.

Please contact Member Services at **1-800-805-2739 (TTY 711)**, 7:45 a.m. to 8 p.m., seven (7) days a week, or your Health Coordinator for assistance.

We also list pharmacies that are in our network but are outside Maui and Oahu in which you live. You may also fill your prescriptions at these pharmacies. Please contact Kaiser Permanente Dual Complete at **1-800-805-2739, (TTY 711)**, 7:45 a.m. to 8 p.m., seven (7) days a week for additional information.

Kaiser Permanente Dual Complete members must use network pharmacies to get drugs except in emergency or urgent care situation.

- If you use an out-of-network pharmacy for prescriptions when it's not an emergency, you'll have to pay out of pocket for the service.
- Read the Kaiser Permanente Dual Complete *Evidence of Coverage* for more information.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this Directory.

For up-to-date information about Kaiser Permanente Dual Complete network pharmacies in your area, please visit our website at **kp.org/facilities** or call Member Services at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Kaiser Permanente Dual Complete *Evidence of Coverage* and *List of Covered Drugs*. For an updated formulary, please visit our website at **kp.org/seniorrx** or call us.



If you have questions, please call Kaiser Permanente at **1-800-805-2739 (TTY 711)**, 7 days a week, 7:45 a.m. to 8 p.m. The call is free. **For more information**, visit **kp.org/medicare**.

D1. Types of pharmacies in Kaiser Permanente Dual Complete network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Specialty pharmacies
- Transplant network pharmacies outside the Hawaii Region

You're not required to continue using the same pharmacy to fill your prescriptions.

D2. Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply. You may order refills of certain medications through our mail-order service online at kp.org/refill or by phone or mobile app, which may lower your costs for a three-month supply. Please contact us at least 5 days before your refills run out. Generally, you should receive them within 3 to 5 days. If not, please contact the mail-order phone number on the prescription label for assistance. Not all drugs can be mailed; restrictions and limitations apply. For more information, please visit kp.org/seniorrx or call the phone number below.



E. Kaiser Permanente Dual Complete List of Network Pharmacies

This part of the Directory includes a list of Kaiser Permanente Dual Complete network pharmacies that **participate in and accept** Kaiser Permanente Dual Complete.

