



Health care options for all that is you

A guide to getting the care
you and your family need.

On the cover:
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Executive Director,
Population Management

How care works at Kaiser Permanente

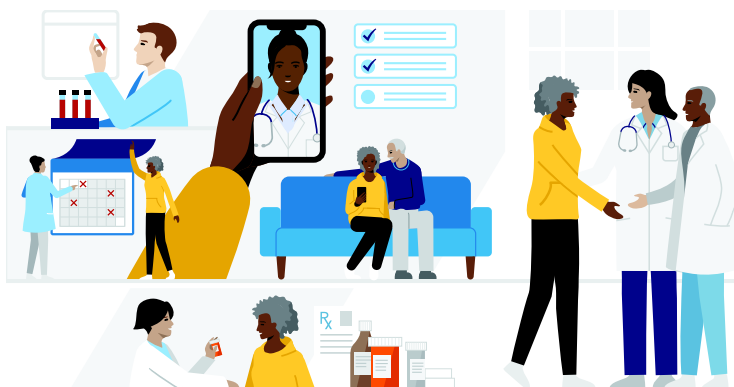


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Thank you for choosing Kaiser Permanente.

We combine care and coverage in an integrated care delivery system—which makes us different than other health care providers.

Your doctors are connected to each other across different specialties and locations through one computer system called an electronic health record and have instant access to your recorded medical history—including prescriptions, X-rays, labs, and test results.¹ This enables them to coordinate your care—so you don't have to!

Learn more at **kp.org/myhealthyplace**.

Member Services

303-338-3800 or 1-800-632-9700 (TTY 711),
Monday–Friday, 8 a.m.–6 p.m.

Clinical Contact Center (24/7 medical advice)

For appointments, book online at **kp.org/appointments**
or call **303-338-4545 or 1-800-218-1059 (TTY 711),**
Monday–Friday, 6 a.m.–7 p.m.

Online/mobile care options



Online chat²

Chat live online with a clinician for answers to routine or urgent medical questions. Available 7 days a week on **kp.org**.



Scheduled phone or video visits^{2,3}

Schedule time to talk with a clinician by phone or video. With most plans, there's no cost.



24/7 nurse advice

Speak to a registered nurse anytime, day or night, for routine or urgent medical or mental health advice. Call **303-338-4545** or **1-800-218-1059 (TTY 711)**.



24/7 virtual care^{2,4}

Fast, personalized support around the clock—no appointment needed. Get 24/7 care by phone or video from a Kaiser Permanente clinician across the U.S.



E-mail³

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply, usually within 2-3 business days.



E-visit

Answer a few questions on **kp.org** or our app for 24/7 self-care advice. In some cases, a Kaiser Permanente clinician will get back to you with a care plan—usually within 4 hours.

To access these care options and more visit **kp.org/getcare**.



With the Kaiser Permanente app and **kp.org** you can:

- Schedule or cancel appointments³
- Refill prescriptions
- View lab results³
- Pay medical bills
- And more!

Set up your account at **kp.org/register**, then download our app onto your mobile device.

Care that meets your needs



Expanded mental health services

Get care for depression, substance use, eating disorders, anxiety, medication evaluation and management, and more—without a referral!

- Appointments with a mental health clinician through phone, video, and in-person visits
- Online chat with a mental health clinician
- 24-7, one-on-one emotional support through the Ginger app⁵
- Tips for meditation, improved sleep, and mental resilience through the Calm App
- Help managing depression, stress, anxiety, addiction, and more through the myStrength app⁶

Schedule appointments at kp.org/appointments, or call **303-471-7700** or **1-866-359-8299** (TTY **711**). In Southern Colorado, call **1-866-702-9026** (TTY **1-866-835-2755**). Visit kp.org/getcare for more information about all of your mental health care options.



Routine care

Routine care consists of visits to your clinician for a checkup, preventative screenings, or non-urgent health issues.



Specialty care

Specialty care involves services from doctors trained in specific areas of care, such as cardiology, dermatology, orthopedics, and more. A referral is not needed to see many specialists.



Pediatric care

Routine pediatric care (for children up to 18 years old) is provided by appointment only.



Schedule an appointment³

Schedule routine, specialty, and pediatric appointments at kp.org, through the mobile app, or by calling **303-338-4545** or **1-800-218-1059** (TTY **711**), Monday–Friday, 6 a.m.–7 p.m.



Inpatient hospital care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of many hospitals that are in-plan with Kaiser Permanente. See page 13 for a list of these in-plan hospitals.



Urgent care

Urgent care is for illnesses or injuries that require prompt attention but are not medical or psychiatric emergencies. This can include abdominal pain, asthma, cough, fever, sore throat, earaches, headaches, migraines, minor lacerations, ankle sprains, and other urgent conditions. See page 10 for Kaiser Permanente urgent care locations that offer evening, weekend, and holiday hours.



Emergency care

Emergency care is for when your health is in danger and you require immediate care. For example, you feel like you're having a heart attack, have severe difficulty breathing, cannot talk or move one side of your body, develop slurred speech, have a sudden change of consciousness, or have serious wounds, injuries, or a psychiatric emergency (see locations on pages 11-12).

For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at [kp.org/eoc](https://www.kp.org/eoc).



Urgent care at home

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, from 7 a.m.-10 p.m., **720-588-9686 (TTY 711)**.



Care outside the Colorado Service Area

You have many care options:

- Online and mobile care (see page 3)
- Urgent and emergency care
- Certain services at any Kaiser Permanente medical offices in California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia, and the District of Columbia.



Out-of-Area Benefit

Covered dependents up to age 26 who live outside the Colorado service area are covered for certain routine, continuing, or follow-up care through our Out-of-Area Benefit.⁷ Call Member Services with questions at **303-338-3800** or **1-800-632-9700**.

Pharmacy and other services

You have many ways to fill and manage your prescriptions—when it's most convenient for you.



Prescription Delivery⁸

Get most prescriptions delivered within a few days with no shipping costs. You can fill them online at **kp.org**, through the mobile app, or by calling the pharmacy at a Kaiser Permanente medical office of your choice at **1-866-523-6059 (TTY 711)**, or at **kp.org/refill**.



In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Order refills at **kp.org/refill** for pickup within 24 hours— or select priority pickup and get your refill in 30 minutes. Eligible members can choose to use an affiliated pharmacy.



By phone

Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under "Pharmacy Services" on each medical office's page at **kp.org**.



Same-day/next-day delivery

Request same-day/next-day delivery of your prescriptions for a flat fee. Simply call **1-888-626-0454** to check for eligibility. Same-day deliveries must be within 15 miles of a participating pharmacy.



Manage your prescriptions or learn more

To manage your prescriptions or learn more about our pharmacy services, visit **kp.org/pharmacy**.



Kaiser Permanente Medical Offices

At most Kaiser Permanente medical offices, **you can see a doctor, fill a prescription, and have lab and imaging services done in the same place.** You can get care from any Kaiser Permanente medical offices in Colorado.



Wellness coaching

Get one-on-one guidance and support from a dedicated wellness coach who can help you set goals, stick to them and, most importantly, see results. And you can do it all from the comfort of home. For more information and to make an appointment, call **720-536-7753**, Monday through Friday, or visit **kp.org/coaching**. Wellness coaching by phone is available at no cost to Kaiser Permanente members—and no referral is required.



Answers to benefits questions

If you have questions about your benefits or cost of care:

- Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at **kp.org/eoc**
- Call Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, Monday–Friday, 8 a.m.–6 p.m.



