

FAQs - MASTER	QUESTIONS KEY
Q1-Q12	ALL HOF PROGRAMS
Q13-Q31	ALL MEDICAL PROGRAMS
Q32-Q51	ALL EDUCATION PROGRAMS
Q52-Q58	ALL SCHOLARSHIPS
Q59-Q60	Higher Education Scholarships
Q61-Q63	Hualalai Scholars
Q64	PreK12 Scholarship
Q65- Q66	LEAP - All
Q67	Keiki Literacy
Q68-Q69	Technology for Education



Q#	Category	Q&A
Q1	ALL HOF PROGRAMS	How do I apply? For educational awards, the application link can be found on the specific program page on our website at hualalaiohanafoundation.org under 'Ohana Programs. All educational award applications must be submitted online. For medical awards, a printable application can be found on our website or by visiting our office. Medical applications must be filled out in pen with original signatures—no photocopies, screenshots, or digital signatures accepted.
Q2	ALL HOF PROGRAMS	When should I expect to be notified about my award? From the time we receive a complete application packet, you should expect to hear back within two (2) weeks' time. If your application packet is missing any required documents, it will delay processing and response time. All scholarships have a different timeline, please be sure to read through the specific program details you are applying for.
Q3	ALL HOF PROGRAMS	Do my grandchildren qualify? No. HOF awards are designed to assist Hualalai employees and their immediate dependents. If your grandchildren are listed as your legal dependents, you must provide documentation of legal guardianship.
Q4	ALL HOF PROGRAMS	Do my parents qualify? No. HOF awards are designed to assist Hualalai employees and their immediate dependents. If your parents are listed as your legal dependents, you must provide documentation of legal guardianship.
Q5	ALL HOF PROGRAMS	How many awards can I apply for? You can participate in as many programs as you are eligible for. Each program has different award limits. Please be sure to read through the specific program details you are applying for.
Q6	ALL HOF PROGRAMS	Who is the award check made out to? It depends on the award type and category. Please refer to program details or contact our programs office.
Q7	ALL HOF PROGRAMS	My daughter is 26 years old. Does she qualify? The dependent cap is age 24 for the majority of Educational Awards. The dependent cap is age 12 for LEAP Keiki Literacy & Learning Programs. The dependent cap is age 26 for Medical Awards.

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Q8	ALL HOF PROGRAMS	What if my hours of work vary throughout the year? An average of 20 hours per week must be reached to be eligible for all HOF awards.
Q9	ALL HOF PROGRAMS	I recently changed jobs from within the Four Seasons to a position as an independent contractor. Does this affect my eligibility? No. Your tenure of employment within Hualalai Resort carries with you, so long as you are still servicing Hualalai Resort in some capacity. You also need to maintain the minimum hours work requirement, which is 20 hours per week.
Q10	ALL HOF PROGRAMS	Can you explain the \$230,000 income cap? The income cap considers your household's after-tax income. Earnings withdrawn from retirement or investment accounts are not required to be included. There are a few programs such as Honor Roll Award and Keiki Literacy & Learning Programs that does not have an income cap. Please be sure to read through the specific program details you are applying for.
Q11	ALL HOF PROGRAMS	What is an employee eligibility verification and what do I need to do? Use the form at the following link to verify your eligibility for support through the Hualalai 'Ohana Foundation: https://hualalaiohanafoundation.dm.networkforgood.com/forms/employee-eligibility-verification-form Hualalai Resort contractor employees must provide (2) two employment references with their application.
Q12	ALL HOF PROGRAMS	What is a Hualalai Community Employee? Hualalai Community Employee includes employees of Hualalai Investors, LLC or Four Seasons Hualalai; and any Hualalai Resort contractor, which means an independent contractor or employee of another company that provides services to the resort, hotel, or resident homeowner for a minimum of 20 hours per week for a minimum of six (6) months. Hualalai Resort contractors must provide two (2) verification letters of eligibility – from your employer, hotel or resort verification, or homeowner – with their application. A reference letter must include start date, tenure and average hours worked per week.

