

Resources for COFA Citizens

Replacing Documentation

Citizens of the Federated States of Micronesia (FSM), the Republic of Marshall Islands (RMI), and the Republic of Palau can replace lost or damaged Compact of Free Association (COFA) I-94 documentation by submitting a completed Form 1-102 online or by mail. Visit <https://www.uscis.gov/i-102> for more information.

Consulate and Embassy Contacts

Citizens are encouraged to reach out to their consulate for any help replacing lost passports or other documents.

FSM Consulate General in Honolulu

Telephone: (808) 836-4775

Email: fsmcghnl@aol.com

RMI Consulate General in Honolulu

Telephone: (808) 545-7767

Email: rmi.consulate@hawaiiantel.net

Embassy of Palau in Washington, D.C.

Telephone: (202) 349-8598

Email: info@palauembassy.org

Accessing Medical Care and Prescriptions

You do not need insurance to access medical care at the sites listed below. If you do not have health insurance, you may be eligible for Med-QUEST. Details on how to enroll can be found in the section “Enrolling in Health Insurance.”

Kaiser Permanente is now providing free medical services to members and non-members at the **Royal Lahaina Resort** from 9 a.m. – 4 p.m., Monday through Friday. Non-U.S. citizens are able to access this medical assistance. For the most up-to-date information, please visit Kaiser Permanente’s website: <https://healthy.kaiserpermanente.org/hawaii/alerts/p2/maui-wildfire-updates/>.

- Services: first aid, wound care, pediatric care, a dispensing pharmacy, and vaccinations, including flu shots. Ob-Gyn services will be available every Friday. Laboratory services are available until 3:30 p.m.
- Kaanapali Circulator Shuttle offers free transportation between the hotels and the mobile health vehicles located at the Royal Lahaina Resort.

As of Saturday, September 23, services are no longer being provided at Napili Park or the Hyatt Regency Lahaina.

Inquiries regarding **prescription services** for non-members and uninsured individuals can be directed to the Kaiser Permanente Pharmacy Services at 1-808-643-7979.

The **Lahaina Comprehensive Health Center** is providing general medical care, prescription refills, and mental health services at Akoakoa Place. Please see the schedule below for more details. Appointments are recommended. Medicare, Medicaid, and most major insurance plans are accepted, with the exception of Kaiser, Humana, and TRICARE. Non-U.S. citizens are able to access this medical assistance. For more information, please call (808) 871-7772 for medical

services and (808) 495-5113 for behavioral health services. For the most up-to-date information, please visit: <https://health.hawaii.gov/mauiwildfires/>.

- Clinic hours of operation: Monday – Friday, 9 a.m. – 4p.m.
- Adult Medicine: Monday – Friday, 9 a.m. – 4 p.m.
- Pediatrics: Monday 9 a.m. – 4 p.m.
- Integrated Health: Tuesday 9 a.m. – 4 p.m.
- Dental Care: Wednesday 9 a.m. – 4 p.m.
- Behavioral Health Services: Monday – Sunday, 9 a.m. – 4 p.m.
 - Walk-ins are welcome for behavioral health services. Insurance is accepted but not required.

Minit Medical is providing basic urgent care at two locations: **at Lahaina Urgent Care and Physical Therapy** at 2580 Kekaa Drive, Suite 111 and **Lahaina Gateway Center**. To make an appointment, please call (808) 667-6161.

- Hours of operation for Lahaina Urgent Care and Physical Therapy: Monday – Saturday 8 a.m. – 6 p.m. Sunday 8 a.m. – 4 p.m.

Prescriptions

Emergency Prescription Assistance Program (EPAP): If you are uninsured and your prescriptions or medical equipment were lost and/or damaged in the wildfires, you can request a free 30-day supply for certain prescription medications, vaccines, and medical equipment at any EPAP-participating pharmacy **until December 16, 2023**. This program is available to non-U.S. citizens.

To be eligible, you must: 1) live in Maui county; and 2) have no form of prescription insurance. First, enroll by calling the EPAP hotline at (855) 793-7470. Next, you will have to provide the pharmacy with one of the following:

- A prescription from a licensed health care practitioner;
- A current prescription bottle;
- A prescription phoned in by a licensed health care provider; OR
- Proof of an existing prescription.

You can find participating pharmacies across Maui County below. Please call ahead to confirm participation.