Medical financial counseling

- Price estimates for upcoming services and procedures
- Payment plan options
- General counseling or questions

Call Financial Counseling at **303-338-3025** or **1-877-803-1929 (TTY 711)**, Monday–Friday, 8 a.m.–6 p.m.



Need care when traveling?

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900 (TTY 711)** for all your options. Urgent and emergency care are available anywhere in the world.

In-person care locations

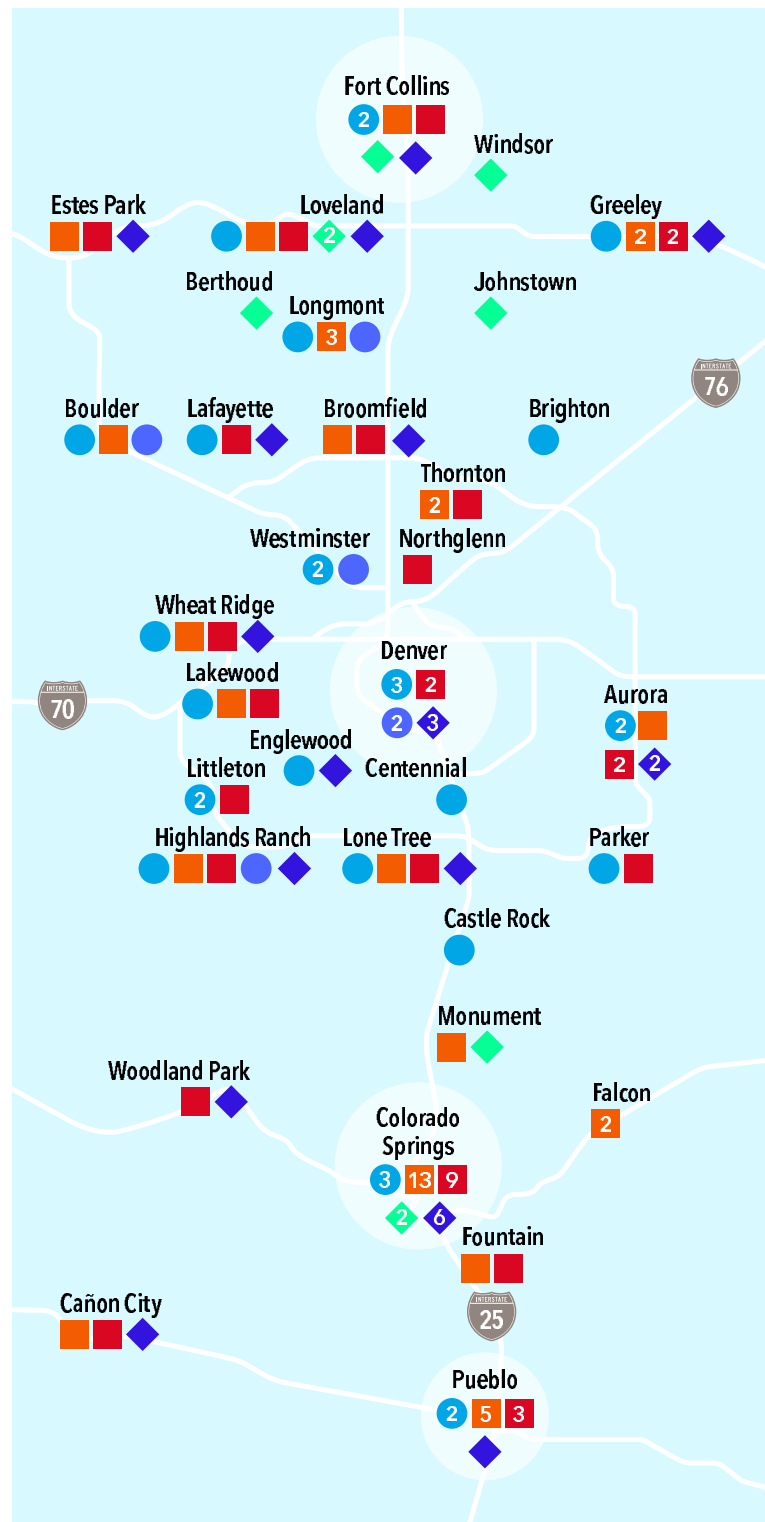
Colorado medical facilities

30	Kaiser Permanente medical offices	●
40	Urgent care facilities	■
35	Emergency care facilities	■
6	Behavioral health offices	●
9	Affiliated providers with extended hours	◆
24	Affiliated hospital/inpatient care	◆

There are **1,100+** Kaiser Permanente physicians, and **12,300** affiliated plan providers at locations across Colorado.



For the most up-to-date list of providers and facilities included in your plan, visit kp.org/locations.



Kaiser Permanente Medical Offices

Central

Aurora

Aurora Centrepoint
14701 E. Exposition Ave.
Aurora, CO 80012

Smoky Hill

16290 E. Quincy Ave.
Aurora, CO 80015

Boulder

Baseline
580 Mohawk Drive
Boulder, CO 80303

Brighton

Brighton
859 S. 4th Ave.
Brighton, CO 80601

Castle Rock

Castle Rock
4318 Trail Boss Drive
Castle Rock, CO 80104

Centennial

Arapahoe
5555 E. Arapahoe Road
Centennial, CO 80122

Denver

East Denver
10400 E. Alameda Ave.
Denver, CO 80247

Franklin

2045 Franklin St.
Denver, CO 80205

Skyline

1375 E. 20th Ave.
Denver, CO 80205

Englewood

Englewood
2955 S. Broadway
Englewood, CO 80113

Highlands Ranch

Highlands Ranch
9285 Hepburn St.
Highlands Ranch, CO 80129

Lafayette

Rock Creek
280 Exempla Circle
Lafayette, CO 80026

Lakewood

Lakewood
8383 W. Alameda Ave.
Lakewood, CO 80226

Littleton

Ken Caryl
7600 Shaffer Parkway
Littleton, CO 80127

Southwest

5257 S. Wadsworth Blvd.
Littleton, CO 80123

Lone Tree

Lone Tree
10240 Park Meadows Drive
Lone Tree, CO 80124

Longmont

Longmont
2345 Bent Way
Longmont, CO 80503

Parker

Parker
10168 Parkglenn Way
Parker, CO 80138

Westminster

Hidden Lake
7701 Sheridan Blvd.
Westminster, CO 80003

Westminster

11245 Huron St.
Westminster, CO 80234

Wheat Ridge

Wheat Ridge
4803 Ward Road
Wheat Ridge, CO 80033

Northern

Fort Collins

Fort Collins
2950 E. Harmony Road, Suite 190
Fort Collins, CO 80528

Spring Creek

1136 E. Stuart St.
Building 3, Suite 200
Fort Collins, CO 80525

Greeley

Greeley
2429 35th Ave.
Greeley, CO 80634

Loveland

Loveland
4901 Thompson Parkway
Loveland, CO 80534

Southern

Colorado Springs

Briargate
4105 Briargate Parkway, Suite 125
Colorado Springs, CO 80920

Parkside

215 Parkside Drive
Colorado Springs, CO 80910

Premier

3920 North Union Blvd.
Colorado Springs, CO 80907

Pueblo

Acero
2625 W. Pueblo Blvd.
Pueblo, CO 81004

Pueblo North

3670 Parker Blvd., Suite 200
Pueblo, CO 81008

Urgent Care

If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate or help you schedule an appointment. Most locations have extended hours. Call **303-338-4545** or **1-800-218-1059** (TTY 711) for the latest hours of operation.

