



MAUI WILDFIRES RESOURCE SHEET | LAST UPDATED: 9/6/23

<https://www.proservice.com/maui-resources/>

CONTACT PROSERVICE HAWAII FOR SUPPORT & GUIDANCE

NEW WAILUKU OFFICE ADDRESS: 35 Lunalilo, Ste. 100, Wailuku, HI 96793
 Contact 808-394-8878 | info@proservice.com | Open Monday - Friday, 8:00 am – 5:00 pm

EMPLOYEE SERVICE CENTER: (808) 394-4162
 Dedicated Employee Service Line: Payroll, HR Inquiries, General Guidance & More

UNEMPLOYMENT INSURANCE (UI)

PROSERVICE UNEMPLOYMENT TEAM: 808-725-6882 | unemployment@proservice.com

FILE A CLAIM ONLINE

Site: <https://labor.hawaii.gov/ui/>

FILE A CLAIM OVER THE PHONE

OPEN HOURS: Daily - from 7 am to 6 pm. To file a claim over the phone, Social Security Number is required.

Call any of these numbers to file a UI claim:

(833) 901-2272 (808) 762-5751
 (833) 901-2275 (808) 762-5752

FILE A CLAIM IN PERSON AT THE UI OFFICE

To file a claim in person, identification, such as a driver's license, passport, or State ID card, is required. Photocopies will be accepted.

Address:

Wailuku State Building
 54 South High Street, Room 201

Beware of Fraud: The State of Hawaii will NOT ask for personal information or send status via text. To report fraud, call the UI Call Center at 808-762-5751, Option 4 or the National Center for Disaster Fraud at 866-720-5721.

HELPFUL INFO REGARDING YOUR UNEMPLOYMENT APPLICATION:

- **Direct deposit info** (account type, account number, and routing number). In the State of Hawaii, having a direct deposit account is required to get paid. Employees will receive benefits through direct deposit.
- **Use these "Type of Separation" reason on your UI application, depending on your situation:**
 - If **furloughed but not working any hours**, use *"Temporary Layoff – Partial Claim"*
 - If **permanent layoff**, use *"Laid off - Lack of Work"*
- Unemployment benefits are taxable, and taxes are not automatically withheld. Employees may request to withhold taxes at the time of submitting their application for benefits..
- Employees are NOT required to register with HireNet and complete the job search requirement for claims due to the wildfires - the State is waiving this requirement.



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HEALTH CARE OPTIONS

PROSERVICE BENEFITS TEAM: 808-394-4175 | benefitservices@proservice.com

HOW DO I APPLY TO EXTEND HEALTH CARE COVERAGE?

Employees have the option to enroll in **COBRA** (if COBRA eligible) or choose an **Extended Health Care Option**.

HOW TO ENROLL IN COBRA?

- **OPTION 1 - MAILED:** Have the COBRA packages mailed to the employees to the address on file. **Note: If you have an alternate address, please call ProService and update your address.**
 - For Employees who live in currently inaccessible areas, mail can be picked up from the lobby of the **Lahaina Main Post Office** with a photo ID.
 - Lahaina Post Office Hours: Mon-Sat: 10am-5pm
 - Lahaina Post Office Address: 1760 Honoapiilani Highway Lahaina, HI 96761
- **OPTION 2 - PICK UP AT PROSERVICE:** Pick up COBRA packages at the ProService Wailuku office. Note: this will take approximately 20-30 minutes to complete, as each is a custom package.
- **OPTION 3 - EMAIL:** Contact the ProService Benefits Team to request a COBRA package to be emailed.

IMPORTANT NOTES ABOUT COBRA:

- A company is COBRA eligible if they employed 20 or more full-time equivalent employees in at least 6 months in the prior year.
- COBRA coverage does NOT begin UNTIL the carrier receives the application & payment.
- COBRA is not automatic. The ProService COBRA package will have instructions for employees to fill out and submit to ProService.
- It will be the employee's responsibility to contact the carrier to make payment.

WHAT ARE OTHER ADDITIONAL & POTENTIALLY LOWER COST COVERAGE OPTIONS BESIDES COBRA?

Employees have the option to choose an **Extended Health Care Option**.

WHAT ARE MY EXTENDED HEALTH CARE OPTIONS?

- **OPTION 1: Government Health Insurance Marketplace** | <https://www.healthcare.gov/> | The Marketplace is a platform established by the government for individuals and families. You will also learn if you qualify for free or low-cost coverage from **Medicaid** or the **Children's Health Insurance Program (CHIP)**.
- **OPTION 2: Med-QUEST** | APPLY ONLINE: <https://humanservices.hawaii.gov/mqd/> | APPLY OVER THE PHONE: 877-628-5076 | The State of Hawaii Med-QUEST Division provides eligible low-income adults and children access to health and medical coverage.
- **OPTION 3: Individual Carriers** - Please contact the carrier directly for an estimate of premium cost.
 - HMSA | Ph: 808-948-5555 | <https://hmsa.com/health-plans/individuals-families/metallic-plans/>
 - KAISER | Ph: 808-432-5955 | <https://healthy.kaiserpermanente.org/hawaii/shop-plans#individual-and-family-plans>
 - HAWAII DENTAL SERVICES | Ph: 844-379-4325 | <https://www.hawaiidental-service.com/plans/individual>

