

GET STARTED WITH 3 EASY STEPS



**WELCOME
TO
KAISER
PERMANENTE
COLORADO**

We're making healthy easy for you with online chat, 24/7 medical advice, on-demand video visits, and other telehealth options!



GREETINGS

<Subscriber Name>, we're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

To help you make the most of your membership, we've outlined some simple steps for getting started in this Welcome Book. If you've already taken those steps, then you're well on your way.

If you haven't, this handbook will walk you through the most important steps to accessing your membership. The sooner you choose a doctor and sign up on our website, the more you'll get out of your new health plan.

Get started today by visiting kp.org/newmember.

Take advantage of all that life has to offer by being as healthy as you can be.

Welcome to Kaiser Permanente Colorado!

Michael S. Ramseier
President, Colorado Region
Kaiser Foundation Health Plan

Margaret Ferguson, MD
Executive Medical Director
Colorado Permanente Medical Group, P.C.



LET'S GET STARTED!

**Making the most of your membership takes only 3 easy steps.
Ready to go?**



STEP 1: CHOOSE YOUR DOCTOR

page 4

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of great doctors. And, remember – you can change for any reason, at any time.



STEP 2: REGISTER ON KP.ORG

page 5

Next, let's get you plugged in to your online gateway to great health – **kp.org**. Here, you can access your doctor's office, your health information, and so much more – from anywhere you are. **Kp.org** is designed to help you manage your health and keep you feeling great.



STEP 3: GET PRESCRIPTIONS

page 6

Finally, we'll help you transition your prescriptions. It's easy. Have your prescription information ready and we'll guide you through the rest.



GETTING CARE

page 7

Learn how to access different types of care and find a facility near you. With 24-hour nurse advice, we're always here to help you get the right care at the right time.



RESOURCES

page 9

Contacting us, Annual Notices Guide, and resources for healthy living



CARE OPTIONS

page 10

Getting care online, on the phone or in-person



IN-PERSON CARE

page 12

Medical offices, behavioral health offices, urgent care, and emergency care locations.

1 CHOOSE YOUR DOCTOR

Select from a wide range of great doctors and change any time, for any reason

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

Most Kaiser Permanente medical offices provide primary care, specialty services, medical imaging, lab, pharmacy, and more – all under one roof for convenient access to a full range of health services.

For the most current list of providers in your area, visit kp.org/locations.

CHOOSE THE RIGHT DOCTOR

To help you find a personal doctor (also called a primary care physician) who's right for you, you can browse our online doctor profiles or online provider directory. For Kaiser Permanente physicians, you'll see additional information related to their education, credentials, specialties, and interest areas, as well as whether or not they're accepting new patients.

You can choose a personal doctor with any of these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)
- Ob-gyn

Each covered family member may choose his or her own personal doctor.

If the doctor you'd like to select isn't accepting new patients, you can call us for assistance at the number below.

CHANGE YOUR DOCTOR ANY TIME

You can choose and change your doctor at any time, for any reason, by visiting kp.org/newmember, or you can call us for assistance at the number below.

SEE SPECIALISTS WITHOUT A REFERRAL

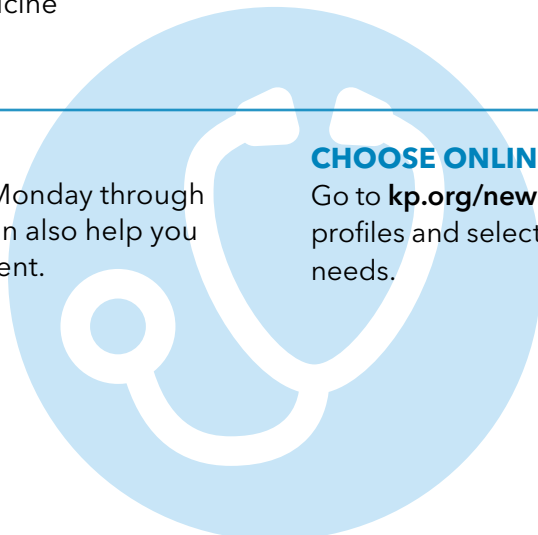
In most cases, you can schedule a consultation with a Kaiser Permanente specialist or a network specialist without a referral. For additional services, such as outpatient surgery or hospitalization, you'll need a referral from your specialty physician and authorization from Kaiser Permanente. To see a specialist at a Kaiser Permanente medical office, call the Appointment and Advice Contact Center.