E1. Retail and Chain Pharmacies

HAWAII ISLAND

**Kaiser Permanente Hilo
Clinic Pharmacy**

1292 Waianuenue Ave.
Hilo, HI 96720
808-643-7979

**Kaiser Permanente Kona
Medical Office Pharmacy**

74-517 Honokohau St.
Kailua-Kona, HI 96740
808-643-7979

KTA Kamuela Pharmacy

65-1158 Mamalahoa Hwy.
Kamuela, HI 96743
808-885-0033

**Longs Drugs Pharmacy
#02406 - Village**

65-1271 Kawaihae Rd.
Kamuela, HI 96743
808-885-4418

Kamehameha Pharmacy

54-3877 Akoni Pule Hwy.
Kapaa, HI 96755
808-889-6161

**KTA Waikoloa Village
Pharmacy**

68-3916 Paniolo Ave.
Waikoloa, HI 96738
808-883-8434

MAUI

**Kaiser Permanente Kihei
Clinic Pharmacy**

1279 S. Kihei Rd., Suite 120
Kihei, HI 96753
808-643-7979

**Wailea People & Paws
Pharmacy**

34 Wailea Gateway Pl., #A-103
Kihei, HI 96753
808-879-0123

**Kaiser Permanente Lahaina
Pharmacy**

2301 Kaanapali Parkway,
Lahaina, HI 96761
808-643-7979

**Kaiser Permanente Maui Lani
Medical Office Pharmacy**

55 Maui Lani Pkwy.
Wailuku, HI 96793
808-643-7979

**Kaiser Permanente Wailuku
Medical Office Pharmacy**

80 Mahalani St.
Wailuku, HI 96793
808-643-7979

Mauliola Pharmacy

95 Mahalani St., Room 28-5
Wailuku, HI 96793
808-446-3348

OAHU

**Longs Drugs Pharmacy
#03070 - Haleiwa**

66-197 Kamehameha Hwy., #1
Haleiwa, HI 96712
808-637-9393

**Longs Drugs Pharmacy
#10153 - Hauula**

54-316 Kamehameha Hwy.
Hauula, HI 96717
808-293-9091

**5 Minute Pharmacy Ala
Moana**

725 Kapiolani Blvd., Suite C-
111
Honolulu, HI 96813
808-797-2905

**Kaiser Permanente Honolulu
Medical Office Pharmacy**

1010 Pensacola St.
Honolulu, HI 96814
808-643-7979

**Kaiser Foundation Hospital
Pharmacy**

3288 Moanalua Rd.
Honolulu, HI 96819
808-643-7979

**Kaiser Permanente
Mapunapuna Medical Office
Pharmacy**

2828 Paa St., #2400
Honolulu, HI 96819
808-643-7979

**Kaiser Permanente Hawaii
Kai Clinic Pharmacy**

6700 Kalanianaʻole Hwy., Suite
111
Honolulu, HI 96825
808-643-7979

Koʻolauloa Pharmacy

56-119 Pualalea St.
Kahuku, HI 96731
808-293-9514

**Kaiser Permanente Kailua
Clinic Pharmacy**

201 Hamakua Dr., Building B
Kailua, HI 96734

808-643-7979

**Kaiser Permanente Koolau
Medical Office Pharmacy**

45-602 Kamehameha Hwy.
Kaneohe, HI 96744

808-643-7979

**Kaiser Permanente West
Oahu Medical Office at
Kapolei Pharmacy**

401 Kamokila Blvd.
Kapolei, HI 96707

808-643-7979

5 Minute Pharmacy Waipahu

94-216 Farrington Hwy., Suite
102

Waipahu, HI 96797

808-677-5550

**Kaiser Permanente Waipio
Medical Office Pharmacy**

94-1480 Moaniani St.
Waipahu, HI 96797

808-643-7979

E2. Mail-Order Pharmacy

You can get drugs shipped to your home through our network mail order delivery program. For refills of your mail order prescription, please contact us 5 days before you think you will run out of the medications you have on hand. This is to make sure your next order is shipped to you on time. When you order refills for home delivery online, by phone, or in writing, you must pay your cost-sharing when you place your order. After the pharmacy gets a prescription from a health care provider, it will contact you to see if you want the medication filled immediately or at a later time. It is important to respond each time you're contacted by the pharmacy, to let them know whether to ship, delay, or stop the new prescription.

Typically, you should expect to receive your prescription drugs within 3 to 5 days from the time the mail order pharmacy receives your order. If you do not receive your prescriptions within this timeframe, please contact us at **808-643-7979** (TTY **711**) Monday through Friday, 8:00 a.m. to 5 p.m. for assistance. You can also call the number on your prescription label.

If you cannot wait for your prescription to arrive from our mail order pharmacy, you may get an urgent supply by calling a Kaiser Permanente or affiliated network pharmacy. You can find a pharmacy in this directory or through our online searchable directory at **kp.org/facilities**.

Kaiser Permanente Mail Order Pharmacy

808-643-7979 (TTY **711**)

Monday through Friday, 8:00 a.m. to 5 p.m.

kp.org/refill

**Kaiser Permanente Mail
Order Pharmacy**

9521 Dalen St., Room R

Downy, CA 90242

**808-643-7979 (Oahu and
Neighbor islands) TTY/TDD
711 kp.org/refill**

E3. Home Infusion Pharmacies

If you need more information, please contact Member Services.

MAUI

Kaiser Permanente Kihei Clinic Pharmacy

1279 S. Kihei Rd., Suite 120
Kihei, HI 96753
808-643-7979

OAHU

Kaiser Foundation Hospital Pharmacy

3288 Moanalua Rd.
Honolulu, HI 96819
808-643-7979

E4. Long-Term Care Pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Kaiser Permanente Dual Complete Plan's through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, refer to **Chapter 5** of the *Evidence of Coverage*.

HAWAII ISLAND

Pharmerica Hilo

688 Kinooles St., #109

Hilo, HI 96720

877-874-2768

MAUI

Pharmerica DBA Wailuku Professional Pharmacy

1900 Main St.

Wailuku, HI 96793

877-874-2768

OAHU

Pharmacare LTC

3375 Koapaka St., Suite F251

Honolulu, HI 96819

808-840-5690

Pharmerica

3375 Koapaka St., Suite H435

Honolulu, HI 96819

877-874-2768

Pharmerica Kaneohe

45-710 Keaahala Rd.

Kaneohe, HI 96744

877-874-2768

5 Minute Pharmacy

94-449 Akoki St., Suite 102

Waipahu, HI 96797

808-671-5511



E5 Specialty Pharmacies

Some drugs require special handling and dispensing. Specialty drugs are usually high-cost medications that are usually self-injected and used to treat complex or rare conditions. Specialty drugs can be obtained from the specialty pharmacies listed in this section.

