

Member Service Contact Centers, Local Member Services,
and Appointment & Advice Call Centers

REVISED QUESTIONS AND ANSWERS

Re: Hawaii Pre-travel COVID-19 Testing Program

Thursday, October 15, 2020

Kaiser Permanente — All Regions

Original distributed on October 8, 2020
Initial revision distributed on October 9, 2020
Second revision distributed on October 15, 2020

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Please note: If there's a question that can't be answered with the following information, please inform the caller that you don't have the information but you'll look into the issue and get back to him or her as soon as possible. To get answers, please email Michelle Gonzalez with the MSCC National Team at Michelle.L.Gonzalez@kp.org. **This contact information is for your use only. Do not provide directly to members.**

Media inquiries: Please direct any questions from the **media** about this issue to our media hotline at (510) 271-5953 or National-Media-Relations@kp.org. **This contact information is for media use only. Do not provide directly to members.**

The following information is to help you answer questions from members and patients.

BACKGROUND

Beginning October 15, 2020, the State of Hawaii will implement a pre-travel COVID-19 testing program.

Currently, the State of Hawaii has a mandatory 14-day quarantine for all incoming travelers, both residents and visitors. Beginning October 15, 2020, however, the state will implement a pre-travel testing program, which will allow those traveling to most* of Hawaii to avoid the mandatory quarantine upon arrival, as long as they can provide evidence of a negative COVID-19 test result from one of the State of Hawaii's trusted testing providers, within 72 hours of

departing for Hawaii. Kaiser Permanente is a trusted testing provider for the State of Hawaii's pre-travel testing program.

*For neighbor island travel to Big Island (Hawaii Island), Kauai, Maui or other islands outside of Oahu, please refer to the state's site for updates at <https://hawaiiicovid19.com/travel/>. As of 10/14/20, some of these islands are requiring additional testing.

You can learn more at <https://hawaiiicovid19.com/travel/>.

Below are talking points for use with members.

Contents:

1. Program overview
2. How to get a pre-travel test
3. How to schedule a pre-travel test from one's home region
4. How to schedule a pre-travel test from a host region
5. Type of test and timeline
6. Making pre-travel testing easier
7. Limitations to a visiting member account
8. Cost of testing is covered
9. Sharing test results with the State of Hawaii
10. Unable to get tested through KP
11. When results aren't available in 72 hours
12. Testing upon arrival in Hawaii
13. Websites for more information

*[CSR, please note that the information below applies to Kaiser Permanente members. **If a non-member calls, please advise them to reference the State of Hawaii's Safe Travel website <https://travel.hawaii.gov/>.**]*

1. Q: What is the Hawaii Pre-Travel Testing program and how does it work?

A: Beginning October 15, 2020, the State of Hawaii will implement a pre-travel testing program, which will allow those traveling to most* of Hawaii to avoid the current mandatory 14-day quarantine upon arrival, as long as they can provide evidence of a negative COVID-19 test result from one of the State of Hawaii's trusted testing providers within 72 hours of departing for Hawaii. Kaiser Permanente is a trusted testing provider for the State of Hawaii's pre-travel testing program.

This applies to all travelers over the age of 4. Children 4 and under do not have to be tested.

*For neighbor island travel to Big Island (Hawaii Island), Kauai, Maui or other islands outside of Oahu, please refer to the state's site for updates at <https://hawaiiicovid19.com/travel/>. As of 10/14/20, some of these islands are requiring additional testing.

2. Q: How can I (or my family and I) get the necessary test in time for our travel to Hawaii?

A: You may be able to get tested at Kaiser Permanente. At this time many Kaiser Permanente regions offer testing for asymptomatic members for the purpose of travel clearance. However, given the evolving nature of a pandemic, a surge in a city, area or state may require health care providers to prioritize testing for acute care needs, at which time pre-travel testing may not be available.

When pre-travel testing is not available from Kaiser Permanente, you may choose to be tested at an external licensed, independent facility (for example, CVS, Walgreens, a private lab like Quest, or other program testing partners – visit <https://hawaiiicovid19.com/travel/> for more information). Many of these facilities bill Kaiser Permanente directly, so you may not have to pay anything out of pocket. But if you are charged, Kaiser Permanente will provide reimbursement for the cost of the test as long as it's conducted by a licensed facility.

3. Q: How can I schedule a pre-travel COVID-19 test from my home region?

A: If you plan to visit Hawaii from your home region, please go to kp.org or contact the appointment call center or nurse advice line for assistance with scheduling a COVID-19 test at your nearest testing facility.

- For members with minors aged 12-17, pre-travel testing at an independent facility (for example, CVS, Walgreens, a private lab like Quest, or other program testing partners – visit <https://hawaiiicovid19.com/travel/> for more information) is recommended.*
- For members traveling with minors 11 years of age and under, you may link your child's kp.org account to your account. You will be a proxy and able to view your child's test results on-line.
- This applies to all travelers over the age of 4. Children 4 and under do not have to be tested.

***NOTE:** Privacy laws guide how and when minors may view test results online. These laws vary by state, so Kaiser Permanente regional systems and processes also vary. Members traveling with minors are recommended to complete their COVID-19 testing at an independent facility in order to view results online. (Example: CVS, Walgreens, a private lab like Quest or other program testing partners. Visit <https://hawaiiicovid19.com/travel/> for more information.)

4. Q: How can I schedule a pre-travel COVID-19 test when I'm not in my home region?

A: If you're traveling to Hawaii from outside of your home region but are in another Kaiser Permanente region*, you should call the **Away-from-Home Travel Line at 951-268-3900** for assistance in finding the nearest testing facility and instructions on scheduling an appointment. You are encouraged to call the Travel Line (M-F 8:00 a.m. – 5:00 p.m. PST) before leaving home, to set up the necessary online accounts.