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	MEDICAL	Q&A
Q13	MEDICAL	What do I need to gather from my dental/medical provider? A complete application includes a treatment plan explaining the diagnosis and prognosis of the medical situation. Examples of acceptable documentation include a treatment plan from a dental provider, hospital discharge paperwork, or a completed 'Ohana Medical Treatment Plan (page 2 of the medical application packet) signed by your medical professional. You will also need official documents detailing the specific amount that you are responsible for as well as what portion insurance has paid. Dental applications also require an Explanation of Benefits (EOB) from your insurance provider showing coverage of procedures you are requesting support for. The EOB must show the dates of service and the cost breakdown. Applications without all required documents will not be accepted.
Q14	MEDICAL	What is a diagnosis? A medical diagnosis identifies the applicant's present illness, disease, or injury. A medical prognosis is an estimate of the outcome of the condition and is used to determine treatment. On dental applications, diagnosis/prognosis should include the tooth number, dental code, and procedure name. It should define the medical necessity of the situation.
Q15	MEDICAL	What is a treatment plan? A treatment plan is a formal document developed by a medical provider that outlines a patient's diagnosis, recommended procedures, and timeline for treatment. It defines the medical necessity of the condition and explains why the proposed treatment is required.
Q16	MEDICAL	What is an itemized receipt? An itemized receipt includes the patient's name, provider's name, dates of service, type of service, cost, and insurance adjusted amount.
Q17	MEDICAL	Do you reimburse prescriptions? Yes, as related to the approved diagnosis/prognosis. The original prescription label and receipt are required for reimbursement.
Q18	MEDICAL	Which medical procedures qualify for an award? HOF covers medically necessary surgeries and dental procedures that are insurance eligible. If your insurance does not cover a procedure, the Foundation cannot support it. Each application is reviewed on a case-by-case basis according to current Foundation policies and your insurance coverage.
Q19	MEDICAL	Can my spouse travel with me to O'ahu for my knee surgery? Yes, HOF medical awards grant economy/coach airfare for one travel companion, if medically necessary. Other allowable travel expenses may include lodging (up to \$200 per night), food/meals per diem (up to \$75 per day), rental car (mid-size car) or ground transportation, and parking. Maximum 90 days. Reimbursements are for off-island travel only, not to the other side of the island.

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Q20	MEDICAL	Does the dental award cover braces? Yes, if they are medically necessary. You'll need a treatment plan from your dentist or orthodontist showing why the braces are medically required. The dental award covers braces up to \$1,000 per year.
Q21	MEDICAL	Do I need to have insurance to qualify for medical financial assistance? Yes, all medical applications must indicate the insurance eligible adjusted amount on the invoice from the medical provider or insurance company.
Q22	MEDICAL	I don't like my teeth. Does the award cover tooth implants or veneers? We cover medically necessary, insurance-eligible tooth implants. Cosmetic tooth implants or veneers are not eligible for HOF dental assistance awards.
Q23	MEDICAL	My dentist said I need a crown and an extraction; can you help me? We cover medically-necessary, insurance-eligible dental/surgical procedures. Each application is reviewed on a case-by-case basis according to current Foundation policies and your insurance coverage. The Hualalai 'Ohana Foundation Dental Award amount is set at a cap of \$1,000. One award per year, including braces. Applicants must provide an explanation of benefits from your insurance provider.
Q24	MEDICAL	I am having surgery next month, what do I need to do or know at this time? Do I need to wait to apply? We encourage you to apply as soon as you have a medical diagnosis and prognosis ready. With your completed application and treatment plan/diagnosis and prognosis, we will be able to advance your application for further review and evaluation with the Medical Committee.
Q25	MEDICAL	I am having Dental work done next month, can I submit my paperwork early or do I need to wait until the procedure is complete? You need to wait until the procedure has been completed and you have received your EOB from your insurance provider for that procedure. The Foundation cannot accept or process payment in advance.
Q26	MEDICAL	Can you contact my medical provider for me? No. It is your responsibility to provide all necessary documentation to qualify for medical financial assistance through the Hualalai 'Ohana Foundation. After reviewing the FAQs, if you need further assistance, please contact our office directly for support.
Q27	MEDICAL	I had surgery a couple of months ago and have kept my receipts. The bills from the doctor's offices are starting to come in and I'm worried I can't pay for it all. Can I still apply for a medical financial assistance award? Yes, you can apply for past surgical procedures within the current calendar year.