Accredo Health Group, Inc.
1620 Century Center Pkwy.
Memphis, TN 38134
901-385-3600

Accredo Health Group, Inc.
2 Boulder Cir.
New Castle, DE 19720
302-395-8943

Accredo Health Group, Inc.
2040 W. Rio Salado Pkwy.
Tempe, AZ 85281
800-803-2523

Accredo Health Group, Inc.
2410 Wardlow Rd.
Corona, CA 92880
951-737-2355

Accredo Health Group, Inc.
2825 W. Perimeter Rd.
Indianapolis, IN 46241
800-870-6419

Accredo Health Group, Inc.
3000 Ericsson Dr., Suite 100
Warrendale, PA 15086
724-772-6000

Accredo Health Group, Inc.
361 Ivernesse Dr. S., Suite F
Englewood, CO 80112
303-799-6650

Accredo Health Group, Inc.
6272 Lee Vista Blvd., Suite 100
Orlando, FL 32822
888-773-7376

Accredo Health Group, Inc.
677 Ala Moana Blvd., Suite 404
Honolulu, HI 96813
808-650-6488

**AllianceRx Walgreens
Pharmacy #15438**
41460 Haggerty Circle S.
Canton, MI 48188
888-282-5166

**AllianceRx Walgreens
Pharmacy #15443**
10530 John W. Elliott Dr.
Frisco, TX 75033
800-424-9002

**AllianceRx Walgreens
Pharmacy #16280**
10530 John W. Elliott Dr., Suite
200
Frisco, TX 75033
800-541-4959

**AllianceRx Walgreens
Pharmacy #16287**
130 Enterprise Dr.
Pittsburgh, PA 15275
888-347-3416

**AnovoRx Group Pharmacy,
LLC**
1710 N. Shelby Oaks Dr., Suite
1
Memphis, TN 38134
844-288-5007

**Biomatrix Specialty
Pharmacy CA**
7959 Deering Ave.
Canoga Park, CA 91304
800-404-1963

**Coram/CVS Specialty
Infusion Services**
2345 Waters Dr.
Mendota Heights, MN 55120
800-624-8142

**Coram/CVS Specialty
Infusion Services**
5511 E. 3rd Ave.
Spokane Valley, WA 99212
888-851-7555

CVS Specialty Pharmacy
105 Mall Blvd.
Monroeville, PA 15146
800-238-7828

CVS Specialty Pharmacy
800 Biermann Ct.
Mt Prospect, IL 60056
877-408-9742

**Eversana Life Science
Services, LLC**
17877 Chesterfield Airport Rd.
Chesterfield, MO 63005
636-519-2400

**Express Scripts Specialty
Dist. Services**
4600 N. Hanley Rd.
Saint Louis, MO 63134
866-997-3688

Foundation Care, LLC
4010 Wedgeway Ct.
Earth City, MO 63045
877-291-1122

**Kaiser Permanente
Pharmacy #329**
4131 Geary Blvd.
San Francisco, CA 94118
650-301-5799

Maxor Specialty Pharmacy
150 Cleveland Rd., Suite B
Bogart, GA 30622
866-629-6779

Maxor Specialty Pharmacy
216 S. Polk St.
Amarillo, TX 79101
866-629-6779

Maxor Specialty Pharmacy
6101 43rd St., Suite C
Lubbock, TX 79407
800-658-6046

MMS Solutions
239 Mason Rd.
La Vergne, TN 37086
866-716-5486

Optime Care, Inc.
4060 Wedgeway Ct.
Earth City, MO 63045
888-287-2017

Optum Frontier Therapies, LLC
6425 Santa Margarita St., Unit 110
Las Vegas, NV 89118
855-768-9727

Optum Pharmacy 801, Inc.
23620 N. 20th Dr.
Phoenix, AZ 85085
877-546-5779

PANTHERx Specialty Pharmacy
24 Summit Park Dr., Suite 101
Pittsburgh, PA 15275
855-726-8479

Publix Super Markets Pharmacy
7616 Southland Blvd., Suite 112
Orlando, FL 32809
877-253-8949

E6 Transplant Network Pharmacies Outside the Hawaii Region

You can get your drugs covered at any of our network pharmacies. This includes our network pharmacies outside of our service area.

