

COVID-19 QUESTIONS & ANSWERS TALKING POINTS

(updated October 25, 2020)

<https://hawaiicovid19.com/travel/>

<https://www.gohawaii.com/travel-requirements>

Pre-Arrival Questions

- What do I need to know about the pre-travel testing program?
 - The program is **only for US mainland travelers** arriving to any island. (And, International travelers who depart for Hawaii from a US mainland airport.)
 - Adults and minors five years and older must take the pre-travel test. (Minors under five years do NOT need to take the pre-travel test.)
 - Test results accepted from ONLY Trusted Testing and Travel Partners.
 - Travelers are responsible for testing costs.
 - No commercial testing provided at Hawaii airports.
 - Flight delays will not impact the validity of test results.

- What is the pre-travel test process?
 - The Department of Health will continue to update its site with information:
<https://hawaiicovid19.com/travel/>
 - Prior to arrival, all adults (18 years and older) must create an online account on the state's [Safe Travels Program](#), create a profile, and enter trip information.
 - Questions about the online form, step-by-step information on how to create a profile and trip, click [HERE](#)
 - **Travelers need an email address and contact phone number (smart phone preferable),**
 - **It's more efficient travelers do NOT share the same email address. Suggest setting up a free Gmail account. Callers have had problems setting up two accounts from the same email address.**
 - Assistance with login or technical issues, call: Safe Travels Program Service Desk (10 a.m. to 10 p.m. HST): 1-855-599-0888. Also works for international callers.
 - Each child/children traveling with an adult should be included in the adult's Safe Travels' form.
 - Returning residents select "Returning Resident" under Reason for Travel. For residents (part time with second home) with extended stay in Hawaii and do not have a return flight, they can select "Returning Resident" as well.
 - **Child traveling as an unaccompanied minor**
 - **An adult will create an account in Safe Travels, then select "Unaccompanied Minor" when adding "Travel Party Members".**
 - **If child is old enough to pull up the account the parent/guardian created, child can show the QR code to the screener.**
 - **Upon arrival in Hawaii, the receiving adult will sign the Quarantine Order on behalf of the minor. Adult must bring a copy of the negative COVID test results either digital or hard copy in case it has to be manually verified.**
 - Travelers will need to take a Nucleic Acid Amplification Test (NAAT) from a certified Clinical Laboratory Improvement Amendment (CLIA) lab from a Trusted Testing and Travel Partner (TTTP)**** prior to leaving for Hawaii.
 - Test results will only be accepted from TTTP.
 - ****Please go to the last page of this document. There's clarifying details approved by the AG's office, but NOT on the hawaiiCovid19 site.
 - Partners continue to be added to the DOH site, please refer people here:
<https://hawaiicovid19.com/travel-partners/>
 - The TTTP link includes Hawaii partners for inter-county travel only.
 - Walgreens information has been updated. It can be EITHER PCR or POC.

- The test needs to be taken no more than **72 hours before your flight departure** time. If you have a multi-city itinerary, it's the departure time at the last city before arriving at a Hawaii airport, e.g., if travel is from Chicago to LAX, LAX to HNL, it's the departure time at LAX.
 - **The time stamp matters ensuring the test was administered within the 72-hour window as the Artificial Intelligence is scanning for this information.**
- Traveler to log back in no more than 24 hours prior to departure to complete the health questionnaire and upload the negative test result. Upon completion, traveler will receive a QR code. Upon deplaning, traveler will present QR code.
- If test results are not available by time of arrival in Hawaii, quarantine will be necessary until test results received.
 - **NEGATIVE RESULT** – You will be in quarantine until the negative test results are uploaded to your Safe Travel account and reported to the State Department of Health. The state will send you a confirmation and your name will be removed from the quarantine list.
 - **POSITIVE RESULT** – Traveler must remain in quarantine. Health services guidance will also be provided by the State Department of Health. If you are traveling with others, they will be required to quarantine in Hawaii for 14 days. **(WAITING ON CONTACT AND MORE INFO)**
- **What happens when travelers receive a “manual verification” message?**
 - ****Travelers are now receiving a letter from General Hara from the airport screener explaining the situation. They have been told to email info@gohawaii.com. This is the same letter shared with the team.**
 - **If you upload a test document after arrival and the system says your document status is 'manual verification required' or 'pending verification' you must remain in quarantine until you receive an exempt status email from Safe Travels or the status on your trip details page changes to exempt. see below.**