CHOOSE BY PHONE

1-844-639-8657 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m. We can also help you schedule your first appointment.

CHOOSE ONLINE

Go to kp.org/newmember to browse our doctor profiles and select a doctor who matches your needs.



2 REGISTER ON KP.ORG

Start using our secure website to manage your health on your time

With **kp.org**, you can securely access many time-saving tools and resources to help you stay on top of your health. Register today so you can use them as soon as you need them.

MANAGE YOUR CARE AT KP.ORG

Visit **kp.org** any time, from anywhere, to:

- View most lab and test results¹
- Refill most prescriptions from Kaiser Permanente pharmacies¹
- Email your Kaiser Permanente doctor's office with nonurgent questions¹
- Schedule and cancel appointments¹
- Print vaccination records for school, sports, and camp¹
- Check your plan's benefits, view claims, or estimate costs¹
- Manage a family member's health care²
- Pay medical bills and get cost estimates
- Update your account preferences to paperless

Additionally, you can complete a nonurgent medical consultation through an e-visit for common conditions that may not require an in-person visit.

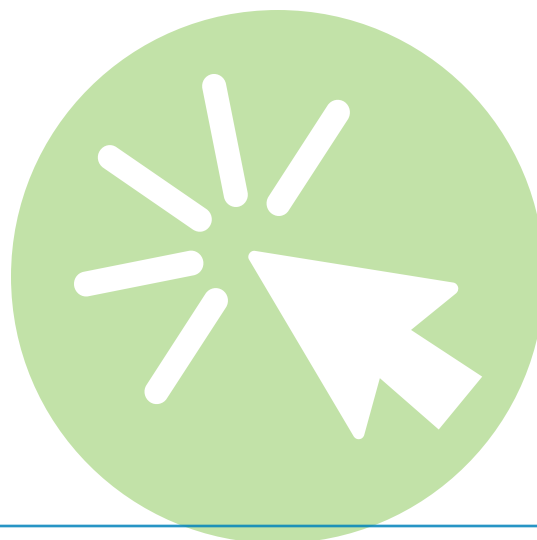
Even if you don't need care right away, we encourage you to register today and explore our tools so you can use them when you need them.

CREATING A KP.ORG ACCOUNT IS EASY

Simply create your account at **kp.org/newmember** or with the Kaiser Permanente app, which you can download from your preferred app site. When registering, have your medical record number handy – you'll find it on your member ID card.

GET INSPIRED AT KP.ORG

Your **kp.org** membership also gives you access to many tools and tips for healthy living, as well as recipes and articles on a wide range of health topics.



APPOINTMENT AND ADVICE CONTACT CENTER

- 303-338-4545 or 1-800-218-1059
- TTY 711

3 GET PRESCRIPTIONS

We make it easy to get your prescriptions

As a new member, we'll help you transition your prescriptions. Just call us or go online.

TRANSITIONING BY PHONE OR ONLINE?

To transition a prescription, please have the following information ready when you call or go online:

- Your Kaiser Permanente health record number
- The name and telephone number of your current pharmacy
- The name, strength, and directions for use of the prescribed medication
- The prescription number of the medication
- The name and phone number of the physician who prescribed the medication

You have many options for getting your prescriptions at Kaiser Permanente:

IN PERSON

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible members can choose to use an affiliated pharmacy. Refer to kp.org/locations to find all pharmacies available to you.

BY MAIL³

Get your prescriptions delivered with no shipping costs. You can fill through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, or at kp.org/rxrefill.

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.

Remember to contact us before you need a refill, as it can take 2 or more business days to transition your prescription.

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 a 15-mile radius of a participating pharmacy.



TRANSITION PRESCRIPTIONS BY PHONE

Call us at **1-844-639-8657** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m.



TRANSITION PRESCRIPTIONS ONLINE

Go to kp.org/newmember and follow the steps to transition your prescriptions online.



