# Mental Health Care Through Hawaii Medicaid (Med-QUEST)

Hawaii's Medicaid program is called Med-QUEST. If you have Med-QUEST, you get your health care through one of five health plans. You were placed in one of these plans when you signed up for Med-QUEST. You can switch plans if you want to. This guide explains what mental health care each plan covers and how to get it. "Mental health care" is also called "behavioral health care," and both terms mean the same thing.

## What Mental Health Care is Covered

No matter which of the 5 plans you have, you can get the following services:

- **Talking to a counselor.** You can meet 1-on-1, with your family, or in a group with a licensed therapist.
- **Seeing a psychiatrist.** A doctor who treats mental health can check on you and manage your medicine.
- **Help in a crisis.** You can get immediate help if you are in danger or you feel like things are too much to handle.
- **Help for drug or alcohol use.** You can get counseling and treatment if you are struggling with substance use.
- **Video and phone appointments.** You may find this option easier than in-person appointments.
- **Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).** If you are under 21, you can get mental health checkups and treatment, including special therapy for autism, at no cost.

### Community Care Services (CCS)

This is a higher level of support for adults (21 or older) with a serious, long-term mental illness. You cannot sign yourself up for CCS. Ask your doctor, therapist, or health plan to refer you. A doctor working with Med-QUEST will decide if you qualify.

CCS includes:

- **A case manager** who checks in with you and helps you plan.
- **Day programs** with group therapy and skill-building.
- **Extra support** if you are at risk of going to the hospital.
- **Short-term or long-term housing with care,** if you need it.
- **Help finding stable housing** if you are at risk of losing your home.

## How to Get Care

1. **Call your plan.** The phone number is listed on the next page. Ask what mental health providers are near you.
2. **Ask if you need a referral.** Many visits do not need one, so you can often book directly with a provider.
3. **Ask about video or phone visits.** This is often the fastest way to be seen, especially outside business hours.
4. If you are under 21, **ask about EPSDT**. If you have a serious mental illness, **ask about CCS**.
5. If you are having trouble getting care, **call the ombudsman**. This is a free service that helps you understand your rights and file a complaint: 808-746-3324 or 1-888-488-7988.

*If you are in danger or in crisis right now...*

**Call or text 988**

This is called Hawaii CARES. It is a suicide and crisis lifeline. It is free and available 24/7. Help is available in many languages.

# Your 5 Health Plan Choices

Call your plan's phone number to ask about mental health providers near you.

## AlohaCare

**What's special:** You can talk to a mental health provider at any time, even nights and weekends, through Telehealth Connect by using your phone, tablet, or computer. A local team in your neighborhood can also help connect you to a therapist and other support, like help with housing.

**How to start:** Call AlohaCare, or open Telehealth Connect directly. You usually do not need a referral from your doctor to see an outpatient therapist.

Phone:
**1-877-973-0712**

alohacare.org

## HMSA QUEST

**What's special:** You have a large list of doctors and therapists to choose from. You can also talk to a pharmacist for free about your medicine.

**How to start:** Look up a therapist online in the Participating Provider Directory, or call HMSA for help. Starting April 2026, video visits will happen on a new platform. Ask your provider which platform to use.

Phone:
**1-800-440-0640**

hmsa.com/health-plans/quest

## Kaiser Permanente

**What's special:** Only available on Oahu and Maui. Your therapist, psychiatrist, and regular doctor often work together in the same building.

**How to start:** Call Kaiser, or ask your regular doctor to refer you to a mental health provider.

Phone:
**1-800-651-2237**

kpquest.org

## ʻOhana Health Plan

**What's special:** 'Ohana runs a special statewide program called Community Care Services (CCS) for adults with serious mental illness — no matter which of the 5 plans you have.

**How to start:** Call 'Ohana for regular care. If you think you may need CCS, ask your doctor or 'Ohana about it.

Phone:
**1-888-846-4262**

ohanahealthplan.com

## UnitedHealthcare Community Plan

**What's special:** If you have both Medicare and Medicaid, you can get one care manager who handles both your mental health care and your medical care.

**How to start:** Call UnitedHealthcare. If you have both Medicare and Medicaid, ask about their combined plan, which is called a Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP).

Phone:
**1-888-980-8728**

uhc.com/communityplan/hawaii

This information comes from Hawaii's Med-QUEST Division, each health plan's website, and the Hawaii Department of Health. Phone numbers and program rules change. To check current information, call Med-QUEST at 1-800-316-8005.

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