- **Test results uploaded after arrival that were not successfully interpreted by the Safe Travels Hawaii software require a manual process for clearing. Test results that require manual verification will be processed in the order that results are uploaded into the Safe Travels Hawaii software. While manual verification can take 2-3 days, we will work to approve or disapprove the result that you submit as quickly as possible. Once your test is manually evaluated, you will receive an email from Safe Travels informing you of your status.**
- **you may try to re-upload your document by following the instructions on the document upload page of the Safe Travels digital platform**

<https://Travel.hawaii.gov>). Carefully following the instructions will improve your chance at automated review.

- Make sure your first and last name, test date, test result, name of trusted testing partner are on the test.
- Make sure the first and last name on the test result matches the first and last name in the Safe Travels digital form.
- Upload a good quality Adobe PDF file with only the first page of your test result in 8.5 by 11-inch format.
- Don't upload screenshots of your phone, mobile device or computer, or photos of your test, they will fail.
- Tests that do not meet the state's criteria, unfortunately, cannot be accepted. Examples of rejected tests include antigen and antibody tests and tests from entities that are not approved Hawaii Trusted Partners, as instructed. Travelers whose test results do not meet all the criteria and who are not otherwise exempt (critical worker, for example) will be required to quarantine for 14 days or the length of their stay, whichever is shorter.
- Callers still having problems, please provide the following number: Safe Travels Service Desk (10 a.m. to 10 p.m. HST): 1-855-599-0888. Calls outside of working hours will go to voicemail and be returned the next business day.
- What if I have recovered from COVID but still test positive for the virus? Do I still have to quarantine?
 - In order to qualify for a COVID exemption to the 14-day quarantine, you must submit two pieces of information and receive approval prior to arrival: 1.) Copy of a positive test (must be a nucleic acid amplification test (NAAT) from a Clinical Laboratory Improvement Amendments (CLIA) certified laboratory) taken no more than 90 days prior to your departure date; and 2.) a signed letter from a medical provider stating that you have not exhibited symptoms and are fully recovered (this letter must be signed at least 10 days after your positive test and no more than 14 days from your departure date). All documents must be on company-issued letterhead and submitted to covidexemption@hawaii.gov for processing prior to travel. Please allow a week for processing.
 - For this purpose **ONLY**, The COVID exemption test mentioned ***does not need*** to be from a trusted testing partner.
- MILITARY - Do I still have to quarantine if I am traveling to Hawaii while on active duty? What about my spouse and dependents?
 - In order to qualify for a COVID-19 exemption to the 14-day quarantine, military on active duty must submit their military-issued travel order upon deplaning in Hawaii at the time of screening. Your spouse and dependents are subject to the State of Hawaii Pre-Travel Testing Program as described above.
- Will any other tests be accepted, such as an antibody or antigen test? What happens if I take the wrong test?
 - No, an antibody or antigen test will NOT be accepted. If you take the wrong test, you will be required to quarantine for 14 days upon arrival.
 - Visitors – quarantine in hotel/motel room; Residents or People visiting Family/Friends – quarantine in room.
- Can I take the COVID-19 test after I arrive in Hawaii?
 - No. The Governor's emergency proclamation states the travel quarantine is in place through November 30: <https://governor.hawaii.gov/newsroom/latest-news/office-of-the-governor-news-release-governor-ige-extends-covid-19-emergency-period-through-november/>. Travelers have an alternative to the mandatory 14-day quarantine by participating in the pre-travel testing program. Due to this proclamation, testing after

arriving in Hawaii is currently not an option.