GETTING CARE

How care works at Kaiser Permanente

We are an **integrated care delivery system**, which means all Kaiser Permanente primary care providers, specialists, and other care team members are connected to each other through one computer system called an electronic health record. They have instant access to your complete medical history – including prescriptions, X-rays, and lab and test results. This allows them to coordinate your care – so you don’t have to!

Kaiser Permanente medical office hours vary by location. Visit [kp.org/locations](https://www.kp.org/locations) for department and specialty listings, as well as hours of operation.

Routine primary and pediatric care is provided by appointment only, but same-day appointments are often available. To schedule an appointment, call the Appointment and Advice Contact Center.

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 office in Colorado, including:

- Primary and specialty care
- Pharmacy, lab, and radiology services
- Vision and audiology services



APPOINTMENT AND ADVICE CONTACT CENTER

- 303-338-4545 or 1-800-218-1059
- TTY 711

MEMBER SERVICES

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

CARE OUTSIDE OF THE COLORADO SERVICE AREA

If you're outside the service area, you still have many options for getting care:

- Online and mobile options (see page 10)
- Urgent and emergency care (covered anywhere in the world)
- Certain services at any Kaiser Permanente medical offices in the 7 states where Kaiser Permanente operates, as well as the District of Columbia (California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia)

Covered family members who live outside of any Kaiser Permanente service area (either in Colorado or another state without Kaiser Permanente providers) are covered for certain routine, continuing and follow-up care through our Out-of-Area Benefit.⁴

Call Member Services for questions about the Out-of-Area Benefit.

Planning for a trip? Let us help you plan for potential health care needs before your travel. Visit kp.org/travel or call **951-268-3900** (TTY **711**) to learn what you need to know, to get claim forms for reimbursement after your trip, or for convenient care guidance.



NEW MEDICAL OFFICES IN SOUTHERN COLORADO

Premier Medical Offices now open in Colorado Springs



AROUND THE WORLD

You can get urgent and emergency care anywhere you travel.



RESOURCES

APPOINTMENT AND ADVICE CONTACT CENTER

Call **303-338-4545** or **1-800-218-1059** (TTY **711**).
For medical advice call any time, day or night.
For appointments, call Monday through Friday,
6 a.m. to 7 p.m.

If you see a network provider, please contact that provider directly to schedule an appointment.

MEMBER SERVICES CONTACT CENTER

We're here to help. Call us with questions about your benefits and coverage or to request a copy of your Evidence of Coverage, Membership Agreement, or Certificate of Insurance, which have a complete list of the services covered in your plan.

Be informed

Your Annual Notices Guide includes important information about quality, utilization management, and your member rights and responsibilities. You can view this guide at kp.org/formsandpubs.

You can also view quality and utilization management information at kp.org/quality, and you can view your member rights and responsibilities in full at kp.org/memberrights-co. For utilization management process or referral inquiries, call **1-877-895-2705** (TTY **711**), Monday through Friday, 8:30 a.m. to 4:30 p.m. If you speak limited or no English, staff will provide a telephone interpreter to assist with utilization management questions, at no cost to you.

Resources for healthy living

Take advantage of our wide variety of resources to help keep you informed, inspired, and feeling your best.

KP.ORG HEALTH & WELLNESS

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
- Planning for travel and vaccinations for international travel
- Life care planning
- And more

MONTHLY NEWSLETTER

When you sign up on kp.org, you'll automatically start getting our Partners in Health monthly newsletter by email. It has health tips, member stories, and updates on facilities and services.

APPOINTMENT AND ADVICE CONTACT CENTER

- **303-338-4545** or **1-800-218-1059**
- TTY **711**

MEMBER SERVICES

- Monday through Friday, from 8 a.m. to 6 p.m.
- **303-338-3800** or **1-800-632-9700**
 - TTY **711**



CARE OPTIONS



At Kaiser Permanente, you have many ways to get care, including in-person, online, and by phone. With most plans, there is no additional cost for phone and online care options. 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)
- Chat with a Financial Counselor online at kp.org or call **303-338-3025** or **1-877-803-1929** (TTY 711)

Chat, video, and phone services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance or deductible first before being provided at no additional cost.