Biologics by McKesson

11800 Weston Pkwy. ,Suite
105
Cary, NC 27513
800-850-4306

Duke Outpatient Pharmacy

40 Duke Medicine Circle ,Room
1822
Durham, NC 27710
919-684-2908

Emily Couric Clinical Cancer Center (ECCCC) Pharmacy

1240 Lee St.
Charlottesville, VA 22903
434-924-2390

Fairview Riverside Pharmacy

606 24th Ave. S.
Minneapolis, MN 55454
612-672-7500

Fairview Specialty Services Pharmacy

711 Kasota SE
Minneapolis, MN 55414
612-672-5260

Fairview University Discharge Pharmacy

500 Harvard St. SE
Minneapolis , MN 55455
612-273-2121

Falk Pharmacy

3601 Fifth Ave.,Room 211
Pittsburgh, PA 15213
412-623-6222

Fred Hutchinson Cancer Center South Lake Union Retail Pharmacy

825 Eastlake Ave. E. ,Suite
G5900
Seattle, WA 98109
206-606-6500

Kirklin Clinic Pharmacy

2000 6th Ave. S.
Birmingham, AL 35233
205-801-8730

Mayo Clinic Building Phoenix Outpatient Pharmacy

5881 E. Mayo Blvd.,Room 1-
304
Phoenix, AZ 85054
480-342-1500

Mayo Clinic Pharmacy

3551 Commercial Dr. SW
Rochester, MN 55902
507-284-4041

Mayo Clinic Pharmacy Eisenberg

201 Center St. W.,Suite LO92
Rochester, MN 55902
507-266-7416

Mayo Clinic Pharmacy Mary Brigh

1216 Second Street SW, Suite
M600B
Rochester, MN 55902
507-255-5731

Mayo Hospital Outpatient Pharmacy

5777 E. Mayo Blvd.
Phoenix, AZ 85054
480-342-1500

Mayo Pharmacy Jacksonville

4500 San Pablo Rd.
Jacksonville, FL 32224
904-953-2021

Mayo Pharmacy Scottsdale

13400 E. Shea Blvd.
Scottsdale, AZ 85259
480-342-1500

Methodist Retail Pharmacy

1801 N. Senate Blvd.
Indianapolis, IN 46202
317-962-5606

Ochsner Pharmacy and Wellness

1514 Jefferson Hwy.
Jefferson, LA 70121
504-842-3205

St. Joseph's McAuley Pharmacy

500 W. Thomas Rd, Suite 190
Phoenix, AZ 85013
602-406-6666

The Nebraska Medical Center Clinic Pharmacy

989200 Nebraska Medical
Center
Omaha, NE 68198
402-559-5215

UAB (University of Alabama) Specialty Pharmacy

601 19th St. S.
Birmingham, AL 35249
205-934-2661

University Retail Pharmacy

550 N. University Blvd.,UH
1425
Indianapolis, IN 46202
317-944-3445

Walgreens Pharmacy #15086

6560 Fannin St., Suite 260

Houston, TX 77030

713-797-1410

Walgreens Pharmacy #15109

4327 Jefferson Hwy.

Jefferson, LA 70121

504-731-1431

Walgreens Pharmacy #4281

14405 Beach Blvd.

Jacksonville, FL 32216

904-223-5017



If you have questions, please call Kaiser Permanente at **1-800-805-2739** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[kp.org/medicare](https://www.kp.org/medicare)**.

NONDISCRIMINATION NOTICE

Kaiser Permanente complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently or less favorably because of:

- Race
- Color
- National Origin (including limited English proficiency and primary language)
- Age
- Disability
- Sex

Kaiser Permanente 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, braille, accessible electronic formats, other formats)

Kaiser Permanente 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 **808-432-5330**, toll-free **1-800-651-2237** or by TTY **711**

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way, you can file a grievance with: Kaiser Civil Rights Coordinator, 711 Kapiolani Blvd., Honolulu, HI 96813. Phone: **808-432-5330** or toll-free **1-800-651-2237**; TTY: **711**; Fax: **808-432-5300**; Email: civil-rights-coordinator@kp.org.

