

IMPORTANT INFORMATION

ABOUT YOUR MEDICAL INSURANCE CARDS

Will I receive new medical insurance member cards?

If you are an HMSA member, you will receive a new medical insurance card in January. If you are a Kaiser or HDS member, you will not receive a new insurance card.

If I'm not changing health plans, will my current medical insurance cards still work?

Yes. If you're not changing your health plans, your subscriber number will remain the same and you can use your current cards until the new ones arrive.

If I don't receive my new cards by January 1, am I still covered?

Yes. Your health care coverage for the coming year is effective January 1, even if you don't receive your new cards by then.

What if I need to see a doctor in January and they ask me for my insurance card?

You can obtain a copy of your insurance card(s) online by following the instructions below. In addition, you and/or your doctor can confirm coverage by contacting your carrier directly.

- HMSA Provider Services: 808-948-6330
- Kaiser Customer Service: 1-800-966-5955
- HDS Customer Service: 1-844-379-4325

How can I obtain a copy of my insurance card?

There are 3 ways to get a copy of your insurance card:

- Online Self-Service. Register for an account on your carrier's website (see links below) and download your insurance card from the web.
 - HMSA: Go to hmsa.com and click on Member Login to get started.
 - Kaiser: Go to kp.org/registernow and create your account.
 - HDS: Go to hawaiidentalsservice.com/hds/registration to register.
- Contact the ProService Employee Service Center at 808-394-4162 for assistance. Please allow 7-10 days to receive your new cards after reordering.
- Contact your carrier directly:
 - HMSA Customer Service: (808) 948-6079
 - Kaiser Hawaii Customer Service: 1-800-966-5955
 - HDS Customer Service: 1-844-379-4325