Online/mobile

CHAT

Chat with a Kaiser Permanente doctor from 6 a.m. to 10 p.m., 7 days a week. You can also chat with a pharmacist and financial counselor. Online chat is for routine and urgent medical advice. If needed, doctors will refer you for in-person care and order prescriptions.

E-MAIL¹

Get answers to non-urgent medical questions by emailing your doctor's office through our secure message center, typically within 24 hours.

E-VISIT

Get a personalized care plan from a Kaiser Permanente nurse after filling out a brief questionnaire about your symptoms. The typical response time is within 4 hours.

SCHEDULED PHONE OR VIDEO VISITS¹

Schedule a video or phone visit with your Kaiser Permanente doctor or mental health provider for the same high-quality care as an in-person visit.

24/7 ADVICE

You can call the Appointment and Advice Contact Center 24/7 if you need routine or urgent medical or mental health advice, or you need help choosing the right care option.

24/7, ON-DEMAND PHONE & VIDEO VISITS

Visit with a doctor any time, day or night, by video or phone. Get routine or urgent medical advice, referrals, prescriptions and more.



Routine Care

Regular visits to your doctor for preventive screenings and checkups.



Specialty Care

Services from doctors with training in specific areas of care, such as ob-gyn, dermatology, cardiology, mental health, and more.

In Person

DOCTOR'S VISIT

See your primary care provider or a specialist. Schedule a visit through **kp.org**, the mobile app, or the Appointment and Advice Contact Center.¹

MENTAL HEALTH SERVICES

Get care for a wide range of mental health and addiction services, including treatment for depression, substance use, eating disorders, medication evaluation and management, and more.

To connect with a mental health care provider, call **303-471-7700** (TTY **711**), or toll free at **1-866-359-8299** (TTY **711**). Those who live in Southern Colorado can call **1-866-702-9026** (TTY **1-866-835-2755**).

IN-PATIENT 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 17 for a list of these hospitals.

URGENT CARE

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.

Kaiser Permanente urgent care centers at the Lakewood, Lone Tree, and Aurora Centrepont Medical Offices offer evening, weekend, and holiday hours. Our providers can see patients of all ages and have access to your electronic medical record. Each location offers imaging, lab, and pharmacy services. See all Colorado urgent care locations on pages 13-14.

If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate for your condition/symptom or help you schedule an appointment, if appropriate. To get advice or schedule an appointment, call **303-338-4545** or **1-800-218-1059** (TTY **711**).

Urgent Care At Home

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

8 a.m. to 10 p.m., 7 days a week.

Denver/Boulder area: **303-500-1518**

Colorado Springs: **719-270-0805**
TTY **711**

EMERGENCY CARE

When your health is in danger and you require immediate care. For example, if you feel like you are having a heart attack, have severe difficulty breathing, lose the ability to talk or to move one side of the body, develop slurred speech, experience a sudden change in consciousness, have serious wounds or injuries, or have a psychiatric emergency.

If you think you are experiencing an emergency medical condition, call **911** or, if time and safety permit, go to the nearest emergency room (see locations on pages 15-16). 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 at **kp.org/eoc**.



Kaiser Permanente offers medical financial counseling, including:

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

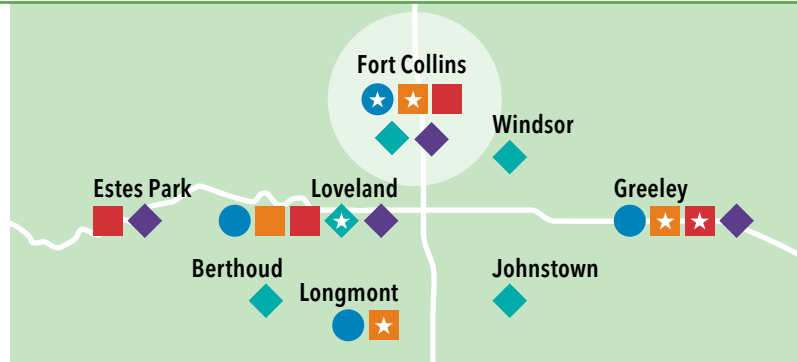
Call Financial Counseling at **303-338-3025** or **1-877-803-1929** (TTY **711**), Monday-Friday, 8 a.m.-6 p.m.