- Longs Drug Store – 70 E Kaahumanu Ave, Kahului | (808) 877-0068
- Longs Drug Store – 275 W Kaahumanu Ave, Kahului | (808) 871-6268
- Longs Drug Store – 100 Hookele St, Kahului | (808) 873-0571
- Walmart – 101 Pakaula St, Kahului | (808) 871-7012
- Walgreens – 10 E Kamehameha Ave, Kahului | (808) 872-3301
- Costco – 540 Haleakala Hwy, Kahului | (808) 871-8755
- Maui Clinic Pharmacy – 53 S Puunene Ave, Kahului | (808) 877-6222
- Longs Drug Store – 1215 S Kihei Rd Ste B, Kihei | (808) 879-2033
- Safeway – 277 Piikea Ave, Kihei | (808) 891-9130
- Wailea Pharmacy – 34 Wailea Gateway Pl Ste 103, Wailea | (808) 879-0123
- Times Honokowai Pharmacy – 3350 Lower Honoapiilani Rd, Lahaina | (808) 661-8008
- Longs Drug Store – 55 Kiopaa Pl, Makawao | (808) 573-9300

- Makawao Town Pharmacy – 1120 Makawao Ave, Makawao | (808) 573-1055
- Longs Drug Store – 135 Kehalani Village Dr, Wailuku | (808) 242-5606
- Walgreens – 700 Waiale Rd, Wailuku | (808) 872-9742
- Safeway – 58 Maui Lani Pkwy, Wailuku | (808) 243-3527
- Wailuku Professional Pharmacy – 1900 Main St Ste 3, Wailuku | (808) 249-2113

Accessing Mental Health Care

- **Department of Health Maui Community Behavioral Health Clinics:** Offering adult and youth mental health services for those experiencing emotional or psychological distress. Services include resource guidance, supportive counseling, medication management, psychiatric services, outpatient substance use disorder services, and wellness support groups. For more information, please visit: <https://health.hawaii.gov/mauiwildfires/medical-behavioral-health/>
 - **Lahaina Clinic**
 - Location: Akoakoa Place, below the Lahaina Civic Center
 - Hours: Monday – Sunday, 9 a.m. – 4 p.m.
 - Phone: (808) 495-5113
 - Email: mauiwellness@doh.hawaii.gov
 - **Wailuku Clinic**
 - Location: 121 Mahalani Street
 - Hours: Monday – Friday, 7:45 a.m. – 4:30 p.m.
 - Phone: (808) 984-2150
 - Email: mauiwellness@doh.hawaii.gov
- **Hawaii CARES 988:** To speak to a local crisis counselor 24/7, please call (808) 832-3100, (800) 753-6879 or call/text/chat with 988.
- **Disaster Distress Hotline:** Call or text the Disaster Distress Hotline at (800) 989-5990 any time of day to access crisis counseling and support.
 - If you require support in American Sign Language (ASL), you can call via a videophone-enabled device or click the “ASL Now” link at: <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- **HMSA:** Offering [free counseling services](#) for those experiencing mental distress or in need of assistance with food, housing, and other essential needs. To receive services, call (800) 580-6934. You do not need to be an HMSA member to participate.
- **Kaiser Permanente’s Mobile Medical Care Clinics:** Behavioral health services are available at Kaiser Permanente’s clinics at the Hyatt Regency, Royal Lahaina Hotel, and Napili Park.
- **Hawaii UTelehealth:** Free confidential crisis counseling services are available via telehealth to everyone, with a focus on older adults, Native Hawaiian, Pacific Islander and rural communities. For more information, please call (808) 375-2745, email utele@hawaii.edu, or visit <https://hawaiiutelehealth.org/>. To request an interpreter, please call (808) 375-2745.

Enrolling in Health Insurance

- **Enrolling in Med-QUEST:** Due to the public health emergency, the State of Hawaii has the flexibility to change how it administers the Med-QUEST program, such as increasing eligibility for Medicaid coverage and making it simpler to enroll. If you lost your job or suffered loss of income, you may be eligible for health insurance. If you are a COFA citizen and meet all other Medicaid eligibility rules, you may be eligible. For more information, please visit: <https://medical.mybenefits.hawaii.gov/> or call (877) 628-5076.