Central

Aurora

Aurora Centrepoint Medical Offices
14701 E. Exposition Ave.
Aurora, CO 80012

Boulder

Concentra Urgent Care
3300 N. 28th St.
Boulder, CO 80301
303-541-9090

Lakewood

Lakewood Medical Offices
8383 W. Alameda Ave.
Lakewood, CO 80226

Lone Tree

Lone Tree Medical Offices
10240 Park Meadows Drive
Lone Tree, CO 80124

Longmont

NextCare Urgent Care
2144 Main St., Suite 8
Longmont, CO 80501
303-772-0041

UCHealth Urgent Care—Main Street
2101 Main St.
Longmont, CO 80501
720-745-8030

Orthopaedic & Spine Center of the Rockies—Urgent Care (orthopedics only)
1610 Dry Creek Dr.
Longmont, CO 80503
303-772-1600

Thornton

Concentra Urgent Care
500 E. 84th Ave., Suite B14
Thornton, CO 80229
303-287-7070

Concentra Urgent Care
550 E. Thornton Pkwy, Suite 110
Thornton, CO 80229
720-872-0399

Pediatric care (only) available at the following facilities

Children's Hospital Colorado⁹ North Campus, Broomfield
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado⁹ South Campus, Highlands Ranch
1811 Plaza Dr.
Highlands Ranch, CO 80219
720-478-1234

Children's Hospital Colorado⁹ Wheat Ridge
3455 N. Lutheran Parkway, Suite 230
Wheat Ridge, CO 80033
720-777-1370

Urgent Care at Home⁹

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, from 7 a.m.-10 p.m., **720-588-9686** (TTY 711).

Northern

Estes Park

Estes Park Urgent Care Center
420 Steamer Dr
Estes Park, CO 80517
970-577-4500

Fort Collins

Banner Urgent Care
110 E. Boardwalk
Fort Collins, CO 80525
970-821-1500

Greeley

Banner Urgent Care
2015 35th Ave.
Greeley, CO 80634
970-810-4155

NextCare Urgent Care
1011 39th Ave., Suite A
Greeley, CO 80634
970-351-8181

Loveland

Banner Health Clinic—Skyline Urgent Care
2555 E. 13th St., Suite 110
Loveland, CO 80537
970-820-4264

Southern

Cañon City

Centura Health Urgent Care
3245 East US Highway 50, Unit E
Canon City, CO 81212
719-285-2888

Colorado Springs

Alliance Urgent Care⁹
9320 Grand Cordera Parkway
Suite 100
Colorado Springs, CO 80924
719-282-6337

Centura Health Penrose Community Urgent Care
3027 N. Circle Drive
Colorado Springs, CO 80909
719-776-3216

Centura Health Urgent Care Broadmoor
1263 Lake Plaza Drive, Suite 120
Colorado Springs, CO 80906
719-776-3330

Centura Health Urgent Care Powers Pointe
5607 Barnes Road, Suite 140
Colorado Springs, CO 80917
719-776-3851

Concentra Urgent Care⁹
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

Concentra Urgent Care⁹
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

Concentra Urgent Care⁹
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

Concentra Urgent Care⁹
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care⁹
6011 E. Woodmen Road, Suite 100
Colorado Springs, CO 80923
719-571-8888

UCHealth Urgent Care⁹
1035 Garden of the Gods Road
Suite 120
Colorado Springs, CO 80907
719-365-3200

UCHealth Urgent Care⁹
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

UCHealth Urgent Care⁹

2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care⁹

13445 Voyager Parkway
Colorado Springs, CO 80921
719-365-3200

Falcon**Falcon Urgent Care**

7475 McLaughlin Road
Falcon, CO 80831
719-495-9994

UCHealth Urgent Care⁹

11605 Meridian Market View, Suite 184
Falcon, CO 80831
719-364-9560

Fountain**Centura Health Urgent Care Fountain**

7955 Fountain Mesa Road
Fountain, CO 80817
719-776-3737

Monument**Centura Health Urgent Care – Tri Lakes**

17230 Jackson Creek Parkway
Suite 120
Monument, CO 80132
719-571-7070

Pueblo**Concentra Urgent Care⁹**

4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

Concentra Urgent Care⁹

4112 Outlook Blvd., Suite 325
Pueblo, CO 81008
719-562-6300

Southern Colorado Clinic, PC

3676 Parker Blvd.
Pueblo, CO 81008
719-553-2208

Southern Colorado Clinic, PC

3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

Southern Colorado Clinic, PC

109 S Burlington Dr.
Pueblo West, CO 81007
719-553-2205

Emergency Care

If you think you are experiencing an emergency medical condition, call **911**, or if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

Central**Aurora****HealthONE The Medical Center of Aurora South Campus**

1501 S. Potomac St.
Aurora, CO 80012
303-695-2600

Denver**Intermountain Healthcare (SCL Health) Saint Joseph Hospital⁹**

1375 E. 19th Ave.
Denver, CO 80218
303-812-2000

Englewood**HealthONE Swedish Medical Center**

501 E. Hampden Ave.
Englewood, CO 80113
303-788-6555

Lafayette**Intermountain Healthcare (SCL Health) Good Samaritan Medical Center⁹**

200 Exempla Circle
Lafayette, CO 80026
303-689-4000

Lakewood**HealthONE Swedish Belmar ER**

260 S. Wadsworth Blvd.
Lakewood, CO 80226
720-417-7200

Littleton**HealthONE Swedish Southwest ER**

6196 S. Ammons Way
Littleton, CO 80123
303-788-6911

Lone Tree**HealthONE Sky Ridge Medical Center**

10101 RidgeGate Parkway
Lone Tree, CO 80124
720-225-5362

Northglenn**Intermountain Healthcare (SCL Health) Saint Joseph Emergency Northglenn⁹**

11900 Grant St.
Northglenn, CO 80233
720-573-5095

Parker**HealthONE Sky Ridge South Parker ER**

12223 Pine Bluffs Way
Parker, CO 80134
720-347-6100

Thornton**HealthONE North Suburban**

Northeast ER
12793 Holly St.
Thornton, CO 80241
303-280-6640

Wheat Ridge**Intermountain Healthcare (SCL Health) Lutheran Medical Center⁹**

8300 W. 38th Ave.
Wheat Ridge, CO 80033
303-425-4500

Pediatric care (only) available at the following facilities**Children's Hospital Colorado Anschutz Medical Campus⁹**

13123 E. 16th Ave.
Aurora, CO 80045
720-777-1234

Children's Hospital Colorado North Campus⁹

469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado South Campus⁹

1811 Plaza Dr
Highlands Ranch, CO 80129
720-478-1234

Rocky Mountain Hospital for Children⁹

2001 N. High St.
Denver, CO 80205
720-754-1000

Northern

Estes Park

Estes Park Medical Center
555 Prospect Ave.
Estes Park, CO 80517
970-586-2317

Fort Collins

Banner Fort Collins Medical Center
4700 Lady Moon Drive
Fort Collins, CO 80528
970-821-4000

Greeley

Banner North Colorado Emergency Care
2000 70th Ave.
Greeley, CO 80634
970-810-2636

Banner North Colorado Medical Center
1801 16th St.
Greeley, CO 80631
970-810-4121

Loveland

Banner McKee Medical Center
2000 N. Boise Ave.
Loveland, CO 80538
970-820-4640

Southern

Cañon City

Centura Health St. Thomas More Hospital
1338 Phay Ave.
Cañon City, CO 81212
719-285-2000

Colorado Springs

Centura Health Penrose Hospital
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

Centura Health St. Francis Medical Center
6001 E. Woodmen Road
Colorado Springs, 80923
719-571-1000

UCHealth ER⁹
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

UCHealth Memorial Hospital Central⁹
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-5000