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Q28	MEDICAL	What information should I ask my doctor for to assemble a complete application for medical financial assistance award through HOF? You should request a formal treatment plan, discharge paperwork, or a completed 'Ohana Medical Treatment Plan from your doctor. Be sure to include your diagnosis on your patient authorization form. For Dental applications only, an Explanation of Benefits (EOB) from your insurance provider showing coverage is also required.
Q29	MEDICAL	I've been approved for a Medical award (Surgical or Serious) through HOF and my doctor's appointment is on January 3rd. Do I pay the doctor or does the Foundation pay the doctor? You can typically choose either. Option 1 - You pay, we reimburse you: Pay your doctor and keep your receipts with the original itemized bill showing what insurance paid. Submit these documents to request reimbursement from HOF. Option 2 - We pay your doctor directly: Provide us with the itemized bill showing the insurance payment amount, and we'll send payment directly to your provider.
Q30	MEDICAL	How are medical financial assistance award payments made? To be able to disburse payment for a procedure, we will need an invoice that details the dates of service, services rendered, and applicable insurance. For Dental Awards, providing an explanation of benefits from your insurance provider detailing what insurance covered and what you paid or are required to pay out of pocket can expedite the processing of your award.
Q31	MEDICAL	Does the medical award cover prescription costs? Yes, prescription co-pays are an eligible expense if they're related to your approved diagnosis. You'll need to provide the original prescription labels and receipts with the patient's name on them for reimbursement.

	EDUCATION	Q&A
Q32	ALL – EDUCATION	How do I apply? For educational awards, the application link can be found on the specific program page on our website at hualalaiohanafoundation.org under 'Ohana Programs. All educational award applications must be submitted online.
Q33	ALL – EDUCATION	What is a tuition statement? A tuition statement or invoice is an official document from your school that will include the student's name, student ID, current charges, and account balance. We will not accept screenshots. File must be original or PDF copy.

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Q34	ALL – EDUCATION	What information needs to be on my uploaded Grade Transcript? An official or unofficial grade transcript is required for all Scholarship & 'AINA applicants. A valid transcript for HOF scholarship qualification purposes must follow: • Institution's name • Student's full name • List of course history • Current Grades/Information for each course: • Continuing College Students – must also include past semester grades/information • High School Seniors – must include 9th through 11th grade at the minimum (IF available, include grade 12 information) • Current cumulative Grade Point Average (GPA)
Q35	ALL – EDUCATION	What are some examples of Grade Transcripts that may be deemed invalid? • Grade Transcript does not have your most recent academic history • Name on your Grade Transcript does not match the name on your HOF application • Grade Transcript cannot be clearly read • Grade Transcript does not include all pages and/or all course work NOTE: You must upload one transcript to each application. If your program guidelines require Official Transcripts, HOF will not accept unofficial transcripts. The validity of your Grade Transcript is up to the discretion of HOF's Scholarship staff. Any transcript under suspicion of doctoring or editing will be eliminated from review and the applicant will not be considered for awards.
Q36	ALL – EDUCATION	What is a Personal Statement and what should I include? A personal statement is a special type of essay that gives you an opportunity to share a little bit about who you are and demonstrate that you're a good fit for a particular program. We encourage you to include personal stories or examples in these essays which can support your answers and give the review committee a good sense of who you are. We also encourage you to proofread your essays for any grammatical or spelling errors. Keep in mind that applications may be read by HOF staff, decision-makers, and donors who may have established these scholarships, so it's important to take the time and put in the effort as this can weigh heavily in the overall review of your award. Tip: Compose your essays in a Word document (or equivalent) and then copy and paste it into your application to avoid the system timing out after thirty (30) minutes.