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DISASTER RELIEF DIRECTORY

Organization	Contact Info	Resources Available
FEMA	<p>Phone: 1-800-621-3362 Web: www.DisasterAssistance.gov Hours: 8 a.m. to 7 p.m. HST everyday In-Person:</p> <ul style="list-style-type: none"> ● Kahului: 310 W. Ka’ahumanu Avenue, Kahului, HI 96732 ● Upcountry Maui: Mayor Hannibal Tavares Community Center (Lower Multipurpose Room) - 91 Pukalani Street, Makawao, HI 96768 	<p>Transitional Sheltering Assistance and Critical Needs Assistance programs</p> <p>You do not need to visit a Disaster Recovery Center to register for FEMA assistance. However, the Disaster Recovery Center is open to those who would like to speak to a FEMA specialist in person.</p>
DISASTER UNEMPLOYMENT ASSISTANCE (DUA) BENEFITS	<p>Web: hs.hawaii.gov/#/uicclaim Locations:</p> <ul style="list-style-type: none"> ● Family Assistance Center Hyatt Regency Maui (Ka’anapali Beach) – Monarchy Ballroom 200 Nohea Kai Drive, Lahaina, HI 96761 ● Maui Claims Office 54 South High St. Rm. 201, Wailuku, HI 96793-2198 Phone: (808) 984-8400 ● American Job Center Hawaii-Maui 110 Ala’ihi St. #209, Kahului, HI 96732 Phone: (808) 270-5777 	<p>Workers, business owners, and self-employed individuals in the County of Maui who became unemployed or had their work hours reduced or interrupted due to the wildfires that occurred on August 8, 2023 and do not qualify for regular unemployment insurance may be eligible for DUA benefits.</p>
SBA DISASTER RECOVERY CENTER	<p>Address: 590 Lipoa Parkway Building A, Suite 119 Kihei, HI 96753 Hours: Monday-Friday, 8 am-5 pm, and Saturdays, 10 am – 2 pm.</p>	<p>SBA Loans</p> <ul style="list-style-type: none"> ● Home & Property ● Business Physical Disaster Loans ● Economic Injury Disaster Loans ● Military Reservists Economic Injury Loans
NATIONAL ALLIANCE OF MENTAL HEALTH	<p>Email: anisa@namihawaii.org</p>	<p>Maui Strong support group. Meetings will be Aug. 19 and 26 via zoom. Email to register.</p>
HAWAIIU TELEHEALTH (HUT)	<p>Phone: (808) 375-2745</p>	<p>HUT is offering free telehealth services for anyone affected by the Maui wildfires. No health insurance is needed.</p>

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HAWAII CARES	Phone: 808-832-3100 or 1-800-753-6879, or call/text/chat 988.	Hawai'i Cares is offering local crisis counselors. After hour services are available.
DOH MAUI COMMUNITY MENTAL HEALTH CENTER (CMHC)	Phone: (808) 984-2150 Email: mauiwellness@doh.hawaii.gov In-Person: 121 Mahalani Street, Wailuku Hours: M-F 8:00 a.m. to 4:30 p.m. Expanded Clinic Hours: Sat-Sun 8:00 a.m. to 4:30 p.m. After-Hours Phone: 808-832-3100, 1-800-753-6879, or call/text/chat 988.	Offering crisis mental health services and expanding hours to those experiencing emotional or psychological distress as a result of the Maui wildfires.
GINGER APP (Mental Health App from Kaiser Permanente)	Download at: kp.org/coachingapps/hi	Kaiser has a partnership with Ginger, a mental health app, that allows you to text one-on-one with an emotional support coach anytime, anywhere. Offers 24/7 text-based emotional support coaching.
CARELON BEHAVIORAL HEALTH (HMSA Partner)	Phone: 1-800-580-6934	Carelon Behavioral Health, a partner with HMSA, is offering free counseling services. Call 1-800-580-6934.
CALM & COLLECTIVE THERAPEUTICS	Web: https://www.calmandcollectivehi.com/therapists	Offering free counseling services for those directly impacted by the Maui wildfires.
MANA MENTAL HEALTH	Contact Dr. Kalena Lanuza Phone: 971-251-2081 Email: kalena@manamentalhealth.com	Offering free individual counseling sessions (virtual or phone) for pregnant or postpartum moms.
LIFEWORKS (A MetLife EAP vendor)	Phone: 1-888-319-7819	Offering (EAP) services at no cost to those affected by the Maui wildfires, customer or not.
MENTAL HEALTH AMERICA	Disaster Distress Helpline: 1-800-985-5990 (Toll-Free) Call or Text, Available 24/7	Multilingual, crisis support service is available to all U.S. and its territories residents experiencing emotional distress related to natural or human-caused disasters.
HIRENET JOBS PORTAL	Web: https://disasterrecovery.hirenethawaii.com	Complete set of employment tools for job seekers affected by the wildfire disaster.



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