



**ALOHA CARE**

**Senate Committee on Health & Human Services  
Senate Committee on Commerce & Consumer Protection**

**December 19, 2025**

**Joint Informational Briefing**

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# Medicaid & HR1

Advancing Health & Wellness and  
Promoting Access to Care



ALOHA CARE



# Agenda

## Innovative Programs for Community Engagement

- A Promise of Hope
- Unite Us / Unite Hawaii
- AlohaCare Scholarships

## Prior Related Experience and Lessons Learned

- Post-PHE Medicaid Unwinding
- Community Health Advisory Partnership
- Enrollment Trends

## Collaboration with State and Community Partners

- Community Outreach and Education
- Support State Policy Implementation
- Ongoing collaboration with State, providers, and partners

# About Us



Founded by Hawai'i's community health centers and Queen Emma Clinics, we are Hawai'i's community-driven health plan, serving QUEST (Medicaid) and Medicare members for over 30 years.

We support individual wellness and promote community access to quality care in collaboration with community health centers and others who share our commitment.



## Who We Serve



We solely serve individuals and families state-wide that are eligible for QUEST (Medicaid) and Medicare.

From Keiki to Kupuna, we work hand-in-hand with local organizations to empower our communities to thrive through whole-person care.



# HR1 Community Engagement Requirements

AlohaCare's Innovative Programs



ALOHACARE

# AlohaCare's Innovative Programs



## A Promise of Hope

- Individualized Career Advancement Network (iCAN) Transition
- High School Equivalency
- English Language Acquisition

## Unite Us / Unite Hawaii

- Coordinated care network: 200+ CBOs, 500+ programs
- Food, education, clothing, housing, utilities, legal support, etc.
- Planned expansions: volunteer opportunities & broader access

## AlohaCare Scholarships

- \$75,000 awarded to 19 winners pursuing health care, social care, or advocacy professions.

**Our Goal: Honor the communities we serve and enhance their agency**



Announcing

**A Promise of Hope**

Adult Education High School Equivalency Program for AlohaCare Members

At AlohaCare, we know that people who complete their high school education often have better health outcomes and we want our members to live their healthiest life.

ALOHACARE WAIPAHU COMMUNITY SCHOOL FOR ADULTS

For more information about this program and how to sign up, please contact AlohaCare's Customer Service at 808-973-0712, toll-free 1-877-973-0712, or TTY/TDD 1-877-447-5990.

## PROGRAM GOALS

At AlohaCare, we know that people who complete their high school education often have better health outcomes. We want our members to have the best health possible.

Provides better job opportunities. Prepare for college if desired. Leads to better physical, mental, and emotional health—resulting in longer, healthier lives.

# Prior Related Experience

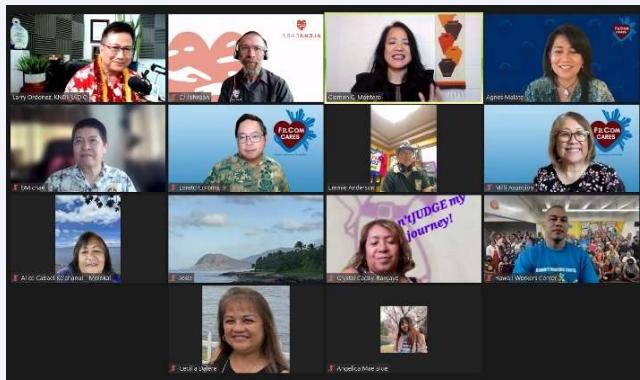
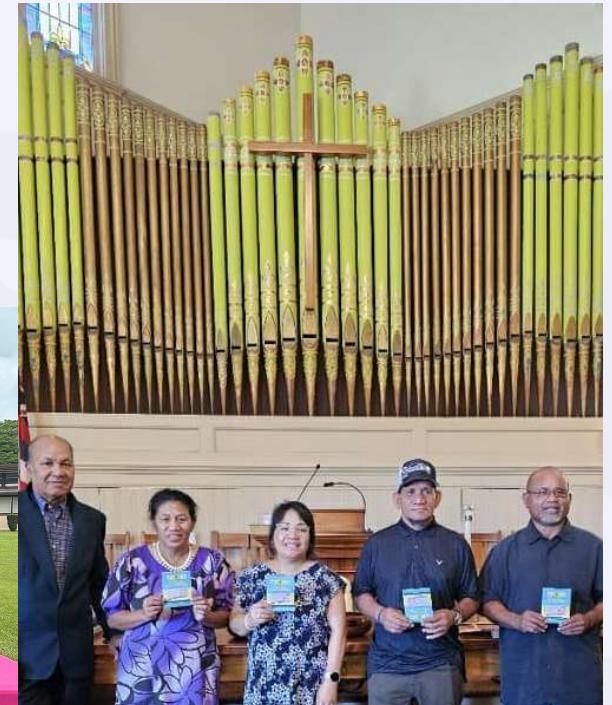
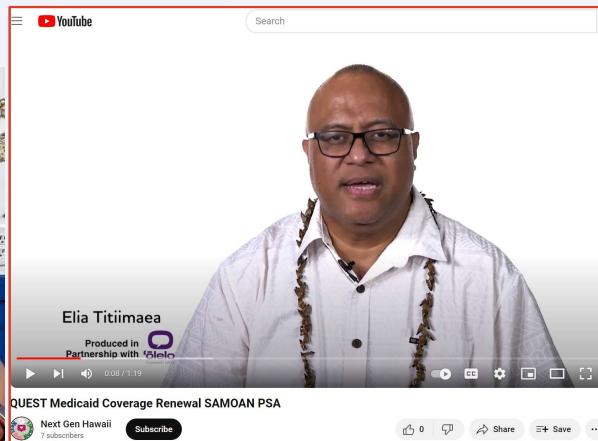
Lessons Learned