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Q37	ALL – EDUCATION	How do I know what is required to submit my application? We recommend you thoroughly read through each specific education program detail to determine what additional documents may be required for those opportunities. All additional documents must be uploaded to be able to submit your online application. The system will also prompt you with an error message if you try to submit your application without completing a required answer or section. Carefully review your application prior to submission. Submitting your application in advance of the deadline will allow you time to correct any missing/required answers.
Q38	ALL – EDUCATION	Is there any cost to apply for HOF education program opportunities? No, HOF offers multiple educational award programs that are free to apply.
Q39	ALL – EDUCATION	Can I make changes to my application after it has been submitted? No. Once your application has been submitted, you will only be able to view the information you have submitted. You can edit any part of your application if you have not yet submitted your application. We highly recommend that you use the review option to review your information carefully before submitting.
Q40	ALL – EDUCATION	What if I don't have a computer and/or scanner to scan and upload my documents? You may want to seek assistance from a relative, friend, working professional or counselor who may have access to a scanner. You can also visit copy centers, such as Office Max, which can assist you for a small fee. We highly recommend that you format your files format into a PDF form before attaching them to your application. You may want to download a free PDF converter on your computer to convert documents into a PDF format. Recommended websites are www.freepdfconvert.com or www.pdfonline.com.
Q41	ALL – EDUCATION	How can I upload or attach multiple pages to my application? The online application portal 'Ohana Online will allow you to upload multiple documents to your application.
Q42	ALL – EDUCATION	How can I upload or attach multiple pages to my application? All supporting documents must be submitted online. We recommend that you start early to gather the necessary tax documents to fill out the FAFSA when it becomes available and request a copy of your transcript from your registrar's office once your applicable semester is completed. Online applications can only be submitted once all required support documents have been uploaded.

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Q43	ALL – EDUCATION	What if I do not want to accept my award or I will not be attending school for the awarded academic year? We understand that circumstances may change between the time you submit your application to when our awards process begins. If you receive an award notification and do not wish to accept your award, there is an option to decline your award on the Award Agreement Contract (AAC). We ask that you do this as soon as possible as this may allow us to award another deserving student.
Q44	ALL – EDUCATION	What is an AAC? AAC stands for Award Agreement Contract.
Q45	ALL – EDUCATION	If I receive a scholarship one year, will I automatically receive an award for the following year? No, students must complete the application process again to be considered for an award the following year.
Q46	ALL – EDUCATION	When will I receive the scholarship money? Once awarded, we need you to accept each award by signing and returning the AAC within 2 weeks' time. Higher Education & Hualalai Scholars Scholarships are paid to the student in two equal payments in August for the Fall semester and January for the Spring semester. It is your responsibility to submit your grades and tuition statement to the Foundation by the deadline listed on your AAC in order to receive your second semester payment. Higher Education & Hualalai Scholars Scholarship awards are paid directly to the student and can be applied to tuition costs, official student fees, and textbooks that correspond with each semester's official curriculum. This award does not cover extra-curricular activities, housing, supplies, or transportation costs. The applicant will be responsible for any expenses not covered by this award. If you receive an award, you must provide a current invoice, tuition statement or receipt with proof of payment. The tuition information provided in your application packet to the Foundation is not acceptable for payment of your award. Award payments are made twice per academic year. To receive your second semester award payment, you will need to submit a copy of your second semester invoice and first semester grades showing a minimum cumulative 2.5 GPA for Higher Education Scholarship or a minimum cumulative 3.0 GPA for Hualalai Scholars Scholarship. Preschool and K12 Scholarship awards are paid directly to the student's school once a tuition statement is provided to HOF during the awards processing period.