- If you're traveling with minors, testing at an independent facility is recommended. *[CSR, see bullets and note at question above and last bullet at #7 below.]*
- This applies to all travelers over the age of 4. Children 4 and under do not have to be tested.

***Examples:** A HI member is travelling back from a host region to Hawaii; or a CO member travels to CA and then later departs to Hawaii.

5. Q: What type of test will the State of Hawaii accept and when can I schedule my pre-travel test?

A:

- Only test results from trusted testing partners approved by the Hawaii Department of Health will be accepted. Visit <https://hawaiiicovid19.com/travel/> for more information on program testing partners.
- The State of Hawaii's trusted testing partners offer various types of COVID tests. An antibody or antigen test will NOT be accepted. Please refer to the state's FAQs at <https://hawaiiicovid19.com/travel/> for more information on the type of test the state will accept.
- The test must be administered no more than 72 hours before departure of the last flight to Hawaii.
 - **Example:** Flight departs originally from Denver and connects in San Francisco. The 72-hour clock counts back from when the flight leaves San Francisco.
- All travelers to Hawaii* should visit the State of Hawaii's Safe Travel website at <https://travel.hawaii.gov> to learn more about the program.

*For neighbor island travel to Big Island (Hawaii Island), Kauai, Maui or other islands outside of Oahu, please refer to the state's site for updates at <https://hawaiiicovid19.com/travel/>. As of 10/14/20, some of these islands are requiring additional testing.

6. Q: What can I do to make the pre-travel testing easier?

A:

- All travelers to Hawaii should visit the State of Hawaii's Safe Travel website at <https://travel.hawaii.gov> to create an account.
- If you don't already have one, you should establish a kp.org account so you will be able to view and share your test results with the State of Hawaii.
- If you are traveling with minors 11 years of age and under, you may link your child's kp.org account to your account. You will be a proxy and able to view your child's test results on-line.
- If you will be tested outside of your home region but in another Kaiser Permanente region, you will need to establish a visiting member medical record number and visiting member kp.org account. *[CSR, see additional information at Q&A #4 above as well as the information at Q&A #7 below.]*

7. Q: Are there any limitations with a visiting member account?

A:

- Visiting members must view their test results through their visiting member kp.org account (not their home region account). This means they must select the region where they were tested when logging into kp.org.
- Visiting member test results are **not** available through the KP app.

- **Visiting members under 18 cannot view their test results on-line, therefore it is recommended they seek testing at an independent facility.** [CSR, see bullets and note at Q&A #3 and #4 above.]

8. Q: Is COVID-19 travel testing a covered benefit? Is there a member cost-share?

A:

- COVID-19 testing is a covered benefit, including for the State of Hawaii pre-travel testing program. There is no copay or other member costshare for this test.
- If a member receives a COVID-19 test for travel to Hawaii through an independent facility or laboratory, most providers will bill Kaiser Permanente directly (provider sends claim to the address on the Kaiser Permanente card).
- If the provider is not willing to submit a claim to Kaiser Permanente, members may pay upfront and submit the receipt and a reimbursement form. KP will reimburse for COVID-19 tests at 100% of cost.
- Please note that Kaiser Permanente will only cover the cost if the testing was conducted by a licensed provider.

9. Q: How do I receive my test results and share them with the State of Hawaii?

A:

- COVID-19 test results are posted on kp.org.
- Travelers will be able to upload* their test result when they complete their travel and health forms on the State of Hawaii's Safe Travels digital platform, found at <https://travel.hawaii.gov/#/>, or after they arrive.
- Travelers may also bring hard copies of the test results for verification upon landing in Hawaii.

**[CSR, if needed, see companion document titled "Instructions on saving/uploading COVID-19 test results prior to returning to Hawaii" - shorter file name is "Instructions re online COVID-19 test results for HI".]*

10. Q: What happens if I can't schedule a test through Kaiser Permanente?

A: When pre-travel testing is not available from Kaiser Permanente, you may choose to be tested at an external licensed, independent facility (for example, CVS, Walgreens, a private lab like Quest, or other program testing partners – visit <https://hawaiiicovid19.com/travel/> for more information). Many of these facilities bill Kaiser Permanente directly, so members may not have to pay anything out of pocket. But if you are charged, Kaiser Permanente will provide reimbursement for the cost of the test, as long as it's conducted by a licensed facility.

11. Q: What happens if I can't get my test results within 72 hours?

A: Upon arrival in Hawaii*, passengers unable to provide proof of an approved negative test result will be required to go into quarantine, until they receive a negative test result. They must remain in quarantine for 14 days or until their proof of negative test result is accepted by the State of Hawaii.

If you don't receive your test result in a timely manner, and you were tested at a Kaiser Permanente facility, you should call the appointment line where you were tested to check on the status of the result. I can help look that number up for you, if you like. If

further escalation is needed, you should contact the **Away-from-Home Travel Line at 951-268-3900** for assistance.

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12. Q: Can travelers get a test upon arrival in Hawaii?

A: No, not for this pre-travel testing program. However, when travelers go through the screening process upon arrival, a COVID-19 test may be offered if the traveler is symptomatic or a temperature check indicates a temperature of 100.4 degrees or higher, or answers upon arrival indicate that the traveler should be tested. The arrival test will not be offered in place of the pre-departure test.

13. Q: Where can I get more information on the State of Hawaii's Pre-Travel Testing Program?

A: The State of Hawaii has additional information available on their website at <https://hawaiicovid19.com/travel/>.

The State of Hawaii has also created a one-page infographic to illustrate the process. To view it, go to: <http://kp.org/hi-travel-test>.