

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-04-08 | **SUBJECT TO CHANGE**

Care Delivery during the COVID-19 Outbreak	For the homeless population coming out of prison, what will happen if they choose not to go to a shelter?	It will be up to the special master to determine whether and how to allow release for homeless individuals with or without housing options and/or willingness to comply.
Care Delivery during the COVID-19 Outbreak	What happens with unaccompanied minors?	BHH is working on this to determine alternative and other ways to accommodate unaccompanied minors.
Care Delivery during the COVID-19 Outbreak	How about a client who was just released from custody (OCCC) and are now exhibiting COVID-19 symptoms. They most likely will not have medical insurance. Where can we send them? Are they eligible for services with no medical insurance?	Clients are eligible to be supported without medical insurance. BHH providers to assist with getting them active with insurance. Best thing to do is to encourage individual to go to standing testing sites and referral can happen through there. Holding off testing at the Kaaahi site to focus on being a quarantine and isolation site. Go to ER testing site that will conduct a medical screening and determine if COVID testing needed; if tested and homeless, then referral will be made to Kaaahi.
Care Delivery during the COVID-19 Outbreak	Homeless providers cannot directly refer to kaaahi street TQuIC or can they?	Homeless provider can refer to Kaaahi but referral needs to go through the Hawaii CARES line. Hawaii CARES will prescreen to determine to take next step to get screened for COVID-19 testing. Soon as they are swabbed they will automatically be eligible to go to Kaaahi TQuIC if they have space. For transports see PPE decision tree on BHHSURG website.