

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-09-14 | SUBJECT TO CHANGE

BESSD	If clients are unsheltered is it possible to use agency addresses to fill out application for assistance.	Yes; however, since the client's mail will go to the agencies, the agencies need to have a way to reach out to the client and get the mail to them.
BESSD	Many of our clients do not have a phone. What is the best way to (re)schedule a call so the client can make the interview?	The best way to schedule an interview would be to reach out to the BESSD call center. The telephone number can be found on the paperwork with the scheduled interview date and time.
BESSD	Can this application process be done via mobile smart phone access?	Yes, but the application will be very small and difficult to view. BESSD is working on a handout to provide to those that do not have access to computers or mobile smart phones. BESSD is also setting up a toll-free number.
BESSD	One thing we have experienced lately with the unsheltered using General Delivery, is the mail seems to take a bit longer than usual to arrive. Is it possible to allow more time between send date and the appointment date?	Yes, we have noticed that the mail is taking longer than a few days.
MLP	Do they have to go to KKV as a patient to get MLP assistance? Or is there a phone number to contact?	<p>Please visit the MLP website for resources: https://www.mlpchawaii.org/mlpc-alerts.</p> <p>For KKV patients, your providers at KKV know how to get in contact with MLP. Currently, MLP is focusing on their long-term partnership with KKV for patients.</p>