- Do you know when Canada and other international TTTPs will be added to the official Trusted Testing and Travel Partner List?
 - No, we don't.
 - Canadians may opt to stop over in a US city and take a test from a US TTTP before flying to Hawaii or try Vault. **However, these are NOT official recommendations offered by the state of Hawaii.**
- What happens if I don't take the pre-arrival test?
 - You will be subject to the 14-day quarantine (stipulations below).
 - No commercial testing will be provided upon arrival at the airport, nor will any test taken in Hawai'i get you out of quarantine.
 - Your lodging must be in a hotel or motel, and you will only be able to leave your accommodations for a medical emergency.

Arrival Questions

- What happens when I arrive in Hawaii?
 - The pre-test is one part of a multi-layered screening process, which includes arrival temperature checks and secondary screening for those with symptoms or temperature of 100.4 degrees or higher.
- My test is inconclusive or lost, can I retest in Hawaii? What should I do?
 - The state is aware of this challenge and working toward finding a solution. However, at this time, we've been informed you will need to remain in quarantine. Unfortunately, taking a test in Hawaii is not an option at this time.
- Is there a mandatory secondary test after arriving in Hawaii?
 - Only on the island of Hawaii.
 - Out-of-state travelers who have chosen to participate in the state's pre-test program will now be required to take a County administered COVID-19 test upon arrival to Hawaii Island. The tests will be administered at all three airports: Ellison Onizuka International Airport at Keahole, Waimea-Kohala Airport, and Hilo International Airport.
 - The cost of the rapid COVID-19 arrival test will be borne by Hawaii County. Testing will be managed by Hawaii County Civil Defense Agency staff and administered by Premier Medical Group Hawaii. This antigen test will provide results within 15-20 minutes. If a traveler tests negative for COVID-19, they will not be subject to self-quarantine. Those testing positive for COVID-19 will be required to take a subsequent PCR test immediately and will be required to self-quarantine per State Department of Health rules while awaiting those results of this test, which are expected within 36 hours.
 - Kauai County's secondary test is voluntary.
 - It's listed as "free" on the state's quick fact sheet, but for visitors it costs \$150. Visitors who choose to pay for and take the second test will receive a \$150 certificate from a participating Kauai business.
<https://www.kauai.gov/visitorposttest>
 - The program is free for residents and they are encouraged to take it after returning home from a trip. <https://www.kauai.gov/residentposttest>
 - Maui County's secondary test is voluntary.
 - Only participants of the pre-travel test are eligible to take the free, voluntary test 72 hours after arriving in Maui County. In return, you'll receive a Kamaaina First Mahalo Card for discounts at hundreds of participating local vendors.
 - You must pre-register for the free COVID-19 test at: <https://www.minitmed.com/>

- Can accommodations and car rental companies require the traveler to show proof of not being subject to quarantine before agreeing to rent to the traveler?
 - Yes. Per the state's emergency proclamation, accommodations may require travelers to present their QR code, which shows a negative test result in order to determine the type of service provided. Additionally, car rental companies are only permitted to rent to anyone not subject to quarantine.
 - For other businesses, it is up to the discretion of the business and not a question for the AG to answer.
- My flight transits in Honolulu (any airport in Hawaii) and my final destination is another island. Will I show my QR code and information in Honolulu (any airport in Hawaii) or when I arrive on the neighbor island?
 - Upon arrival into the Honolulu airport, you will show your QR code to the screener. Once your screening is complete, you must now fill out another [Safe Travels](#) Program form and **upload your negative test result**. This will apply for your trip from the Honolulu airport to the neighbor island, which is your final destination.
 - **The airport screener at the first stop is only checking if you've completed the Safe Travels form and allowing you to transit to your final destination. The "In Quarantine – No" status will be checked at final destination.**
- **My flight transits in Honolulu to another state/destination, do I need to complete the Safe Travels form? Will I be in quarantine in Honolulu?**
 - **As long as the traveler does NOT leave HNL airport and is only laying over, the traveler doesn't need to complete an online form. Please inform them to keep the full itinerary available to show the airport screener so they're aware the traveler is only transiting through HNL.**
- What happens if my flight is delayed by weather or mechanical issues? Will my test result be accepted?
 - A traveler who takes a test within 72 hours from the scheduled final leg of departure, and has a negative test result, and whose departure is delayed by the airline, will not be subject to the state 14-day quarantine. This provision will not apply to any additional county-imposed quarantine rules separate and apart from the state's pre-test waiver.