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# Medicaid Unwinding / Redetermination



## FilCom Radiothon

# Medicaid Unwinding / Redetermination



QUEST Medicaid Coverage Renewal HAWAIIAN PSA 1 view • 21 hours ago

QUEST Medicaid Coverage Renewal ILOKANO PSA No views • 21 hours ago

QUEST Medicaid Coverage Renewal KOSRAEAN PSA No views • 21 hours ago

QUEST Medicaid Coverage Renewal MARSHALLESE PSA 14 views • 21 hours ago

QUEST Medicaid Coverage Renewal TONGAN PSA 1:19

QUEST Medicaid Coverage Renewal ENGLISH PSA 0:46

QUEST Medicaid Coverage Renewal CHUUKSESE PSA 1:22 1 hours ago

The Vaifale Sisters 71 views • 2 years ago 1:00

**Katonèchù mei ika pwe tour ngonuk echè envelope mei pin**

QUEST Medicaid Coverage Renewal CHUUKSESE PSA 0:02 / 1:25

**Vakai'i ho'o meili pea ke fakasio 'ae sila lanu pingiki meihe QUEST Medicaid PSA**

QUEST Medicaid Coverage Renewal TONGAN PSA 0:02 / 1:18

**Kitaem ti koreom ken siputam ti de rosas a sobre nga aggapu iti QU**

State of Hawaii Department of Human Services  
John Q. Alava  
12-248 Kekaha Street  
Honolulu, Hawaii 96812

# Helping to Fill the Language & Cultural Gaps

ENGLISH KAPASEN (CHUUK) ILOKANO (ILOCANO) KAJIN MAJEL (MARSHALLESE) ESPAÑOL (SPANISH) TAGALOG LEA FAKA-TONGA (TONGAN)

DUA (10/26):  
(833)901-2272 (808)762-5751  
(833)901-2275 (808)762-5752  
[uclaims.hawaii.gov/](http://uclaims.hawaii.gov/)

Disaster Recovery Center  
Lōhainā Civic Center Gymnasium  
1840 Honopū'ili'ani Highway,  
Lōhainā, HI 96761

American Job Center Hawaii-Maui  
110 Ala'ihi St. #209  
Kahului, HI 96732  
[www.disasterassistance.gov](http://www.disasterassistance.gov)

SBA Physical Damage Loan (10/10)  
Apply in person at  
Maui College  
310 W Kaahumanu Ave.  
Community Services Center Building,  
Kahului, HI 96732

Lahaina Civic Center  
1840 Honopū'ili'ani Hwy.,  
Lahaina, HI 96761

For assistance, call (808) 518-6217  
Chuukese, Marshallese, Ilocano, Tagalog, Spanish, and Tongan interpreters available.

This service is brought to you by AlohaCare and the Immigration Resource Center  
under the leadership of Pacific Gateway Center, and funded by the State of Hawai'i.

PACIFIC GATEWAY CENTER

## Maui Emergency Communication

### What is a “well-child visit?”

Even if your keiki is not sick, routine visits help your keiki's doctor provide important advice and treatments to keep them healthy as they grow. And the visits are *free*.

At a well-child visit, your keiki's doctor will:

- do a physical exam including
  - height and weight
  - vision
- answer your questions about your child's wellbeing
- offer advice on how to keep your child healthy
- give routine immunizations
- provide recommendations for your child's growth and development



### Ania ti “well-child visit?”

Uray no saan a masakit ti anakyo, dagiti gagangay a panagbisita tulonganna ti doktor ti anakyo a mangipaayu kadagiti napateg a balakad ken panangagas tapno agtalinao a nasalun-at bayat ti panagdakkelna. Ken *awan bayadanya* para iti daytoy.

Iti maysa a well-child visit, daytoy ti aramiden ti doktor para iti anakyo:

- pisikal nga eksaminasion a ramanenra ti anakyo
  - kinatayag ken timbang
  - panagkituken panagdengngueg
  - sungbattana dagiti saludsodyo ken ti anakyo
- mangipaayu iti balakad para iti kinasalun-at ti pisikal, mental, ken sosial
- mangat kadagiti rutina a pannakabakuna
- mangipaayu kadagiti referral tapno agpakanonsulta kadagiti espesialista.



Ilocano

30 ALOHACARE  
Thirty Years of Healthcare with Aloha

### MQD's Child Wellness Incentive Program



A photograph of a woman in a yellow patterned shirt and white shorts pushing a man in a wheelchair. The man is smiling and looking towards the camera. They are walking on a paved path with a grassy hillside and trees in the background.

# We're All in This Together

Collaboration with State and Community  
Partners



# Cultivating & Leveraging Partnerships



## Our Goals

- Prevent avoidable loss of healthcare coverage
- Protect and uplift vulnerable communities
- Advance health and socioeconomic outcomes in tandem

## Trusted Partners

- Community Health Centers
- Community Healthcare Providers
- Community Based Organizations



# Cultivating & Leveraging Partnerships



WAIANAE COAST  
COMPREHENSIVE  
HEALTH CENTER



# Supporting the State



## Policy & Implementation Choices

- Centering members and impacted populations
- Foster two-way dialogue and feedback

## New Systems and Processes

- True partnership and collaboration on IT and workflows
- Collective responsibility to implement this smoothly
- A ready and supportive resource to the State – testing, troubleshooting, process improvement

## Communications & Navigation

- Outreach and inreach
- Speak with one voice





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**Mahalo!**