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

This notice is available at
Notice <https://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice/medicaid>

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, 1-800-537-7697** (TDD)

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

HELP IN YOUR LANGUAGE

(English) Do you need help in another language? Language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call 1-800-651-2237 to tell us which language you speak. (TTY: 711).
(Cantonese) 您需要其他语言帮助吗？我们免费为您提供语言援助服务，包括适当的辅助工具和服务。请致电 1-800-651-2237 告知我们您说什么语言。(TTY: 711).
(Chuukese) En mi nit aninis non pwan och fosun fonu? Mi kawor aninisin fosun fonu me ekoch pisekin aninis, ese kamo, mi kawor ngonuk. Kekeru 1-800-651-2237 ka ereni kich meni fosun fonu ke kan fos non. (TTY: 711).
(French) Avez-vous besoin d'aide dans une autre langue ? Des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le 1-800-651-2237 pour nous dire quelle langue vous parlez. (TTY: 711).
(German) Benötigen Sie Hilfe in einer anderen Sprache? Die Sprachassistenten mit entsprechenden Hilfsmitteln und Dienstleistungen steht Ihnen kostenfrei zur Verfügung. Rufen Sie 1-800-651-2237 an, um uns mitzuteilen, welche Sprache Sie sprechen. (TTY: 711).
(Hawaiian) Loa'a iā 'oe nā lawelawe kōkua 'ōlelo me nā kōkua kōkua a me nā lawelawe me ka uku 'ole. Kāhea 1-800-651-2237 oe ia la kaua a e ha'ina 'oe ia la maua mea 'olelo o na 'aina 'e. (TTY: 711).
(Ilocano) Kasapulam kadi ti tulong iti sabali a pagsasao? Dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a kanayonan a tulong ken serbisio, a libre, ket mabalin a mausar para kenka. Tawagan ti 1-800-651-2237 tapno maibagam kadakami no ania a pagsasao ti pagsasaom. (TTY: 711).
(Japanese) 他の言語でのサポートが必要ですか？適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。 1-800-651-2237 にお電話いただき、使用される言語をお知らせください。(TTY: 711)。
(Korean) 다른 언어로 도움이 필요하신가요? 언어 지원 서비스는 필요에 따라 보조 기기 및 서비스를 포함하여 무료로 제공됩니다. 도움이 필요한 언어를 알려주시려면 1-800-651-2237 로 전화해 주세요. (TTY: 711).
(Mandarin) 您需要其他語言的幫助嗎？您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 1-800-651-2237 告訴我們您說哪種語言。(TTY: 711).
(Marshallese) Kwōj ke aikuj jipañ ilo kajin ko jet? Ro rej ropajikin jipañ eok ikijien kajin im jerbal ko jet repojakin jerbal ippam ilo ejjelok oñaer. Kūr tok 1-800-651-2237 ñan kaaroñ tok kōm kōn kajin eo am. (TTY: 711).
(Samoan) O lo'o e mana'omia se fesoasoani i se isi gagana? O auaunaga fesoasoani i le gagana, e aofia ai meafaigaluega talafeagai ma auaunaga, e leai ni totogi, o lo'o avanoa mo oe. Fa'amalie atu i le 1-800-651-2237 ma ta'u mai i matou le gagana e te tautala ai. (TTY: 711).
(Spanish) ¿Necesita ayuda en otro idioma? Tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al 1-800-651-2237 para que nos indique el idioma que habla. (TTY: 711).
(Tagalog) Kailangan mo ba ng tulong sa ibang wika? Available sa iyo ang mga serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa 1-800-651-2237 para sabihin sa amin kung aling wika ang sinasalita mo. (TTY: 711).
(Tongan) 'Oku ke toe fiema'u ha tokoni 'i ha lea kehe? 'Oku 'i ai ha sevesi tokoni fakatonu lea pea mo ha naunau me'a fanongo, 'oku ta'etotongi, mo faingamalie kiate koe. Taa 1-800-651-2237 pea talamai 'a e lea 'oku ke faka'aonga'i. (TTY: 711).

(Vietnamese) Bạn có cần trợ giúp bằng ngôn ngữ khác không? Bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-651-2237** để cho chúng tôi biết ngôn ngữ bạn nói. (TTY: **711**).

(Visayan) Nanginahanglan ka ba og tabang sa lainang pinulongan? Ang mga serbisyo sa tabang sa pinulongan lakip ang ngay nga mga auxiliary nga mga himan ug serbisyo, libre, anaa kanimo. Tawag sa **1-800-651-2237** aron isulti kanamo kung unsang pinulongan ang imong ginasulti. (TTY: **711**).



Kaiser Foundation Health Plan, Inc.
711 Kapiolani Blvd.
Honolulu, HI 96813

Important plan information

kp.org/directory
kp.org/seniorrx

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