

# GOT A CONCERN?

## LONG-TERM CARE (LTC) SERVICES ON OAHU



**Hawaii Long-Term Care Ombudsman Program** 808-586-7268  
Information & Assistance with LTC Residents' Rights 1-888-229-2231

**Department of Health Office of Health Care Assurance**  
601 Kamokila Blvd. Rm 361, Kapolei, 96707

- Skilled Nursing Facility 808-692-7420
- Adult Residential Care Home, Assisted Living Facility or Community Care Foster Family Home 808-692-7400

**Community Ties of America - Hawaii** [Comties.com](http://Comties.com) 808-234-5380  
Licensing and Complaints of Case Management Agencies and Community Care Foster Family Homes

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**Med-QUEST Division Helpline** [MedQUEST.hawaii.gov](http://MedQUEST.hawaii.gov) 808-587-3540  
801 Dillingham Blvd. 3rd Floor, Honolulu, 96817  
Medicaid Eligibility and Benefits

**Livanta Helpline** [LivantaQIO.com](http://LivantaQIO.com) 1-877-588-1123  
9090 Junction Dr. Ste 10, Annapolis Junction, MD 20701  
Discharges/Benefits Appeals and Immediate Help for Complaints

**Adult Protective Services Helpline** 808-832-5115

**Legal Aid Society of Hawaii** [Legalaidthawaii.org](http://Legalaidthawaii.org) 1-800-499-4302  
Legal Counseling and Assistance

**Hawaii Disability Rights Center** 808-949-2922  
1132 Bishop St. Ste 2102, Honolulu, 96813  
Enforcement of Disability Rights and Protection from Disability-Based Discrimination

**Social Security Administration** [SSA.gov](http://SSA.gov)  
• 300 Ala Moana Blvd. Rm 1-114 Fed Bldg., Honolulu, 96850 1-855-572-4879  
• 970 Manawai St., Kapolei, 96707 1-855-572-4866  
Social Security Benefits and Medicare Enrollment

**Hawaii State Health Insurance Assistance Program (SHIP)** 808-586-7299  
Medicare Eligibility and Benefits [HawaiiSHIP.org](http://HawaiiSHIP.org)

**Senior Medicare Patrol (SMP) Hawaii** 808-586-7281  
Report Medicare Fraud and Scams [SMPHawaii.org](http://SMPHawaii.org)

**Aging and Disability Resource Center (ADRC)** [HawaiiADRC.org](http://HawaiiADRC.org) 808-768-7700  
Elderly Affairs Division, 925 Dillingham Blvd. Ste 200, Honolulu, 96817 808-643-2372  
Community Support Services

**Veterans Administration - Resident Advocate** [Hawaii.VA.gov](http://Hawaii.VA.gov) 808-433-0760



# GOT A CONCERN?

## LONG-TERM CARE (LTC) SERVICES ON MAUI



HAWAII LONG-TERM CARE  
**OMBUDSMAN**  
SOMEONE WHO CARES



**State Long-Term Care Ombudsman** **1-888-229-2231**  
Information & Assistance with LTC Residents' Rights

**Department of Health Office of Health Care Assurance**  
601 Kamokila Blvd. Rm 361, Kapolei, 96707

- Skilled Nursing Facility **808-692-7420**
- Adult Residential Care Home, Assisted Living Facility or Community Care Foster Family Home **808-692-7400**

**Community Ties of America - Hawaii** **Comties.com** **808-234-5380**  
Licensing and Complaints of Case Management Agencies and Community Care Foster Family Homes

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**Med-QUEST Division Helpline** **MedQUEST.hawaii.gov**

- **Maui:** 210 Imi Kala St. Ste 110, Wailuku, 96793 **808-243-5780**
- **Molokai:** 65 Makaena St. Rm 110, Kaunakakai, 96748 **808-553-1758**
- **Lanai:** 730 Lanai Ave., Lanai City, 96763 **808-565-7102**

Medicaid Eligibility and Benefits

**Livanta Helpline** **LivantaQIO.com**

**1-877-588-1123**

9090 Junction Dr. Ste 10, Annapolis Junction, MD 20701

Discharges/Benefits Appeals and Immediate Help for Complaints

**Adult Protective & Community Services**

**808-243-5151**

**Legal Aid Society of Hawaii** **Legalaidthawaii.org**

**1-800-499-4302**

Legal Counseling and Assistance

**Hawaii Disability Rights Center**

**1-800-882-1057**

1132 Bishop St. Ste 2102, Honolulu, 96813

Enforcement of Disability Rights and Protection from Disability-Based Discrimination

**Social Security Administration** **SSA.gov**

**1-800-772-1213**

2200 Main St. Ste 125, Wailuku, 96793

**1-855-572-4863**

Social Security Benefits and Medicare Enrollment

**Hawaii State Health Insurance Assistance Program (SHIP)**

**1-888-875-9229**

Medicare Eligibility and Benefits **HawaiiSHIP.org**

**Senior Medicare Patrol (SMP) Hawaii**

**1-800-296-9422**

Report Medicare Fraud and Scams **SMPHawaii.org**

**Aging and Disability Resource Center (ADRC)** **HawaiiADRC.org**

**808-270-7774**

Maui County Office on Aging

- **Molokai** **808-553-5241**
- **Lanai** **808-565-6818**

Community Support Services

**Veterans Administration - Patient Advocate** **Hawaii.VA.gov**

**808-433-0760**



# GOT A CONCERN?

## LONG-TERM CARE (LTC) SERVICES ON KAUAI



**State Long-Term Care Ombudsman** **1-888-229-2231**  
Information & Assistance with LTC Residents' Rights

**Department of Health Office of Health Care Assurance**

601 Kamokila Blvd. Rm 361, Kapolei, 96707

- Skilled Nursing Facility **808-692-7420**
- Adult Residential Care Home, Assisted Living Facility or Community Care Foster Family Home **808-692-7400**