IN-PERSON CARE

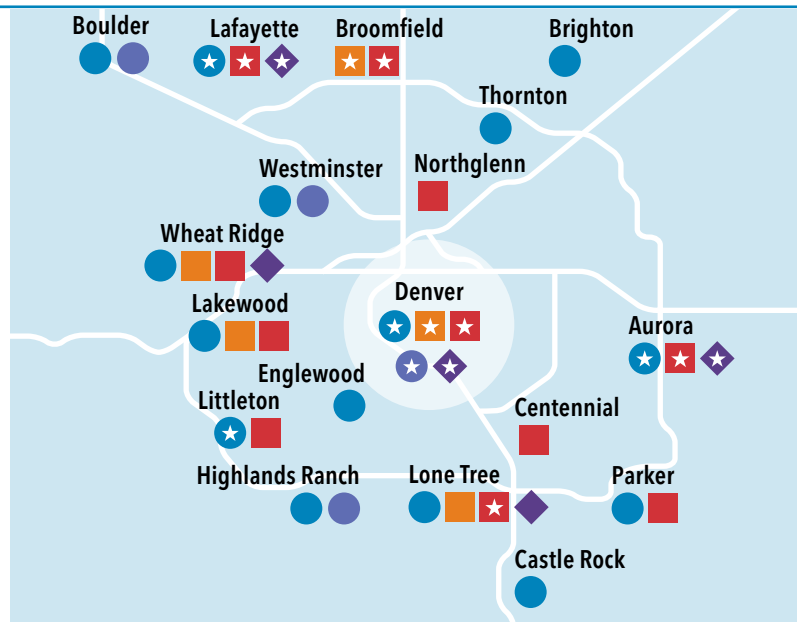
Northern

5	Kaiser Permanente medical offices	●
6	Affiliated providers with extended hours	◆
7	Urgent care facilities	■
5	Emergency care facilities	■
4	Affiliated hospital/in-patient care	◆



Central

20	Kaiser Permanente medical offices	●
5	Urgent care facilities	■
17	Emergency care facilities	■
5	Behavioral health offices	●
8	Affiliated hospital/in-patient care	◆



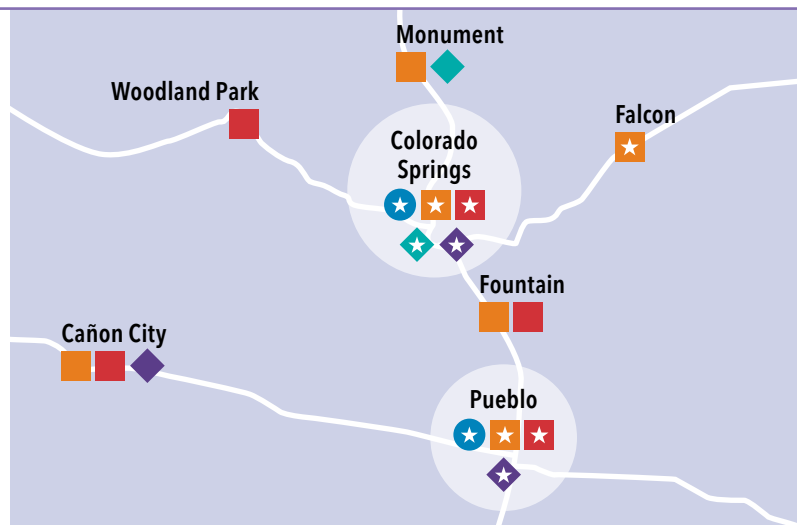
Find doctors and locations across Colorado



There are **1,200+** Kaiser Permanente physicians, and **12,300** affiliated providers at locations across Colorado.^{5,6} For a full list of providers included in your plan, visit kp.org/locations.

