



LAVA FLOW ADVISORY

Due to the Pahoia lava flow, AlohaCare has taken measures to ensure our members have access to care. AlohaCare will be contacting our Medicaid and Medicare members that reside in the Pahoia and Lower Puna areas to provide them with information relative to AlohaCare's implementation of action to ensure they have access to medical care and prescriptions.

AlohaCare's Customer Service Representatives are available to provide further assistance. Contact us at (808) 973-1650 or toll free at 1-800- 434-1002.

Primary Care

Bay Clinic's Pahoia Family Health Center (808) 965-9711 and Pahoia Women and Children's Health Center (808) 965-3038

- Both clinics are open.
- Should they evacuate, members isolated on the South or Kalapana side of the flow will be served by a mobile unit.
- Residents on the North or Hilo side of the flow will be served by the Keaau Family Health Center (808) 930-0400.

Emergency Care

- Hilo Medical Center Emergency Room
- Ka'u Hospital Emergency Room, located in Pahala

Urgent and Emergent Care

- Puna Community Medical Center - (808) 930-6001
- Urgent and emergent care is available at the Malama Market Place location.
- Should they evacuate, members will have access to Urgent Care via their mobile unit and a second location will be available at the south end of town across from Pahoia High School.

Other East Hawaii Urgent Care Providers

- Urgent Care Keaau - (808) 966-7942
- Kauka Express Urgent Care Clinic, Puainako Center - (808) 981-1700
- Hilo Urgent Care - (808) 969-3051

AlohaCare's Nurse Advice Line

AlohaCare members have access to a Nurse Advice Line at 1-877-225-8839. Call to talk to a nurse about your health conditions and when you need to see the doctor.

Access to Medication

- Extended Supply - Providers may prescribe an extended supply of maintenance drugs.
- Maximum Refill - Pharmacies may fill prescriptions to the maximum refill for maintenance drugs.
- Lost or Damaged – Replacement prescriptions are allowed.
- To transfer a prescription to another pharmacy, call the new pharmacy to make sure they will accept it.
- Should a pharmacy tell a member their prescription cannot be fill, members are urged to call AlohaCare for assistance.

Available Pharmacies:

- Pahoia Longs Drug (965-3144)
- Keaau Longs Drug (982-8600)
- Hilo Longs Drug – Downtown (935-9075)
- Hilo Longs Drug – Puainako (959-4508)
- Hilo Longs Drug – Ponahawai (933-8555)
- Hilo Foodland Pharmacy (959-7300)
- Hilo Hawaii Whole Person Healing (936-1156)
- Hilo KTA Puainako Pharmacy (959-8700)
- Hilo Liza Maniquis-Smigel MD (933-3444)
- Hilo Mina Pharmacy (935-3100)
- Hilo Pharmerica (969-1775)
- Hilo Rainbow Healthcare Services (969-9966)
- Hilo Safeway Pharmacy (920-8874)
- Hilo Shigi Drug (935-0001)
- Hilo Target Pharmacy (920-8606)
- Hilo The Foot health Clinic (961-5700)
- Hilo Ululani Pharmacy (934-9400)
- Hilo Wal-Mart (969-1062)
- Hilo Walgreens (961-1001)