**Community Ties of America - Hawaii** **Comties.com** **808-234-5380**  
Licensing and Complaints of Case Management Agencies and Community Care Foster Family Homes

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**Med-QUEST Division Helpline** **MedQUEST.hawaii.gov** **808-241-3575**  
4473 Pahee St. Ste A, Lihue, 96766  
Medicaid Eligibility and Benefits

**Livanta Helpline** **LivantaQIO.com** **1-877-588-1123**  
9090 Junction Dr. Ste 10, Annapolis Junction, MD 20701  
Discharges/Benefits Appeals and Immediate Help for Complaints

**Adult Protective & Community Services** **808-241-3337**

**Legal Aid Society of Hawaii** **Legalaidthawaii.org** **1-800-499-4302**  
Legal Counseling and Assistance

**Hawaii Disability Rights Center** **1-800-882-1057**  
1132 Bishop St. Ste 2102, Honolulu, 96813  
Enforcement of Disability Rights and Protection from Disability-Based Discrimination

**Social Security Administration** **SSA.gov** **1-800-772-1213**  
4334 Rice St. 105, Lihue, 96766 **1-855-572-4842**  
Social Security Benefits and Medicare Enrollment

**Hawaii State Health Insurance Assistance Program (SHIP)** **1-888-875-9229**  
Medicare Eligibility and Benefits **HawaiiSHIP.org**

**Senior Medicare Patrol (SMP) Hawaii** **1-800-296-9422**  
Report Medicare Fraud and Scams **SMPHawaii.org**

**Aging and Disability Resource Center (ADRC)** **HawaiiADRC.org** **808-241-4470**  
4444 Rice St. Ste 330, Lihue, 96766  
Community Support Services

**Veterans Administration - Patient Advocate** **Hawaii.VA.gov** **808-433-0760**



# GOT A CONCERN?

## LONG-TERM CARE (LTC) SERVICES ON BIG ISLAND



HAWAII LONG-TERM CARE  
**OMBUDSMAN**  
EXECUTIVE OFFICE ON AGING



**State Long-Term Care Ombudsman** **1-888-229-2231**  
Information & Assistance with LTC Residents' Rights

**Department of Health Office of Health Care Assurance**

601 Kamokila Blvd. Rm 361, Kapolei, 96707

- Skilled Nursing Facility **808-692-7420**
- Adult Residential Care Home, Assisted Living Facility or Community Care Foster Family Home **808-692-7400**

**Community Ties of America - Hawaii** **Comties.com** **808-234-5380**

Licensing and Complaints of Case Management  
Agencies and Community Care Foster Family Homes

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**Med-QUEST Division Helpline** **MedQUEST.hawaii.gov**

- 1404 Kilauea Ave., Hilo, 96720 **808-933-0339**
- 75-5591 Palani Rd. Ste 3004, Kailua-Kona, 96740 **808-327-4970**

Medicaid Eligibility and Benefits

**Livanta Helpline** **LivantaQIO.com**

**1-877-588-1123**

9090 Junction Dr. Ste 10, Annapolis Junction, MD 20701

Discharges/Benefits Appeals and Immediate Help for Complaints

**Adult Protective & Community Services**

- 1055 Kinoole St. Ste 201, Hilo, 96720 **808-933-8820**
- 75-5995 Kuakini Hwy. Ste 433, Kailua-Kona, 96740 **808-327-6280**

**Legal Aid Society of Hawaii** **Legalaidhawaii.org**

**1-800-499-4302**

Legal Counseling and Assistance

**Hawaii Disability Rights Center**

**1-800-882-1057**

1132 Bishop St. Ste 2102, Honolulu, 96813

Enforcement of Disability Rights and Protection from  
Disability-Based Discrimination

**Social Security Administration** **SSA.gov**

**1-800-772-1213**

111 E. Puainako St. Ste 710, Hilo, 96720

Social Security Benefits and Medicare Enrollment

**Hawaii State Health Insurance Assistance Program (SHIP)**

**1-888-875-9229**

Medicare Eligibility and Benefits **HawaiiSHIP.org**

**Senior Medicare Patrol (SMP) Hawaii**

**1-800-296-9422**

Report Medicare Fraud and Scams **SMPHawaii.org**

**Aging and Disability Resource Center (ADRC)** **HawaiiADRC.org**

- 1055 Kinoole St. Ste 101, Hilo, 96720 **808-961-8626**
- 74-5044 Ane Keohokalole Hwy. Bldg B, Kailua-Kona, 96740 **808-323-4390**

Community Support Services

**Veterans Administration - Patient Advocate** **Hawaii.VA.gov**

**808-433-0760**