Southern

5	Kaiser Permanente medical offices	●
3	Affiliated providers with extended hours	◆
21	Urgent care facilities	■
15	Emergency care facilities	■
8	Affiliated hospital/in-patient care	◆



★ Indicates multiple facilities

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

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

Ken Caryl
7600 Shaffer Parkway
Littleton, CO 80127

Littleton

Southwest
5257 S. Wadsworth Blvd.
Littleton, CO 80123

Lone Tree

Lone Tree
10240 Park Meadows Drive
Lone Tree, CO 80124

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

Longmont

Longmont
2345 Bent Way
Longmont, CO 80503

Loveland

Loveland
4901 Thompson Parkway
Loveland, CO 80534-6426

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, if appropriate. Call **303-338-4545** or **1-800-218-1059** (TTY 711).

Central

Aurora

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

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

Pediatric care (only) available at the following facilities

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

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

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **303-500-1518** (TTY 711)

Northern

Fort Collins

Banner Urgent Care

3617 S. College Ave., Suite C
Fort Collins, CO 80525
970-821-1500

HealthCare Clinic of Fort Collins

1721 W. Harmony Road, #102
Fort Collins, CO 80526
970-223-1999

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

Longmont

NextCare Urgent Care

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

UCHealth Urgent Care – Main Street

2101 Main Street
Longmont, CO 80501
720-745-8030

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 Care⁷

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

Centura Health 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
719-776-3750

Concentra Urgent Care⁷

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

Concentra Urgent Care⁷

5320 Mark Dabbling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care⁷

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

Concentra Urgent Care⁷

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

UCHealth Urgent Care⁷

1035 Garden of the Gods Road,
Suite 120
Colorado Springs, CO 80907
719-329-1000

UCHealth Urgent Care⁷

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

UCHealth Urgent Care⁷

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

UCHealth Urgent Care⁷

13445 Voyager Parkway
Colorado Springs, CO 80921
719-219-0333

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **719-270-0805 (TTY 711).**

Falcon

Falcon Urgent Care⁷

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

UCHealth Urgent Care⁷

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

Fountain

Centura Health Urgent Care Fountain

7955 Fountain Mesa Rd
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 Care⁷

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

Southern Colorado Clinic, PC

3676 Parker Blvd., Suite 220
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
719-553-2200

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

Centennial

HealthONE Centennial Medical Plaza ER
14200 E. Arapahoe Road
Centennial, CO 80112

Denver

HealthONE Presbyterian/ St. Luke's Medical Center
1719 E. 19th Ave.
Denver, CO 80218

SCL Health Saint Joseph Hospital
1375 E. 19th Ave.
Denver, CO 80218

Englewood

HealthONE Swedish Medical Center
501 E. Hampden Ave.
Englewood, CO 80113

Lafayette

SCL Health Good Samaritan Medical Center
200 Exempla Circle
Lafayette, CO 80026

Lakewood

HealthONE Swedish Belmar ER
260 S. Wadsworth Blvd.
Lakewood, CO 80226

Littleton

HealthONE Swedish Southwest ER
6196 S. Ammons Way
Littleton, CO 80123

Lone Tree

HealthONE Sky Ridge Medical Center
10101 RidgeGate Parkway
Lone Tree, CO 80124

Northglenn

SCL Health Saint Joseph Emergency Northglenn
11900 Grant St.
Northglenn, CO 80233

Parker

HealthONE Sky Ridge South Parker ER
12223 Pine Bluffs Way
Parker, CO 80134

Thornton

HealthONE North Suburban Northeast ER
12793 Holly St.
Thornton, CO 80241

Wheat Ridge

SCL Health Lutheran Medical Center
8300 W. 38th Ave
Wheat Ridge, CO 80033

Pediatric care (only) available at the following facilities

Children's Hospital Colorado Anschutz Medical Campus
13123 E. 16th Ave.
Aurora, CO 80045

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

Rocky Mountain Hospital for Children
2001 N. High St.
Denver, CO 80205

HealthONE Sky Ridge Medical Center Pediatric ER
10101 Ridgeway Parkway
Lone Tree, CO 80124
720-225-5439

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

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

Colorado Springs

Children's Hospital Colorado, Colorado Springs⁷
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

Penrose Hospital⁸
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

St. Francis Medical Center⁸
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-5000

UCHealth ER⁷
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

UCHealth Memorial Hospital Central⁷
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-6820

UCHealth Memorial Hospital North⁷
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-3368

UCHealth ER⁷
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER⁷
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital⁷
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain

