

Frequently Asked Questions

1. *How does someone apply for treatment?*

If you are interested in treatment services, you can walk in to any one of our clinics (Waipahu or Kaneohe) Monday thru Friday from 9am to 2pm except holidays to apply. You may also visit our website hinamauka.org and click on the “Apply For Adult Services” highlighted in yellow. Download the application and follow the instruction sheet carefully.

2. *How does someone apply for treatment from jail?*

If you or your love one is incarcerated at Oahu Community Correctional Center (OCCC), you can consult an OISC case worker for an application. If you or your love one is incarcerated at any other facility you can write to:

Hina Mauka
45-845 Pookela Street
Kaneohe, Hawaii 96744
Att: Treatment Application

An application will be mailed to you. Make sure the applicant for treatment fills out the application completely to include all consents. Mail the application back. Response times may vary depending on the specifics of the case. If you are completing an application for someone you must provide a power of attorney authorizing you to complete the application on behalf of the treatment applicant.

3. *How long is your waitlist for residential?*

It is very difficult to determine how long someone has to wait for a residential bed to become available. It depends on the circumstances and complexities of each case. However, intravenous (injection) drug using pregnant women and pregnant women take precedence (priority). When a bed becomes available we contact individuals on the waitlist starting at the top until we contact someone who is ready and available to come. For those who are incarcerated arrangements are made in advance with the courts, public safety, judiciary and/or public defender’s office prior to admission which will require a coordinated effort on any or all stakeholders involved in the case. This can result in a longer waiting period.

4. *Does Hina Mauka accept health insurance plans for treatment?*

Yes. Hina Mauka accepts all QUEST Medicaid plans and most commercial plans. Commercial plans may come with a co-payment. There is a section on the application to identify your insurance plan. Make sure you have your medical number so during the application review process such co-payments if any can be determine. We do not accept Tri-care at this time. Other state funds are available but limited for the eligible uninsured applicant. You must first apply to determine eligibility for state funds.