- If you already have Med-QUEST, all terminations and eligibility renewals are paused for Maui County residents through May 2024.
- **Purchasing Insurance on the Health Insurance Marketplace:**
 - If you lost your health insurance and do not qualify for Med-QUEST, you may be eligible for a Special Enrollment Period on the Health Insurance Marketplace. To learn more and enroll visit: <https://www.healthcare.gov/screener/>
 - If you had experienced a qualifying event (i.e., loss of other coverage, birth of child, marriage) before the fires, but were unable to enroll in new health insurance due to the disaster, you may qualify for an “Exceptional Circumstance Special Enrollment Period” (SEP).
 - You will have to attest that you lived in Maui County during the disaster and that the disaster prevented you from completing enrollment in health coverage.
 - You will have **up to 60 days from the end of the disaster period** to select new health care coverage.
 - To request an Exceptional Circumstance SEP, you can call the Marketplace Call Center at (800) 318-2596 or TTY at (855)-889-4325.
 - When applying, COFA citizens will need to provide one or more of the following immigration documents:
 - 1-94 arrival/departure record
 - 1-94 arrival/departure record and foreign passport
 - 1-766 Employment Authorization document, or
 - Unexpired passport issued by RMI, FSM, or Palau

Replacing Your Medicaid ID Card

You can receive a replacement Medicaid ID card by calling the Med-QUEST Customer Services Call Center for Neighbor Islands at 1-800-316 - 8005 or the Maui Med-QUEST Eligibility Branch at 1-808-243-5780. TTY users can call 711.

FEMA Assistance

COFA citizens are eligible for disaster survivor resources made available to the general public including access to emergency shelters, crisis counseling, disaster legal services, and disaster supplemental nutrition assistance (food stamps).

FEMA Individuals Assistance can provide money and/or a temporary place to live if you are eligible and have uninsured or underinsured necessary expenses and serious needs. It is intended to meet basic needs and help survivors start the recovery process. To receive assistance under the Individuals and Households Program, you must meet these conditions:

- If you are a COFA citizen, you must either:
 - Live in the same household with another adult who is a U.S. citizen, non-citizen national, or qualified immigrant, or
 - Be the parent or legal guardian of a child under 18 who lives in your household and is a U.S. citizen, non-citizen national, or a qualified alien. In this case, you must apply as a co-applicant with your child.
 - You can call the 24-hour disaster assistance helpline at 1-800-621-3362 to determine eligibility or visit <https://www.fema.gov/assistance/individual/program> and <https://www.fema.gov/assistance/individual/program/citizenship-immigration-status> for more information.
- FEMA must be able to verify your identity;

- Your insurance, or other forms of disaster assistance received, cannot meet your needs caused by the fire; and
- Your necessary expenses and serious needs are directly caused by the fire.

You can apply for FEMA assistance by registering at www.disasterassistance.gov, using the [FEMA mobile app](#), calling the FEMA Helpline at 800-621-3362, or by speaking with a FEMA Disaster Survivor Assistance staff member at a Disaster Recovery Center. **You must apply by November 9, 2023.** FEMA assistance is a grant that doesn't have to be repaid.

FEMA Disaster Recovery Centers are currently open from 8 A.M. to 7 P.M., seven days a week at the:

- Lahaina Civic Center, 1840 Honoapi'ilani Highway in Lahaina,
- University of Hawaii Maui College Building 205 (Community Services Building), 310 W. Ka'ahumanu Avenue in Kahului, and
- Mayor Hannibal Tavares Community Center (in the Lower Multi-Purpose Room), 91 Pukalani Street in Makawao.

To the extent possible, you should have the following information available when you apply for assistance:

- A phone number and a reliable alternate in case FEMA needs to call you back;
- Address of the damaged property;
- Social Security number;
 - Have information for the person in your household who is a U.S. citizen, non-citizen national, or qualified immigrant.
- Bank account information or direct deposit information;
- Insurance information (if you have insurance);
- Brief description of damages (if known);
- A mailing address;
- Names of all occupants of your household before the disaster;
- Your household's annual gross income before the disaster; and
- Pen and paper to write down your registration number.

For more information on eligibility, see [here: https://www.fema.gov/fact-sheet/common-reasons-femas-eligibility-decisions](https://www.fema.gov/fact-sheet/common-reasons-femas-eligibility-decisions).

Even if you are currently sheltered (staying with friends, family, or on an employer's property) you should still register with FEMA for potential future assistance.

After you apply for disaster assistance, FEMA may determine that you are eligible to receive the following kinds of housing support, depending on [your eligibility and needs](#)

(<https://www.fema.gov/assistance/individual/sheltering-housing-options>):

- **Transitional Sheltering Assistance:** You could stay in an approved hotel or motel room paid for by FEMA. After you apply for assistance, FEMA will notify you if you are eligible. Once you have approval and a FEMA registration ID, you can [look up participating hotels](#) (<https://www.femaemergencyhotels.com/>)
- **Lodging Expense Reimbursement:** You could be reimbursed for hotels, motels, Airbnb, or other short-term lodging costs.
 - To apply for this support, you need to provide your name, the name, address, and phone number of where you stayed, the dates of occupancy, and the amount you paid. You will need to provide receipts.