UCHealth Memorial Hospital North⁹
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-5000

UCHealth ER⁹
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER⁹
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital⁹
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain

UCHealth ER⁹
7890 Fountain Mesa Road
Fountain, CO 80817
719-390-2680

Pueblo

Centura Health St. Mary-Corwin Medical Center
1008 Minnequa Ave.
Pueblo, CO 81004
1-800-228-4039

Parkview Medical Center
400 W. 16th St.
Pueblo, CO 81003
719-584-4000

Parkview—Pueblo West Emergency Services
899 E. Industrial Blvd.
Pueblo West, CO 81007
719-288-2100

Woodland Park

UCHealth Pikes Peak Regional Hospital⁹
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-374-6060

Pediatric care (only) available at the following facilities

Children's Hospital Colorado, Colorado Springs⁹
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

Extended Hours

from affiliated providers

Northern

Berthoud

Banner Health Clinic—Berthoud
401 10th St.
Berthoud, CO 80513
970-532-4910

Fort Collins

Banner Health Clinic—Family Practice
702A W. Drake Road
Fort Collins, CO 80526
970-821-4600

Johnstown

Banner Health Clinic—Family Practice
222 Johnstown Center Drive
Johnstown, CO 80534
970-587-4974

Loveland

Banner Health Clinic—Southwest Loveland
1230 14th St. SW
Loveland, CO 80537
970-820-3999

Banner Health Clinic—Columbine
2701 Madison Square Drive
Loveland, CO 80538
970-820-5000

Windsor

Banner Health Clinic—Windsor
1300 Main St.
Windsor, CO 80550
970-686-5646

Southern

Colorado Springs

Optum Medical Group⁹
1633 Medical Center Point
Colorado Springs, CO 80907
719-632-5109

Optum Medical Group⁹
600 S. 21st St.
Colorado Springs, CO 80904
719-522-1133

Monument

Optum Medical Group⁹
15909 Jackson Creek Parkway
Monument, CO 80132
719-522-1133

● Behavioral Health

Visit kp.org/getcare for more information about all your mental health care options. You can schedule appointments at kp.org/appointments or by calling the appropriate number for the area where you live.

Central

Call **303-471-7700 (TTY 711)**, Monday–Friday, 8:30 a.m.–5 p.m.

Boulder

Baseline Behavioral Health
580 Mohawk Drive
Boulder, CO 80303

Denver

Highline Behavioral Health
10350 E. Dakota Ave.
Denver, CO 80247
Entrance located on east side of building

Skyline Medical Offices
1375 E. 20th Ave.
Denver, CO 80205

Addiction Medicine services only

Highlands Ranch
Ridgeline Behavioral Health
9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

Longmont

Longmont Medical Offices
2345 Bent Way
Longmont, CO 80503

Westminster

Hidden Lake Behavioral Health
7701 Sheridan Blvd.
Westminster, CO 80003

Northern

Call **1-866-359-8299 (TTY 711)**, Monday–Friday, 8:30 a.m.–5 p.m.

Southern

Call **1-866-702-9026 (TTY 1-866-835-2755)**, anytime day or night.

◆ Inpatient Hospital Care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of the following in-plan hospitals. For questions about your hospital admission copayment, deductible, or coinsurance, please review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

Central

Aurora

Children's Hospital Colorado
Anschutz Medical Campus⁹
HealthONE The Medical Center of Aurora

Broomfield

Children's Hospital Colorado
North Campus⁹

Denver

HealthONE Presbyterian/St. Luke's Medical Center
Intermountain Healthcare (SCL Health) Saint Joseph Hospital⁹
Rocky Mountain Hospital for Children⁹

Englewood

HealthONE Swedish Medical Center

Highlands Ranch

Children's Hospital Colorado
South Campus⁹

Lafayette

Intermountain Healthcare (SCL Health) Good Samaritan Medical Center⁹

Lone Tree

HealthONE Sky Ridge Medical Center

Wheat Ridge

Intermountain Healthcare (SCL Health) Lutheran Medical Center⁹

Northern

Estes Park

Estes Park Medical Center

Fort Collins

Banner Fort Collins Medical Center

Greeley

Banner North Colorado Medical Center

Loveland

Banner McKee Medical Center

Southern

Cañon City

Centura Health St. Thomas More Hospital

Colorado Springs

Centura Health Penrose Hospital

Centura Health St. Francis Medical Center

Children's Hospital Colorado, Colorado Springs⁹

UCHealth Grandview Hospital⁹

UCHealth Memorial Hospital Central⁹

UCHealth Memorial Hospital North⁹

Pueblo

Parkview Medical Center

Woodland Park

UCHealth Pikes Peak Regional Hospital⁹



For the latest information on all of our facilities, including hours and department listings, visit kp.org/locations.

Notices and references

Nondiscrimination Notice

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no-cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no-cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-632-9700 (TTY 711)**.

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services 1-800-632-9700 (TTY 711).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**. Complaint forms are available at hhs.gov/ocr/filing-with-ocr.

Help in Your Language

Attention: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-632-9700 (TTY 711)**.

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገዳጅ ድርጅቶች በነጻ ሊያገኙዎት ተዘጋጅተዋል፡ ወደ ሚስተለው ቁጥር ይደውሉ **1-800-632-9700 (TTY 711)**.

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-632-9700 (TTY 711)**

Bàsɔ ɔ̀ Wù d̀ù (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ̀ jũ ké ñ̀ Bàsɔ̀-wùd̀ù-po-nyò jũ ní, níí, à wuqu kà kò d̀ò po-poò bé in ñ̀gbo kpáa. **Dá 1-800-632-9700 (TTY 711)**

中文 (Chinese) 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-800-632-9700 (TTY 711)**。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. **تماس بگیرید. 1-800-632-9700 (TTY 711)**

Français (French) ATTENTION:

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-632-9700 (TTY 711)**.

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-632-9700 (TTY 711)**.

Igbo (Igbo) NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, diiri gi. Kpọọ **1-800-632-9700 (TTY 711)**.

日本語 (Japanese) 注意事項: 日本語を話さる場合、無料の言語支援をご利用いただけます。1-800-632-9700 (TTY 711) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로이용 하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin:
Díí saad bee yáníłt'ígo Diné Bizaad, saad bee áká'anída'áwo'déé', t'áá jik'eh, éí ná hól ó, koj jí' hódíilnih 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान दिनुहोस्: तपा'ले नेपाली बोल्नुहुन्छ भने तपा'को ननमतत भाषा सहायता सेवाह न शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गर्नहोस ।

Afaan Oromoo (Oromo) XIYYEEFFANNAA:
Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).

Русский (Russian) ВНИМАНИЕ:
если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).

Español (Spanish) ATENCIÓN:
si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (TTY 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-632-9700 (TTY 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-632-9700 (TTY 711).

Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-800-632-9700 (TTY 711).

References

1. Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.
2. Online chat with a clinician or mental health specialist, as well as video and phone services, are offered at no additional cost for most health plans. With some PPO or high-deductible health plans, a copayment, coinsurance, or deductible must be met first before these services are provided at no additional cost.
3. These services are available when you see Kaiser Permanente providers.
4. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.
5. The Ginger coaching services described are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old. The coaching services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members, aged 18 and older, who become members of Kaiser Permanente. The coaching services are not available to anyone enrolled in the State of Colorado's Fee-for-Service Medicaid program and receiving primary care medical provider services from Kaiser Permanente.
6. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
7. Available for members with HMO, DHMO, or high-deductible plan with an HSA, and HMO in-plan tier of a point-of-service plans. The PPO and POS plans are NOT eligible for the Out-of-Area benefit coverage. Your specific benefits may vary if your membership is through the Federal Employee Health Benefit Program or Medicare. Medicare and Federal members should consult their Evidence of Coverage (EOC) or FEHB Brochure, respectively.
8. Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail to the following states at this time: Arkansas, Kansas, Louisiana, North Carolina, Nebraska, Oklahoma, South Carolina, and South Dakota.
9. In-network for members on KP Select plans.

