



Fact Sheet July 2017

Background

- In 2015, legislation (Act 103) passed to enable the state-run Hawaii Health Systems Corporation to privatize its Maui Region hospital system. The historic agreement was signed in January 2016.
- Kaiser Permanente was selected for the first public-private partnership with the State of Hawaii to manage, operate and provide health care services for:
 - Maui Memorial Medical Center and Maui Memorial Outpatient Clinic
 - Kula Hospital and Clinic
 - Lanai Community Hospital
- The Maui Region hospitals will be managed by Maui Health System (MHS), a nonprofit LLC wholly owned by Kaiser Foundation Hospitals. Relationships with HHSC will continue – HHSC will continue to own the land/buildings, leasing them to MHS
- **These facilities will continue to operate as vital community hospitals, open to everyone regardless of health insurance coverage.**

About Maui Health System

- Maui Health System will operate five facilities, including Maui Memorial Medical Center – a 214-bed, level 3 trauma, hospital.
- Maui Health System has more than 1,500 employees and works with hospital-based physicians and clinicians and community physicians – which includes more than 1,000 primary and specialty care providers.
- Maui Health System is governed by a Board of Directors that includes representatives from the Maui community.

KP/KP Hawaii Members

- Kaiser Permanente serves nearly 60,000 members in Maui (or more than 1/3 of Maui residents). Ensuring that the entire community has access to high-quality, affordable health care is another way we are carrying out our mission.
- There are no changes for Kaiser Permanente members. They can visit the same Kaiser Permanente doctor and clinic they visit now.
- Kaiser Permanente members can schedule appointments at kp.org/appointments or call 808-243-6000. (TTY, call 711.)

For Maui Health System Patients (non-KP members)

- On July 1, Maui Memorial Medical Center, Kula Hospital and Lanai Community Hospital become a part of Maui Health System, which is affiliated with Kaiser Permanente.
- Through this transition, Maui Health System is committed to ensuring that these facilities remain community hospitals — serving all the people of Maui and Lanai regardless of their health insurance coverage.

**Frequently Asked Questions****If I'm not a KP member can I still go to the hospitals?**

Yes. These hospitals remain community hospitals, open to all – regardless of health insurance coverage.

If I am a KP member, should I go to the hospitals for all my care?

There is no change for you. You can visit your Kaiser Permanente doctor as usual. You can go to the same Kaiser Permanente clinic you visit now. You can schedule appointments at kp.org/appointments. You also can call 808-243-6000. (TTY, call 711.)

Will my non-KP physician still be able to see his patients at the hospitals?

Yes. You'll see many familiar faces at our hospitals, including the physicians and providers you have come to trust, working alongside physicians and providers from the community to care for our patients

Will checking in and discharge process at the hospital be different? Will billing be different?

The process will be very similar to what you experienced before.

For questions about your hospital bill, please contact Patient Financial Services at 808-242-2010. Maui Memorial Medical Center will bill your health plan carrier(s) according to the information provided at registration. You'll be asked to present your current health plan coverage cards and to pay all copays, deductibles, coinsurance, and fees for noncovered services when registering and checking in for services.

What about my friends and family who work at the hospital, will they keep their jobs?

Earlier this year, all employees who currently work at the facilities received an offer of employment to continue their service with Maui Health System. Approximately 97 percent chose to accept their offer. Credentialing, training, and onboarding activities for these employees have been underway since January.

Does this change mean we'll have more specialty services available on Maui?

Maui Health System is positioned to expand access to specialty care, promote health and well-being in schools and communities, and champion innovation and care improvement.

Maui Health System is committed to keeping as much care as possible on Maui and Lanai so that patients can be near family and friends.

What physical improvements (expansion and renovation) do you have planned for Kula Hospital? For Maui Memorial Medical Center?

Maui Health System is proud to invest in our people, services and facilities. Our first goal is a seamless and safe transition for our patients and staff. We look forward to sharing our vision after the transfer.

Who can I call if they have questions?

For Maui Memorial Medical Center questions, call 808-244-9056.

For questions about Kaiser Permanente health plans, call Member Services toll free at 1-800-966-5955 (TTY, call 711), Monday through Friday, 8 a.m. to 5 p.m., and Saturday, 8 a.m. to noon.