Inter-County Travel

- What is the status of inter-county travel?
 - **Inter-county travel will NOT be allowed to Lanai and stay-at-home (shelter in place) order is anticipated to begin October 27, for 14 days. This is waiting for the governor's signature.**
 - **Travel will be restricted for only essential travel and medical purposes.**
 - Inter-county travel is allowed to Kauai with a pre-travel test 72 hours prior to departure from a State of Hawaii Inter-County Trusted Testing Partner: <https://hawaiiicovid19.com/travel-partners/>
 - Inter-county travel is allowed to Maui with a pre-travel test 72 hours prior to departure from a State of Hawaii Inter-County Trusted Testing Partner: <https://hawaiiicovid19.com/travel-partners/>
 - Maui County residents may travel to Oahu for medical purposes and receive a medical exemption ONLY for same day or overnight travel.
 - Travelers don't need to apply for a quarantine exemption, but instead must present their flight itinerary and doctor's letter with an appointment to airport screeners.
 - If the medical traveler needs a travel companion, this person must be specifically identified in the doctor's letter.
 - Inter-county travel is allowed to Hawaii Island with a pre-travel test 72 hours prior to departure from a State of Hawaii Inter-County Trusted Testing Partner:

- Inter-county travelers will have the option to test post arrival. Persons who are subject to the 14-day quarantine may arrange for and break quarantine to receive a COVID 19 test. A written confirmation of a negative test result from a TTTP must be submitted to the state by uploading verification to www.travel.hawaii.gov. Persons are responsible for pre-travel and post arrival testing.
- Persons traveling outside of Hawaii Island for medical purposes will not be subject to quarantine upon their return to Hawaii Island as long as they submit a request to the county via
- <https://survey123.arcgis.com/share/e2f4ce19aa854964a8fd60bec7fbe78c> Traveler must also provide their flight itinerary, licensed physician letter or certification with the date(s) of appointments that are medically necessary
- If the medical traveler needs a travel companion, this person must be specifically identified in the doctor's letter.

• Can I travel to multiple islands using one negative test result if it's within 72 hours?

- As of October 23, this answer is "no." The test needs to be taken from the departure city/island.

• If I arrive on a trans-pac flight on one island and under quarantine, am I able to travel between the islands?

- No. Visitors and residents who are under quarantine are not permitted to fly to another island.

Mandatory 14-Day Quarantine for All Passengers – November 30

• How can the state be under a quarantine and still allow travel?

- Governor Ige extended the mandatory 14-day quarantine through NOVEMBER 30, for all passengers (visitors and residents) arriving into the state of Hawaii who do NOT take the pre-travel test from a TTTP.
- This does NOT mean everything is lifted. Each county is enforcing county-specific mandates.

• Stipulations of the 14-day quarantine:

- Cannot rent a car (from any source, including person-to-person) while you are in quarantine.
- Go directly from the airport to accommodation (must be a hotel or motel and not a vacation rental) via taxi or shared ride; no stops along the way.
- Remain in your room and have food, supplies, prescription medications delivered to your door. You may leave only to seek emergency medical services or return to the airport to depart.
- Quarantine violators are being fined, arrested and prosecuted.
- Passengers are responsible for 100% of the cost of quarantining for the required 14 days – accommodations, food, and other deliveries, etc.
- Vacation rentals of any kind for less than 30 days are not permitted through October 31.

• Travelers seeking an exemption.

- Yes. Federal employees (including active duty military) and their contractors are exempt with their federal IDs and for contractors, their federal agency's exemption paperwork that specifically names them. They are able to rent a vehicle with these same documents.
- Essential workers or those visiting for medical treatment, family emergency, funeral, or to move may apply for an exemption from the Department of the Attorney General.
- Online application on the Department of the Attorney General: travelexemption.hawaii.gov

• Clarify the length of the 14-day quarantine.