Thank you for choosing Kaiser Permanente.

We're here to answer your questions—from where to get care to understanding your benefits.



Member Services

303-338-3800 or 1-800-632-9700 (TTY 711),
Monday-Friday, 8 a.m.-6 p.m.

Clinical Contact Center (24/7 medical advice)

For appointments, book online at kp.org/appointments
or call 303-338-4545 or 1-800-218-1059 (TTY 711),
Monday-Friday, 6 a.m.-7 p.m.

Online/mobile care

kp.org/getcare

Resources at kp.org

The Kaiser Permanente website is your health toolbox.
Go to kp.org to find information about:

- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Life care planning
- And more

Kaiser Foundation Health Plan of Colorado, Inc. (KFHP) underwrites the HMO Network Provider Tier, and Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and Non-Participating Provider Tier of the 3-Tiered POS Plan. Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and the Non-Participating Provider Tier.

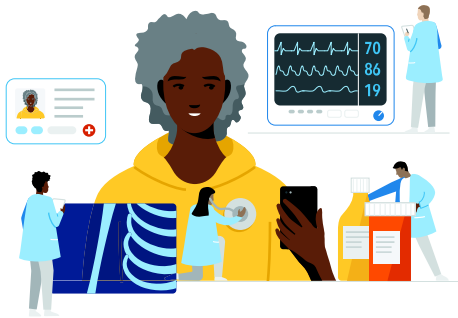
Experience care for all that is you

Easy. Personalized. Connected.
The way it's meant to be.



Kaiser Permanente 2023 Enrollment Guide

Why choose Kaiser Permanente? It's smarter, personalized health care.



Most things in life are now smarter, more personalized, and more convenient. But health care? Not so much. Kaiser Permanente is changing that. We combine care and coverage, so your doctors and health plan work together. This means you get:

- **24/7 access to care** that fits into your daily routine
- **Cost estimates** in advance
- **Our app and website** to manage both care and coverage needs
- **One-stop care** at Kaiser Permanente medical offices
- **Reminders** when it's time for screenings
- **Less paperwork** to fill out
- **Doctors who know your medical history**
(so you don't have to repeat it at every appointment)

And so much more!



Kaiser Permanente Medical Offices

At most Kaiser Permanente medical offices, **you can see a doctor, fill a prescription, and have lab and imaging services done in the same place.** Experience the simplicity of care under one roof. Take a virtual tour of our Lone Tree Medical Offices at colorado.kpvr.org.

Learn more about Kaiser Permanente

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Care away from home	9
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Questions about plan benefits or medical bills?

Call Member Services at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m.

Care at Kaiser Permanente is different

Integrated care is simpler. Easier. Better.

As one of America's leading, nonprofit health plans, we deliver nationally recognized, integrated care—an approach originated by Kaiser Permanente. Integrated care is where doctors, pharmacists, and your entire care team share important information about you through an electronic health record.¹

For example, if you see a specialist, have a hospitalization, a new test or a procedure, all the providers involved in your care—including your primary care provider—are informed.¹ This helps them coordinate every aspect of your care—so you don't have to.

We believe you shouldn't have to manage your care among different doctors, pharmacies, labs, and imaging centers. That's our job.

Get seamless care with the help of your electronic health record¹



Share your health history and any concerns with your personal doctor.



Your doctor coordinates your care, so you don't have to worry about where to go or who to call next.



Future care teams have a full picture of your health history—without you having to repeat your story.



With your health records in hand, your care team knows your needs in the moment and reminds you to schedule checkups and tests. Plus, you can view your records 24/7.²

Come to where medical excellence is standard practice

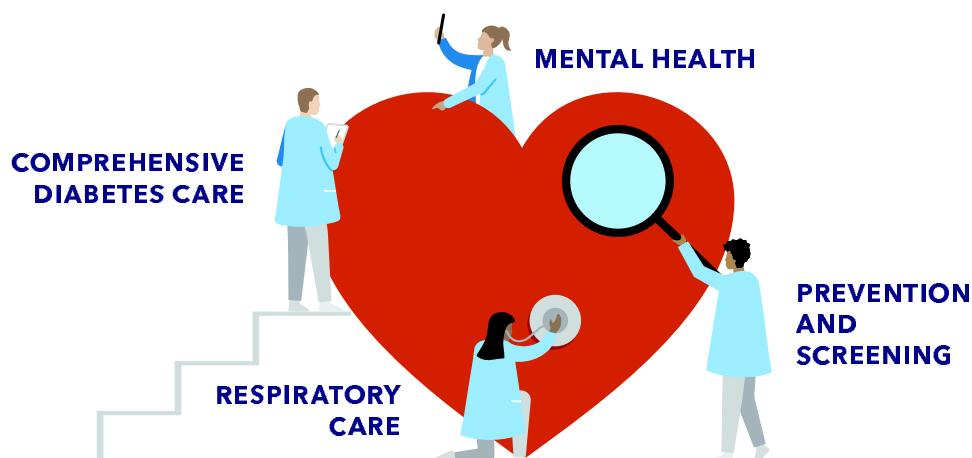
Nationally Recognized Care

Year after year, many of Kaiser Permanente's highly skilled and trained physicians are honored as Top Doctors by 5280 magazine (84 in 2022), receive 5-star reviews online, and earn some of the highest clinical quality ratings from the National Committee for Quality Assurance (NCQA).³

Our doctors are known for catching problems early with preventive care.

But, as one of the largest multispecialty groups in Colorado, if your health needs require specialized care, we have expert providers across many specialties who will create a personalized plan for your care.

If you have a condition like diabetes or heart disease, you're proactively enrolled in a disease management program for personal coaching and support. With a well-rounded, proven approach backed by advanced technology, we'll help you get the care you need to live life to the fullest.



#1 Kaiser Permanente is Colorado's highest-rated health plan.³



Kaiser Permanente was rated the highest performer nationally for 42 effectiveness-of-care measures in 2021 by NCQA.³



Kaiser Permanente's Medicare plan is rated 5 out of 5 stars.⁴

Manage your health with ease


Take care of all your needs with our mobile app or through **kp.org**

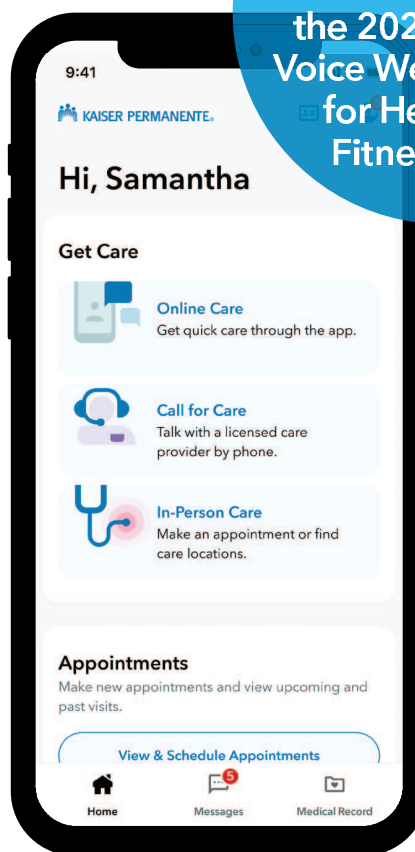
With Kaiser Permanente, you can easily manage your care and coverage. Through our award-winning mobile app or **kp.org**, you can:

- Get care 24/7
- Choose or change doctors²
- Pay your Kaiser Permanente medical bills
- Schedule or cancel routine and most specialty appointments, as well as many medical imaging services²
- Fill or refill most prescriptions
- View your medical history, including immunizations, most lab results, and more²
- Get reminders about screenings, prescription refills, and more

Virtual Care Options

Life has never been busier. You need care that works with your schedule – instead of making you rearrange it. That's why we offer so many ways for you to get care from home, work, or even while on vacation. And in most cases, there's no extra cost for these services.⁵


Our mobile app won
the 2022 People's
Voice Webby Award
for Health and
Fitness Apps.