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Q47	ALL – EDUCATION	Are the scholarships awarded sufficient to pay the full cost of my college education? No. These scholarships are intended to provide only partial support. In addition to applying for scholarships through the Foundation, you should investigate other financial aid resources such as other scholarship organizations, federal grants, loans and work-study awards. A complete financial aid package can be put together by your school's financial aid office and may include various types of financial aid.
Q48	ALL – EDUCATION	How much will I receive in scholarships from HOF? HOF Scholarship offers varying award amounts, which generally range from \$1,000 to several thousand dollars, depending on the size of each scholarship fund, the number of qualified applicants and directions given by the donor(s). Applicants are encouraged to complete the application as thoroughly as possible (i.e. providing all applicable supporting documents, providing personal statements as requested) to increase the chances of being eligible for multiple educational award opportunities. The average award for students is approximately 50% of student financial need and varies each year.
Q49	ALL – EDUCATION	When will I be notified if I am awarded? After the program deadline has passed, applications will be evaluated by the review committee. No applications will be reviewed before the stated deadline. Please refer to the Program Application Deadline calendar for the year. For year-round awards, application review happens on a monthly basis.
Q50	ALL -EDUCATION	If I have more than one student, do I need to fill out a new application for each one? Yes. You must complete a separate application for each student.
Q51	ALL -EDUCATION	How do I access a saved application? Once you click on the <i>Apply Now</i> link, it will take you to a new application. To access a saved application, go to the very top right corner and select <i>My Applications</i>. From there, you can view all your applications.
Q52	ALL - SCHOLARSHIPS	How long will it take to complete the online application? It will take approximately 2 to 3 hours to fill out the application. Your application session will time out after 45 minutes of inactivity but will regenerate if you use the save function or move on to a new question in the application. You may save your application and return to it at any time prior to the deadline. Click here to return to our education application portal.

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Q53	ALL - SCHOLARSHIPS	Do I need to submit additional essays to submit my application? Yes. Personal statements are required for specific education awards to submit your application. Personal statements weigh heavily in the review process and it is important that you take the time to provide a thoughtful and relevant personal statement explaining why the Foundation and its donors should support your request. We recommend you thoroughly read through each application detail to determine what additional documents may be required for those award opportunities.
Q54	ALL - SCHOLARSHIPS	What will my scholarship award cover? The scholarship can be used for any educational expenses related to your school's cost of attendance, which may include tuition and fees, books and supplies, and other miscellaneous school expenses for the awarded academic year. Please refer to your AAC for specific award criteria.
Q55	ALL -SCHOLARSHIPS	What is FAFSA? The Free Application for Federal Student Aid (FAFSA) is the form you need to fill out to get any financial aid from the federal government to help pay for college. The FAFSA asks for information about you and your family's finances, including tax returns, so you'll need your parents' help to complete it. HOF uses FAFSA data as one factor to determine your award amount.
Q56	ALL -SCHOLARSHIPS	What is an SAI? Your Student Aid Index (SAI) is an index number used to determine your eligibility for federal student financial aid. This number results from the information you provide in your Free Application for Federal Student Aid (FAFSA®) form. Your SAI is reported to you on your Student Aid Report (SAR). You can view your SAR by logging in to your FAFSA form and selecting "View SAR" from the My FAFSA page. HOF uses the SAI as a factor to determine your award. We understand that there may be gaps in the amount of aid you need.