- Arrival date will be Day 0 and the following day will be Day 1 of the 14-day period.

- Example: Someone arrives July 9, starts Day 1 of quarantine on July 10 and their last day of quarantine is July 23.
- Are family/friends able to quarantine at a local resident's home as opposed to staying at a hotel?
 - Yes. Household members who have not traveled out of state within the past 14 days are not subject to the self-quarantine in any circumstance even if they share quarters with someone who is under the 14-day mandatory self-quarantine.
 - All hosts of any guest or guests within shall be responsible for ensuring their guest or guests abide by the mandatory self-quarantine. Any host violates this section if the host intentionally, knowingly, or recklessly fails to notify law enforcement immediately when a guest or guests subject to the self-quarantine fails to enter or remain within the confines of their designated quarantine location.

What Happens If I Break Quarantine?

- **Force and Effect of Law:** Any person who intentionally or knowingly violates the Travel Quarantine Rules shall be guilty of a misdemeanor, and upon conviction, the person shall be fined not more than \$5,000, or imprisoned not more than one year, or both. This remains in place until 11:59 pm on September 30, 2020.

Short-Term Vacation Rentals

- Legal short-term or vacation rentals are allowed to operate. However, no person who is subject to the mandatory self-quarantine is allowed to stay in these operations.

University Students

- What about arriving university and college students?
 - Refer questions about exemption program for arriving students to:
 - University of Hawaii: <https://www.hawaii.edu/news/2020/07/17/exemption-procedures-out-of-state-students/>
 - Hawaii Pacific University: <https://www.hpu.edu/security/covid/university-student-travel-exemption-program.html>
 - Chaminade University: <https://chaminade.edu/27487/important-travel-update-for-out-of-state-students/>

Cruising and Boating in Hawaii

- Cruising – Centers for Disease Control and Prevention (CDC) announced the extension of a No Sail Order for cruise ships. This order continues to suspend passenger operations on cruise ships with the capacity to carry at least 250 passengers in waters subject to U.S. jurisdiction until at least October 31: [Cruise Lines International Association \(CLIA\)](#).
- Boating – Persons arriving in the state on recreational boats into the state's small boat harbors who have been at sea for at least 14 days do not have to self-quarantine if no one on the boat is ill or experiencing COVID-19 symptoms. The no sail order remains in effect for cruise ships, and all disembarking cruise ship passengers will be required to go through the health screening process, including the thermal screening and completion of the questionnaire

Hawaii's Alert Level

- The alert level is yellow – “Act with Care” (Minor Disruption) – which enables more businesses to reopen across Hawaii.
 - Each individual county will have earlier/different openings than others.
 - Generally speaking, retail establishments are allowed to be open on all islands following CDC guidelines.
 - Restaurants are allowed dine-in service while following CDC guidelines.
 - For details by island, please send caller to gohawaii.com Safe Travels page as it provides links to each county COVID-19 page.

Oahu Businesses and Operations Restrictions – September 23

- For the island of Oahu only, Governor Ige approved the City and County of Honolulu's COVID-19 Reopening Framework. The **Order Implementing Tier 2 is effective Thursday, October 22, 2020**.
 - The four-tier framework is based on the number of daily COVID-19 cases reported and the positivity rate, using 7-day averages over two to four week periods.
 - **Legal short-term rentals allowed.**
 - Social gatherings limited to five people.
 - Parks, beaches and trails will be opened for groups of up to five people.
 - Retailers, bowling alleys and movie theaters will be allowed to open at 50 percent capacity, with no more than five people per party.
 - **Restaurants can open for dine-in with five people per table.** Reservations and contact information will be required.
 - Museums, attractions and zoos can reopen with a 50 percent capacity for indoor areas and with groups limited to five people.