"I have been with Kaiser for a very long time. They do a fantastic job of coordinating care between providers/specialists and primary care. They work with the pharmacy and make things so much easier than going to separate practices at different places. Their app is a great way to stay in touch with providers and stay up-to-date on your account/health. It is pretty much a seamless way to receive care and stay as healthy as possible."

Norma, Kaiser Permanente Member

Mental Health and Wellness Apps

Sometimes we need support maintaining our total health—mind, body, and spirit—between doctor’s appointments. That’s why we offer lots of healthy extras at no additional cost, such as:

Calm

An app for meditation, mental resilience, and sleep.

myStrength

An app for managing depression, stress, anxiety, addiction, and more.⁶

classpass

Access to more than 4,000+ online, on-demand fitness classes, as well as discounts on in-person classes at top gyms and fitness studios.

ginger

24/7 emotional-support coaching via text for stress, grief, low mood, and issues with work, relationships, and sleep, at no additional cost and without a referral.⁷

Prescription Drug Delivery

Get prescriptions by mail, or have them delivered to your door through same-day/next-day delivery.⁸



Get easy access to mental health services—without a referral!

We support your mental health by making access to services easy—no referral required. You can chat online or schedule phone, video, or in-person appointments with mental health specialists. Visit kp.org/getcare to explore your care options.

In-person routine and specialty care



Choose among more than **1,100 Kaiser Permanente doctors in 46 specialties** (along with 12,300 affiliated plan providers) and change at any time.⁹ Referrals are not needed in most cases to see a Kaiser Permanente specialist.

Members can also choose to see an affiliated provider who meets all of Kaiser Permanente's rigorous standards for delivering excellence in health care. And with thousands of providers along the Front Range, you're certain to find the one who's right for you.⁹

Urgent Care

We offer urgent care in several of our Kaiser Permanente Medical Offices and through an expansive network of affiliated locations across the Front Range.

Urgent Care at Home

Members who live in Longmont, Colorado Springs, or the Denver/Boulder area can also get in-home urgent care from DispatchHealth.

Emergency Care

When you have a medical or psychiatric emergency, you should dial **911** or go to the nearest emergency room. If time and safety permit, we offer an extensive network of affiliated emergency care locations.

In-patient Hospital Care

If you require a scheduled hospitalization, your doctor will refer you to one of many hospitals that are in-plan for Kaiser Permanente.



"Everyone was friendly and thorough, from check-in to picking up medication at the pharmacy. Unlike any other urgent care experience I have had before. The nurse was very friendly, and the doctor was very comprehensive and helpful.

Thank you!"

Deb, Kaiser Permanente Member

Care away from home

Convenient access to care while traveling

Within Kaiser Permanente states (Colorado, California, Hawaii, Oregon, Georgia, Maryland, Virginia, and the District of Columbia), you can get routine, urgent, and emergency care at our facilities, or get 24/7 care by phone or video.

You can also get emergency and urgent care anywhere you need it in the United States or around the world. At many locations outside Kaiser Permanente states (Cigna PPO Network* providers, MinuteClinic® locations and pharmacies, and Concentra clinics), you'll just pay your usual cost share – no need to file a claim.¹⁰

Kids off to college in another state? They're covered!

Covered dependents up to age 26 who live outside a Kaiser Permanente service area are covered for certain routine, continuing, or follow-up care through our Out-of-Area Benefit, including up to 5 office visits, 5 diagnostic X-rays, 5 prescription drug fills, and 5 therapy visits (combined physical, occupational, and speech).¹¹



Care on the road

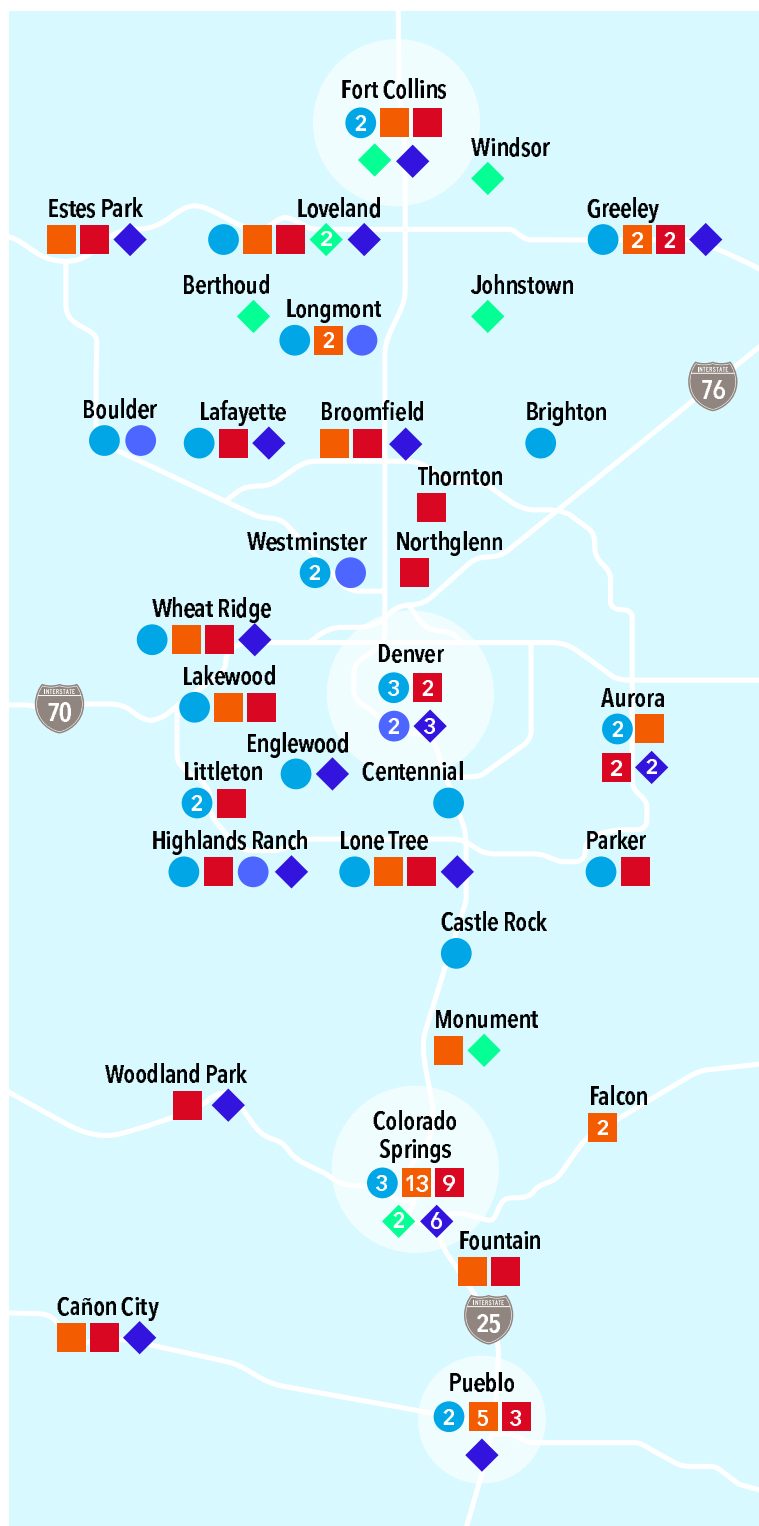
We make it easy to get care even when you're on the road. Just call our 24-hour Away from Home Travel Line at **951-268-3900** for help getting care, or visit **kp.org/travel** to learn more.¹²