- **Rental Assistance:** You could receive financial assistance to rent alternative temporary housing, including essential utilities and security deposit. The funds may be used to rent a house, apartment, manufactured home, or an RV, but the amount of time that FEMA will cover rental expenses is limited, depending on FEMA's determination of the appropriate benefit:
 - Initial Rent Assistance – Up to two months.
 - Continued Rent Assistance – Up to 18 months.
- **Direct Housing Assistance:** FEMA can directly provide housing, such as a lease or a mobile or manufactured home, if there are no other practical temporary housing options. Housing can be available for up to 18 months, and requires paying rent if it is extended.

To learn more about the help available, visit FEMA's [website for the Hawaii Wildfires](https://www.fema.gov/disaster/4724) at <https://www.fema.gov/disaster/4724>, which is updated regularly. For additional details on FEMA programs and application requirements, see [here](https://www.fema.gov/sites/default/files/documents/fema_iappg-1.1.pdf) (https://www.fema.gov/sites/default/files/documents/fema_iappg-1.1.pdf), immigration eligibility beginning on page 46 and housing programs beginning on page 78.

Other Housing Assistance

Other temporary housing programs do not require any immigration status.

State Fire Relief Housing Program

The Hawaii Housing Finance and Development Corporation is working to pair Maui residents displaced by the fires with spare bedrooms, vacation rentals, or unoccupied units that are available for at least one month. You may be expected to pay rent, which could be covered by FEMA or state funds. The program's [webpage](https://dbedt.hawaii.gov/hhfdc/hawaii-fire-relief-housing-program/) (<https://dbedt.hawaii.gov/hhfdc/hawaii-fire-relief-housing-program/>) includes a map and listing of available homes, updated twice each day.

Fill out [this form](https://forms.office.com/pages/responsepage.aspx?id=xt5HOLJj-UOm0FikCqoaEHVjiNA1J-pKslMmsmarLchUMjZEWDkxVjRLTIZQQ0VQMjVUSEMzUDFVSY4u) (<https://forms.office.com/pages/responsepage.aspx?id=xt5HOLJj-UOm0FikCqoaEHVjiNA1J-pKslMmsmarLchUMjZEWDkxVjRLTIZQQ0VQMjVUSEMzUDFVSY4u>) with your information and needs and you will be contacted for verification. You will get access to a listing of landlords and homeowners who are offering a place to stay, and should expect that you will need to provide proof of ID and residency and negotiate the terms of your stay with the person offering it.

For more information, see [this FAQ](https://dbedt.hawaii.gov/hhfdc/files/2023/08/HHFDC-Fire-Relief-Housing-FAQ-V.3.0-081423-2100-dm.pdf): <https://dbedt.hawaii.gov/hhfdc/files/2023/08/HHFDC-Fire-Relief-Housing-FAQ-V.3.0-081423-2100-dm.pdf>. You can also call 808-587-0469 between 7:45 A.M. and 4:30 P.M., Monday through Friday, or leave a voicemail or email [hawaiiireliefhousing@hawaii.gov](mailto:hawaiifirereliefhousing@hawaii.gov) and leave a message and your contact information.

Red Cross Transitional Housing

The Red Cross is working to provide temporary housing assistance in the form of hotel rooms to those displaced by the fire, regardless of citizenship. Call the Red Cross at 1-800-733-2767.

Housing and Resources Counseling

The Disaster Recovery Center has Federal Emergency Management Agency (FEMA) and Small Business Administration (SBA) specialists that can help you access resources and applications from the federal and state government and voluntary organizations.

The federal Department of Housing and Urban Development provides free, confidential housing counselors that can help you find housing resources to recover from the fire. A counselor can help you make a plan, navigate FEMA assistance and insurance, communicate with a landlord or mortgage company, and know your rights. Request an appointment with [this form](https://yourhome.fanniemae.com/talk-to-a-housing-counselor#request-appointment) (https://yourhome.fanniemae.com/talk-to-a-housing-counselor#request-appointment) or by calling 1-855-HERE2HELP (855-437-3243). For more information, see [how a housing counselor can help](https://yourhome.fanniemae.com/get-relief/housing-counselor-help) (https://yourhome.fanniemae.com/get-relief/housing-counselor-help) and [what questions you can ask](https://yourhome.fanniemae.com/get-relief/housing-counselor-help) (https://yourhome.fanniemae.com/get-relief/housing-counselor-help).

Other Assistance

If you need immediate help, [Maui Nui Strong](https://www.mauirecovers.org) maintains a webpage featuring voluntary and nonprofit organizations that may be able to support your needs. For updates on state, county, and other resources, see <https://www.mauirecovers.org>.