



Care Coordination Program

Integrated Health Hawaii provides care coordination services for patients needing extra support in their health journey. IHH can help to connect you with timely access to medical and behavioral healthcare, social services, educational services, and various community resources.

What We Help With



Assessing needs

Screening and initial intake is performed by a Care Coordinator to determine level of care and needs.



Resource navigation

Learn about community resources and programs, and get help with connecting to different healthcare services.



Treatment options

Identify different treatment options best suited to benefit you, and address barriers to accessing care.



Support and follow up

Collaboration with patients and family, primary care physician, specialists, and other care team members to ensure you are supported.

Take the Next Step

01

Ask your PCP to refer you or call us to learn more

02

Meet with a Care Coordinator for intake

03

Develop a care plan and connect to resources

04

Receive continued support until your needs are met

Program Details

808-657-6473



CONSULTATION

- Patient review of information
- Screening for needs
- Patient education on CC services

- Identify patient needs
- Provide guidance



CARE COORDINATION

- Biopsychosocial
- Behavioral health screeners (e.g., depression, anxiety, patient engagement)
- Finding an appointment with a preferred provider that takes their insurance.
- Connection to behavioral health specialists
- Medication monitoring in collaboration with care team.
- Appointment management
- Education on services available
- Navigation of financial, legal, and social support services

- Reduction in depressive and mental health symptoms
- Reduced self-harm behaviors
- Reduced ER visits
- Improved engagement in work and school
- Develop better medication management strategies
- Finding resources and services needed effectively.
- Communicate with PCP

	Insurance	Free Consultation	Care Coordination	Notes
Pacific Healthcare (PHC)	HMSA HMO (PHC)	✓	✓ FREE	
MDX Hawaii	Humana (PPO/HMO) UnitedHealthcare	✓	✓ FREE	
All Other Insurances	Commercial Insurance (HMSA PPO, HMAA, UHA, etc.)	✓	\$ Out-of-pocket monthly fee	
	Medicaid (Quest)	✓	\$ Out-of-pocket monthly fee	Option to transition to insurance-provided care coordination services after consultation (if applicable)