UCHealth ER⁷
7890 Fountain Mesa Ridge
Fountain, CO 80817
719-390-2680

Pueblo

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

St. Mary-Corwin Medical Center
1008 Minnequa Ave.
Pueblo, CO 81004
719-557-4000

Woodland Park

UCHealth Pikes Peak Regional Hospital⁷
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-687-9999

Extended Hours

from Affiliated Providers

Northern

Berthoud

Banner Health Clinic—Berthoud
401 10th Street
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 80537
970-820-5000

Windsor

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

Southern

Colorado Springs

Optum Medical Group (DaVita)⁷
1633 Medical Center Point
Colorado Springs, CO 80907
719-636-2999

Optum Medical Group (DaVita)⁷
600 S. 21st St.
Colorado Springs, CO 80903
719-635-5900

Monument

Optum Medical Group (DaVita)⁷
15909 Jackson Creek Parkway
Monument, CO 80132
719-488-9933

Behavioral Health

Central

To schedule an appointment, call our Behavioral Health Access Center at **303-471-7700** (TTY **711**), Monday through Friday, 8:30 a.m. to 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

Highlands Ranch

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

Westminster

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

Northern

Call the Kaiser Permanente Behavioral Health Access Center at **1-866-359-8299** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m., for assistance.

Southern

Call **Beacon Health Options** at **1-866-702-9026** (TTY **1-866-835-2755**), anytime, day or night for behavioral health and chemical dependency services.

In-patient 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. See pages 15-16 for hospital addresses.

Central

Aurora

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

Lone Tree

HealthONE Sky Ridge Medical Center

Denver

HealthONE Swedish Medical Center
Rocky Mountain Hospital for Children
SCL Health Saint Joseph Hospital – Denver

Lafayette

SCL Health Good Samaritan Medical Center

Wheat Ridge

SCL Health Lutheran Medical Center

Northern

Estes Park

Estes Park Medical Center

Fort Collins

Banner Fort Collins Medical Center

Loveland

Banner McKee Medical Center

Greeley

Banner North Colorado Medical Center

Southern

Cañon City

St. Thomas More Hospital

Colorado Springs

Children's Hospital Colorado, Colorado Springs⁷

Penrose Hospital⁸

St. Francis Medical Center⁸

UCHealth Memorial Hospital Central⁷

UCHealth Memorial Hospital North⁷

Pueblo

Parkview Medical Center

St. Mary-Corwin Medical Center



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, 2500 S. Havana St., Aurora, CO 80014, or by phone at Member Services: **1-800-632-9700**.

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 አገልግሎት ድርጅቶቻችን በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ 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)

Bàsó ò Wù d̀̀ (Bassa) Dè d̀̀ nìà k̀̀ dyédé gbo: Ɔ jũ ké m̀̀Bàsòò-ẁ̀d̀̀q̀̀-̀̀po-nyò jũ ní, níí, à wuđũ kà kò d̀̀ò po-̀̀pòò b́́é in m̀̀gbo kpáa. Đá **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. با **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, dijiri 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 yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hól'ó, koj'í' hódíílnih 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान दिनुहोस्: तपांले नेपाली बोल्नुहुन्छ भने तपांको ननमतत भाषा सहायता सेवाहन 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 11-800-632-9700 (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. These features are available when you receive care at Kaiser Permanente medical offices.
2. Due to privacy laws, certain features may not be available if they're being accessed on behalf of a child younger than 18. Your child's physician may also be prevented from giving you certain information without your child's consent.
3. 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,
4. Available for members with HMO, DHMO, and high-deductible plans with an HSA, and HMO in-network tier of a point of service plan. 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. South Carolina, and South Dakota.
5. Affiliated network providers may or may not have access to your Kaiser Permanente electronic health records.
6. 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.
7. In-network for members on KP Select plans.
8. Medicare not accepted at these locations.

Important health plan information for:

<Name>
<Address line 1>
<Address line 2>
<City, State ZIP>

<[ID CODE]>

 Please recycle. 616104046_21_NewMemberGuidebook

Your guide to better health

Keep this book handy as a quick reference to getting the most out of your new plan



**Choose your doctor –
and change anytime**



Register on kp.org



Get prescriptions