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Q57	ALL - SCHOLARSHIPS	What is an official transcript and when it is required? Official transcripts are ordered through the Registrar's Office at your University or Community College. Helpful Tip: Request your Official Transcript be sent to your email and be sure to save a copy so you can use it for multiple program applications. Official transcripts are signed by the Registrar and bear the institution's official seal. Official transcripts are not printouts available through a student web portal and will be deemed invalid as a supporting document to fulfill your application packet. The Foundation requires an official transcript for 4 of its programs. Those programs include the Hualalai Scholars, the Higher Education Scholarship, Academic Merit Awards, and Work for College Match at point of application and by the established application deadline. If your final grades are not available yet, the Foundation will accept an unofficial transcript but cannot cut your first scholarship payment check until the official transcript is received.
Q58	ALL - SCHOLARSHIPS	Should I still apply for HOF scholarships even if I am waitlisted or undecided? Yes, you should still apply for HOF scholarships even if you are waitlisted or undecided.
Q59	SCHOLARSHIPS - HED	What should I do if I am undecided about my college plans? If you are undecided about your college plans, don't let that stop you from applying for HOF scholarships. To be considered for a scholarship, we will need an application to review, even if you are not yet accepted or enrolled. Without a submitted application by the scholarship deadline, you will not be eligible for a scholarship. This is also true for PreK-12 Scholarships. There may be no exceptions to late applications. You are still encouraged to apply for scholarships in the case that you decide to enroll. If you ultimately decide not to enroll, you can withdraw your application and/or scholarship.
Q60	SCHOLARSHIPS - HED	I'm not sure if I want to go to college yet, but I don't want to miss out on any scholarship opportunities. What should I do? You can still apply for scholarships even if you are not sure if you want to go to college yet. We will require you to be enrolled in college and provide proof of enrollment prior to award payment.

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Q61	SCHOLARSHIPS – HUALALAI SCHOLARS	Do I need to submit letters of recommendation (LOR)? Letters of recommendation are required for the Hualalai 'Ohana Scholars Scholarship Application. For this, it's a good idea to request your two recommendations ahead of time. When choosing a recommender, think of people who can speak to your academic performance, leadership capabilities, or community service involvement. This could be a previous or current academic instructor, a school counselor, a club advisor, a mentor, a coach, an employer and/or church leader, etc.
Q62	SCHOLARSHIPS – HUALALAI SCHOLARS	How are letters of recommendation submitted with my application? Letters of recommendation will be a required document upload task for the Hualalai 'Ohana Scholars Scholarship Application. For this, it's a good idea to request your two recommendations ahead of time.
Q63	SCHOLARSHIPS – HUALALAI SCHOLARS	What would be considered examples of invalid recommendations? NOTE: The validity of a submitted letter of recommendation is up to the discretion of HCF's Scholarship staff. Any letters suspected of being forged, doctored, or edited will be eliminated from review, and the applicant will not be considered for awards. • Recommendations from parents, friends, and relatives • Recommendations in a file format that is unable to be opened by HOF staff
Q64	PREK12 SCHOLARSHIPS	Can I apply for Preschool scholarship for my 3-year-old? Yes, the minimum age for scholarship awards is 3 years old at the time of application.
Q65	LEAP - ALL	Can I apply for a LEAP award more than once in a calendar year? Yes. Your family can apply for up to three (3) LEAP awards per family, per year.
Q66	LEAP -ALL	I missed the deadline for scholarship applications. Can I apply for a LEAP Award? While LEAP Awards may support supplemental academic activities, they should not be utilized for K-12 tuition or tuition for a degree program. Be sure to apply for a scholarship next year. If you are having difficulty completing the application after reviewing the FAQs, please contact the HOF office for further assistance.

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Q67	LEAP – KEIKI LITERACY	Can I mix and match learning subscriptions? Unfortunately, no. Currently, our Keiki Literacy and Learning Program offers only annual learning subscriptions to either Dolly Parton Imagination Library or Little Passports. The Foundation also offers an annual Keiki Book Fair in December. Keep an eye out for program application opening November each year.
Q68	LEAP – TECH FOR EDUCATION	How often can I apply for this award? You can apply once every two years.
Q69	LEAP – TECH FOR EDUCATION	Does HOF buy me a computer or do I buy one myself? Once you submit your signed Award Agreement Contract along with your proof of purchase receipt, HOF will reimburse you.