In-person care options for you

Colorado medical facilities

30	Kaiser Permanente medical offices	●
35	Urgent care facilities	■
35	Emergency care facilities	■
6	Behavioral health offices	●
9	Affiliated providers with extended hours	◆
24	Affiliated hospital/inpatient care	◆

There are **1,100+** Kaiser Permanente physicians, and **12,300** affiliated plan providers at locations across Colorado.⁹ For the most up-to-date list of providers included in your plan, visit kp.org/locations.



Kaiser Permanente Medical Offices

Central

Aurora

Aurora Centrepont
14701 E. Exposition Ave.
Aurora, CO 80012

Smoky Hill
16290 E. Quincy Ave.
Aurora, CO 80015

Boulder

Baseline
580 Mohawk Drive
Boulder, CO 80303

Brighton

Brighton
859 S. 4th Ave.
Brighton, CO 80601

Castle Rock

Castle Rock
4318 Trail Boss Drive
Castle Rock, CO 80104

Centennial

Arapahoe
5555 E. Arapahoe Road
Centennial, CO 80122

Denver

East Denver
10400 E. Alameda Ave.
Denver, CO 80247

Franklin
2045 Franklin St.
Denver, CO 80205

Midtown Med. Office Building
1960 N. Ogden St.
Denver, CO 80218

Skyline
1375 E. 20th Ave.
Denver, CO 80205

Englewood

Englewood
2955 S. Broadway
Englewood, CO 80113

Highlands Ranch

Highlands Ranch
9285 Hepburn St.
Highlands Ranch, CO 80129

Lafayette

Rock Creek
280 Exempla Circle
Lafayette, CO 80026

Lakewood

Lakewood
8383 W. Alameda Ave.
Lakewood, CO 80226

Littleton

Ken Caryl
7600 Shaffer Parkway
Littleton, CO 80127

Southwest
5257 S. Wadsworth Blvd.
Littleton, CO 80123

Lone Tree

Lone Tree
10240 Park Meadows Drive
Lone Tree, CO 80124

Longmont

Longmont
2345 Bent Way
Longmont, CO 80503

Parker

Parker
10168 Parkglenn Way
Parker, CO 80138

Westminster

Hidden Lake
7701 Sheridan Blvd.
Westminster, CO 80003

Westminster
11245 Huron St.
Westminster, CO 80234

Wheat Ridge

Wheat Ridge
4803 Ward Road
Wheat Ridge, CO 80033

Northern

Fort Collins

Fort Collins
2950 E. Harmony Road, Suite 190
Fort Collins, CO 80528

Spring Creek
1136 E. Stuart St.
Building 3, Suite 200
Fort Collins, CO 80525

Greeley

Greeley
2429 35th Ave.
Greeley, CO 80634

Loveland

Loveland
4901 Thompson Parkway
Loveland, CO 80534

Southern

Colorado Springs

Briargate
4105 Briargate Parkway, Suite 125
Colorado Springs, CO 80920

Parkside
215 Parkside Drive
Colorado Springs, CO 80910

Premier
3920 North Union Blvd.
Colorado Springs, CO 80907

Pueblo

Acero
2625 W. Pueblo Blvd.
Pueblo, CO 81004

Pueblo North
3670 Parker Blvd., Suite 200
Pueblo, CO 81008

For a full list of providers included
in your plan, visit kp.org/locations

Getting started with Kaiser Permanente is easy

It's as simple as a call

With a single call, we will guide you through each step of joining Kaiser Permanente, so you get the care you need without missing a beat. After enrolling, simply call our New Member Connect Department, Monday through Friday, 8 a.m. to 5 p.m., at **1-844-639-8657** (TTY **711**).

Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. From day one, you'll have the support you need to help reach your health goals.

Search profiles to find the right doctor for you

Our online doctor profiles at **kp.org/findadoctor** let you browse the many doctors and locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs. Choose your doctor and change at any time.

Connect to care online

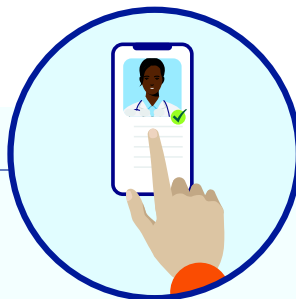
After you enroll, create an account at **kp.org** or download the Kaiser Permanente app. Then manage your health on your schedule—whenever, wherever.

Learn the basics of health care

If you don't know an HMO from an HSA, you're not alone. But rest assured, we're here to make health care easier to understand. Get help learning the basics at **kp.org/learnthebasics**.



Transition your
care seamlessly



Search profiles to find
the right doctor



Connect to
care online

New Member Connect Team

New Member Connect provides a smooth, personalized transition

Our New Member Connect Team works with new members prior to the effective date of their Kaiser Permanente health plan. They help them understand how to access care and provide a personalized onboarding experience.

In 2021, the team onboarded 63,895 new members in Colorado.

The New Member Connect Team helps with:

- Choosing a doctor
- Choosing a pediatrician for kids
- Transferring prescriptions and medical records
- Scheduling office visits
- Scheduling vaccinations
- Connecting with dermatologists, neurologists, and other specialists
- Coordinating durable medical equipment needs
- Connecting to care for complex medical conditions such as cancer, renal disease, pre- and postnatal needs
- And more!



Learn about everything from transitioning to Kaiser Permanente and getting care to managing your health with our mobile app and filling prescriptions at **kp.org/BenefitVideos/CO**.

Notices and references

Nondiscrimination Notice

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no-cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no-cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-632-9700** (TTY 711).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services 1-800-632-9700 (TTY 711).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697** (TDD). Complaint forms are available at hhs.gov/ocr/filing-with-ocr.

Help in Your Language

Attention: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-632-9700** (TTY 711).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቅንቁ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች በነጻ ሊያገኙዎት ተዘጋጅተዋል፡ ወዲህ ሚከተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY 711)፡

العربية (Arabic) ملحوظة:
إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-632-9700** (TTY 711)

Bàsò ò Wù dù (Bassa) Dè dɛ nià kɛ dyédɛ gbo:
O jũ ké m̀Bàsòò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò bɛ̀l̀n m̀gbo kpáa. **Dá 1-800-632-9700** (TTY 711)

中文 (Chinese) 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-800-632-9700** (TTY 711)。

فارسی (Farsi) توجه:
اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. **1-800-632-9700** (TTY 711) تماس بگیرید.

Français (French) ATTENTION:

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-632-9700** (TTY 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-632-9700** (TTY 711).

Igbo (Igbo) NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, diiri gi. Kpọọ **1-800-632-9700** (TTY 711).

日本語 (Japanese) 注意事項: 日本語を話さる場合、無料の言語支援をご利用いただけます。1-800-632-9700 (TTY 711) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로이용 하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin:
Díí saad bee yánítł'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hól'ó, koj'í' hódíilnih 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान दिनुहोस् : तपा'ले नेपाली बोल्नुहुन्छ भने तपा'को ननमतत भाषा सहायता सेवाह न शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गनहोस ।

Afaan Oromoo (Oromo) XIYYEEFFANNAA:
Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).

