

ALOHACARE SERVICE COORDINATION

What is Service Coordination?

Service coordination is a covered benefit for those who have Special Health Care Needs (SHCNs) or receive Long-term Services and Supports (LTSS). Service Coordinators review, plan, and help you meet your health and support needs.

How can a Service Coordinator help me?

Your Service Coordinator is your main point of contact and will act as your guide in getting what you need, when you need it, in the most appropriate manner and, to the extent possible, according to your directions. A Service Coordinator looks at your complete health needs. He or she works with you and your family, and your doctors, if fitting, to get the services you need.

Who is my Service Coordinator?

We will assign a Service Coordinator to you. He or she will contact you by phone. If he or she is unable to reach you, you will get a letter with his or her contact information. The name of Service Coordinator is also printed on your AlohaCare member ID card.

When do I meet my Service Coordinator?

Your Service Coordinator will schedule a face-to-face assessment with you. He or she will meet with you to develop a service plan to address your needs. Your Service Coordinator will review this plan with you on a regular basis and make any necessary adjustments. You may meet more often or you can speak by telephone.

How do I contact my Service Coordinator?

Your Service Coordinator will keep in contact with you by phone, email or text messaging depending on your preference. You will receive information from your Service Coordinator on how to contact him or her directly. You can also contact your Service Coordinator by calling Member Services at 973-0712 (Oahu) or toll-free at 1-877-973-0712. TTY users call 1-877-447-5990. Ask for your Service Coordinator. You can contact him or her as often as you need.

What if I want to change my Service Coordinator?

If you would like to change your Service Coordinator, please call Member Services at 973-0712 (Oahu) or toll-free at 1-877-973-0712. TTY users call 1-877-447-5990. Ask to talk to our Service Coordination Manager about a change. We can assign you to a new Service Coordinator within 5 business days of your request.

Are there different types of Service Coordinators?

You will be assigned a Service Coordinator based on your individual special health care need. If you have more than one family member in your household who qualifies for a Service Coordination, you may each have a different Service Coordinator assigned to you.