Wearing of Facial Coverings and Social Distancing

- Everyone is required to wear a non-surgical face mask or covering of the nose and mouth while in businesses – or while waiting to get inside. The face mask requirement applies to both employees and customers **on all islands**.
 - For Oahu, a stricter mask mandate was issued by Mayor Caldwell on July 2. All individuals are to wear face coverings while outdoors in public spaces when it's not feasible to maintain a physical distance of six feet from persons who are not members of the same household.
 - If you're unable to wear a face covering due to medical conditions or disabilities, it's encouraged the individual instead wear a face shield.
 - Masks aren't necessary if exercising outdoors and able to maintain physical distancing, e.g., walking, jogging, hiking, etc.
- Businesses are required to monitor and enforce social distancing rules of at least six feet between customers and employees.
- Businesses will limit the number of customers in a facility to only the number allowed when following social distancing guidelines.

Parks and Beaches

- County parks and beaches –county parks and beaches are open on all islands with some restrictions. Direct caller to specific island county links for more information.
 - [Kauai County](#)
 - [City and County of Honolulu](#)
 - [Maui County](#)
 - [Hawaii County](#)
- Select state parks and monuments across the state are open – emphasis on social distancing. Detailed listing of open and closed state parks, with rules that vary by location: <https://dlnr.hawaii.gov/dsp/>.
- The National Park Services is increasing access and services in a phased approach across all units of the National Park System. Before visiting a park, please check the park website to determine its opening status: <https://www.nps.gov/state/hi/list.htm?program=all>.
- Groups are limited and rules are dependent by island. Direct caller to specific island county alerts page for more information.

STATUS ON HAWAII'S COVID-19 CASES & RESOURCES

- For information on COVID-19 cases in Hawaii: <https://hawaiicovid19.com/dashboard/>
- Those from the general public seeking information or answers to questions about COVID-19, can call 2-1-1.
 - Aloha United Way has extended its public call center hours to 7 a.m. to 10 p.m., 7 days a week. For more information or questions about COVID-19:
 - Call: 2-1-1 from any location in the state
 - Text: 877-275-6569
 - Email: info211@auw.org
 - Visit: health.hawaii.gov/covid19
- Centers for Disease Control & Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>

TRUSTED TESTING & TRAVEL PARTNERS – Additional Information to Better Assist Callers

Carbon Health – Carbon Health offers COVID-19 tests **only for Alaska Airlines passengers** at dedicated testing sites with results delivered within two hours. Tests available for ages five and older. Registration instructions and costs can be found at carbonhealth.com/alaska-airlines-to-hawaii-rapid-covid-testing.

- As of 10/25, the AG's office would like us to inform people only use this link: Alaska Airlines passengers out of Seattle.

Color – Color supports the nation's first COVID-19 testing program for airline passengers **at its [California community sites](#)**. Tests available for ages five and older. Information can be found at color.com/united-airlines-testing-program.

Quest Diagnostics – Individuals may order and schedule the company's COVID-19 Active Infection Test online and select from more than 500 Walmart drive-thru pharmacy locations for a nasal swab test. Ordering instructions and costs can be found **only** at questcovid19.com/hawaii. **No other Quest test results will be accepted.**

Vault Health – At-home tests with real-time audio-visual supervision are available with Vault Health, the first FDA-authorized saliva test. Tests available for ages five and older. Tests are mailed with accurate results in 72 hours or less. Information and costs can be found at learn.vaulthealth.com/state-of-hawaii.

- If asked, inform callers to request, if possible, Vault to time stamp their test results. We are asking about this.

Walgreens – Testing is available at no cost to eligible individuals who meet CDC criteria. Tests available for ages five and older. All drive-thru testing locations operate outdoors and patients do not leave their

vehicles. Appointment required. Request the RT-PCR Diagnostic Panel or Rapid Point of Care (POC) test, which are both approved by the state of Hawaii. Information can be found at [walgreens.com/covid19testing](https://www.walgreens.com/covid19testing).

- As of 10/25, we were informed only certain Walgreens were participating in the TTTP. Please ensure person is selecting Walgreens administered and processed test. I'm only guessing, but if it lists another lab, this could be leading to the manual verifications. Please also have the traveler bring the appointment time/actual test result time just in case Walgreens prints the wrong time on their result.