Русский (Russian) ВНИМАНИЕ:
если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).

Español (Spanish) ATENCIÓN:
si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (TTY 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-632-9700 (TTY 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-632-9700 (TTY 711).

Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-800-632-9700 (TTY 711).

References

1. Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.
2. These services are available when you see Kaiser Permanente providers.
- 3 National Committee for Quality Assurance, 2021. NCQA is a third-party organization that receives clinical quality information (HEDIS) and member survey feedback (CAHPS) to rate health plans nationwide.
- 4 Every year, Medicare evaluates plans based on a 5-star rating system. In 2021, Kaiser Permanente Colorado received 5 out of 5 stars. Kaiser Permanente is an HMO plan with a Medicare contract. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.
5. Online chat with a clinician or mental health specialist, as well as video and phone services, are offered at no additional cost for most health plans. With some PPO or high-deductible health plans, a copayment, coinsurance, or deductible must be met first before these services are provided at no additional cost.
6. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
7. The Ginger coaching services described are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old. The coaching services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members, aged 18 and older, who become members of Kaiser Permanente. The coaching services are not available to anyone enrolled in the State of Colorado's Fee-for-Service Medicaid program and receiving primary care medical provider services from Kaiser Permanente.
8. Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail to the following states at this time: Arkansas, Kansas, Louisiana, North Carolina, Nebraska, Oklahoma, South Carolina, and South Dakota.
9. Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change. In an emergency, call 911 or go to the nearest emergency department.
10. The Cigna PPO network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. At non-Kaiser Permanente pharmacies, members may need to pay for prescriptions upfront and file a claim for reimbursement later. Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.
11. Available for members with HMO, DHMO, or high-deductible plan with an HSA, and HMO in-plan tier of a point-of-service plans. The PPO and POS plans are NOT eligible for the Out-of-Area benefit coverage. Your specific benefits may vary if your membership is through the Federal Employee Health Benefit Program or Medicare. Medicare and Federal members should consult their Evidence of Coverage (EOC) or FEHB Brochure, respectively.
12. This phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 11 p.m. and reopens the day after a holiday at 5 a.m.

Get care from virtually anywhere

Get medical advice or have a doctor's visit—whether you're at home, at work, or on the go.

Convenient Care Options



Online chat⁵

Chat online with a Kaiser Permanente clinician, mental health specialist, pharmacist, financial counselor, or member services.



24/7 medical advice

Call the Clinical Contact Center to get medical guidance any time, day or night.



Email²

Message your primary care or specialty care team any time with nonurgent questions.



E-visits

Fill out an online questionnaire for select conditions to receive a care plan or medical advice.



Scheduled phone or video visits²

Save a trip to the doctor's office by scheduling a video or phone visit with a clinician.



24/7 on-demand phone and video visits

Visit with a clinician any time, day or night, by video.



**WANT TO KNOW MORE
ABOUT KAISER PERMANENTE?**

Visit kp.org/BenefitVideos/CO or use the QR code to view these short videos.



Understanding your costs



With your deductible plan, you'll pay the full charges for most covered services until you reach your deductible. Then you'll start paying less – generally, a coinsurance.* These steps show what to expect before, during, and after your visit – so you can avoid surprises and better understand and manage your health care costs.



Get an estimate

Visit kp.org/costestimates for an estimate of what you'll pay for common services. Estimates are based on your plan benefits and whether you've reached your deductible – so you get personalized information every time.

You can also call **303-338-3025** or **1-877-803-1929 (TTY 711)**, weekdays from 8 a.m. to 6 p.m.

Visit kp.org/deductibleplans

You'll find a wide range of information and resources to help you understand your plan and manage your costs.

Pay when you check in

When you come in for care, you'll be asked to make a payment for your scheduled services.[†]

Your payment may only cover part of what you owe for your visit, especially if you get any additional services. In that case, you'll get a bill for the difference later.

Expect a bill for additional services

During your visit, your doctor may decide you also need services that weren't scheduled – like a blood test or an X-ray. If what you pay for these services doesn't cover everything you owe, you'll get a bill later.

Understand your bills

You'll get a bill after most visits. It will show the charges for the services you got, what you paid, what your health plan paid, and the amount you owe.

You can pay your bill:

- Online anytime at kp.org/paymedicalbills
- By mail
- By phone at **303-338-3025** or **1-877-803-1929 (TTY 711)**, weekdays from 8 a.m. to 6 p.m.
- In person at a medical office

Track your expenses

You'll also get an Explanation of Benefits (EOB). It isn't a bill. It's a summary of your services and charges, and shows how close you are to reaching your deductible and out-of-pocket maximum.

See the next page for important terms and more information about services that can result in a bill. ➡

*Depending on your plan, you may pay copays or coinsurance for some services without having to reach your deductible.

[†]If your plan comes with a flexible spending account (FSA), health reimbursement arrangement (HRA), or health savings account (HSA), you can pay using the debit card for your account, if you have one. Use it when you check in for your visit or when paying your bill later.

When a preventive visit includes non-preventive care

Preventive care services are an important part of catching health problems early – that's why they're covered at no cost or at a copay.* But sometimes when you come in for preventive care, you'll get non-preventive services too, which you'll need to pay for.

For example, during a routine physical exam, your doctor might find a mole and remove it for testing. Because the mole removal and testing are non-preventive services, you'll get a bill for them later.

Have questions or need help paying for care?

Call **303-338-3025** or **1-877-803-1929 (TTY 711)** 8 a.m. to 6 p.m., if you have questions about your costs or bills. You can also get information about financial assistance and payment options available for members who need help paying for care.

Important terms

Deductible

The amount you pay for most covered services each year before your health plan starts paying. Depending on your plan, you may pay copays or coinsurance for some services without having to reach your deductible.

Copay

The set amount you pay for covered services. For example, a \$10 copay for an office visit.

Coinsurance

A percentage of the charges that you pay for covered services. For example, a 20% coinsurance for a \$200 procedure means you pay \$40.

Out-of-pocket maximum

The most you'll pay for most covered services each year. For a small number of services, you may need to keep paying copays or coinsurance after reaching your out-of-pocket maximum.†

*Depending on your plan, preventive care services are covered at no cost or at a copay. For more information, see your *Evidence of Coverage* or *Summary Plan Description*.

†If you have an HSA-qualified deductible plan, once you reach your out-of-pocket maximum, you won't have to pay anything for covered services for the rest of the year. If you are enrolled through a group's self-funded EPO plan, your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente Insurance Company provides certain administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language Assistance Services

English: We provide interpreter services at no cost to you, 24 hours a day, 7 days a week, during all hours of operation. You can have an interpreter help answer your questions about our health care coverage. You can also request materials translated in your language at no cost to you. Just call us at **1-800-632-9700**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

Spanish: Ofrecemos servicios de traducción al español sin costo alguno para usted durante todo el horario de atención, 24 horas al día, siete días a la semana. Puede contar con la ayuda de un intérprete para responder las preguntas que tenga sobre nuestra cobertura de atención médica. Además, puede solicitar que los materiales se traduzcan a su idioma sin costo alguno. Solo llame al **800-632-9700**, 24 horas al día, siete días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

Chinese: 我們每週 7 天，每天 24 小時在所有營業時間內免費為您提供口譯服務。您可以請口譯員協助回答有關我們健康保險的問題。您也可以免費索取翻譯成您所用語言的資料。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-632-9700** 前來聯絡（節假日 休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。