

# CARE OPTIONS TO FIT YOUR LIFESTYLE

AT WORK



ON THE GO



A GUIDE FOR GETTING  
THE CARE YOU AND  
YOUR FAMILY NEED

IN PERSON



AT HOME



# MAKING HEALTH CARE WORK FOR YOU



**MEMBER  
SERVICES**

Denver/Boulder:  
**303-338-3800**  
Northern Colorado:  
**1-844-201-5824**  
Southern Colorado:  
**1-888-681-7878**  
TTY 711

Check-in is easy at kiosks in our Medical Offices or through advance check-in with your computer, smartphone, or tablet.

# GET THE CARE YOU NEED, HOW YOU WANT IT – PHONE, ONLINE, FACE-TO-FACE, OR AT HOME.

## GET CARE WHEN IT'S CONVENIENT FOR YOU

Thank you for choosing Kaiser Permanente for your health care and coverage. We offer many ways for you to get the care you need when it's convenient for you. In this guide, you'll find explanations of all your care options, their locations, and instructions on how to access them, including:

- Chat with a doctor, pharmacist or financial counselor
- E-visits with a Kaiser Permanente nurse
- 24/7 medical advice
- In-person mental health care services



## 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 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, regardless of which service area you live in or which service area the medical offices are in, including:

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



# YOUR CARE OPTIONS



## Online/mobile

### CHAT NO COST

Message live with a Kaiser Permanente doctor from 7 a.m. to 10 p.m., 7 days a week. You can also talk with a pharmacist and financial counselor. Chat is for routine and urgent medical advice. You can upload photographs, if needed. Doctors will refer you for in-person care when needed, and they can order new prescriptions, as well. You can start a chat at **kp.org** or through the Kaiser Permanente mobile app.

### E-MAIL<sup>1</sup> NO COST

Get answers to your non-urgent medical questions by emailing your doctor's office through our secure message center on **kp.org** or through the Kaiser Permanente mobile app. The typical response time is within 24 hours.

### E-VISIT NO COST

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. You can complete an e-visit at **kp.org** or through the Kaiser Permanente mobile app.

### VIDEO<sup>1,2</sup>

Meet face-to-face with your Kaiser Permanente doctor for the same high-quality care as an in-person visit. Schedule a video visit through **kp.org**, the mobile app, or the Appointment and Advice Contact Center.

## Phone

### 24/7 ADVICE NO COST

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

### DOCTOR'S APPOINTMENT<sup>1,2</sup>

Visit with a doctor on the phone for the same services you would receive during an in-person visit. Schedule a phone visit through **kp.org**, the mobile app, or the Appointment and Advice Contact Center.



### 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 obstetrics-gynecology, 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](http://kp.org), the mobile app, or the Appointment and Advice Contact Center.

### 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. Call to connect with a mental health care provider:

Denver/Boulder: **303-471-7700** (TTY **711**)  
 Northern Colorado: **1-866-359-8299** (TTY **711**)  
 Southern Colorado: **1-866-702-9026**  
 (TTY **1-866-835-2755**)

### URGENT CARE

Not sure if you need urgent care? Chat online with a Kaiser Permanente doctor or call the Appointment and Advice Contact Center for care guidance.

Find an urgent care location near you from the list of providers on pages 9-13.

### URGENT CARE AT HOME

Members who live in the Denver/Boulder service 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: **303-500-1518**  
 Colorado Springs: **719-270-0805**  
 TTY **711**

### EMERGENCY

If you're having an emergency, call **911** or go to the closest emergency room. If time and safety permit, we recommend going to one of the emergency care providers on pages 10-13.



## Get medical advice any time, day or night – at no cost!

Call the Appointment and Advice Contact Center 24/7:

Denver/Boulder: **303-338-4545**  
 Northern Colorado: **970-207-7171**  
 Southern Colorado: **1-800-218-1059**  
 TTY **711**



### Urgent Care

For illnesses or injuries that require attention soon but aren't emergencies, such as asthma flare-ups, earaches, minor sprains, wounds or burns. Also good for after-hours care that is not an emergency.



### Emergency Care

For when your health is in danger and you need immediate care, such as trouble breathing, severe chest or stomach pain that comes on suddenly, or serious injuries and wounds.

# CARE SERVICES THAT FIT YOUR BUSY LIFE

## Primary and pediatric care hours

Most Kaiser Permanente medical offices that offer primary and pediatric care are open from 7 a.m. to 7 p.m., Monday–Friday, and from 8 a.m. to Noon, Saturdays.<sup>3</sup>

Weekend hours at our Westminster Medical Offices are from 8 a.m. to 4 p.m., Saturdays and Sundays.

Go to **kp.org** to choose your primary care doctor or a pediatrician for a child. You can change them at any time.

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:

Denver/Boulder: **303-338-4545**  
Northern Colorado: **970-207-7171**  
Southern Colorado: **1-800-218-1059**  
TTY 711

## Affiliated Provider Networks<sup>4</sup>

If you live in Northern or Southern Colorado, you can choose to see an affiliated network provider in your home service area. You can find Kaiser Permanente and affiliated network doctors and locations at **kp.org**.

## Care outside of Colorado Service Areas

If you're outside any Colorado service area, you still have many options for getting care in person.

- Online and mobile care options (see page 4).
- Urgent and emergency care are covered anywhere in the world.
- Certain services are available 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.<sup>5</sup>

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



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

# CARE SERV

## Pharmacy Services

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

### IN PERSON

Fill your prescription at any Kaiser Permanente medical office pharmacy. Members in Northern and Southern Colorado can choose to use a network pharmacy in their plan. Refer to [kp.org/locations](https://kp.org/locations) to find all pharmacies available to you.

### 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](https://kp.org).

### ONLINE

Order refills online for pick-up at any medical offices via [kp.org/refill](https://kp.org/refill).



### Mail Order Pharmacy

Get your prescriptions delivered with no shipping costs. You can fill them through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, **1-866-523-6059** (TTY 711), or at [kp.org/rxrefill](https://kp.org/rxrefill).

## Manage your health through the Kaiser Permanente mobile app and [kp.org](https://kp.org)

With the Kaiser Permanente mobile app, or through [kp.org](https://kp.org), you can:

- Email your doctor's office<sup>1</sup>
- View most lab and test results<sup>1</sup>
- Refill most prescriptions
- Schedule or cancel routine appointments<sup>1</sup>
- Get medical advice
- Manage the health of a family member
- Pay your Kaiser Permanente medical bills



### Planning for a trip?

Let us help you plan for potential health care needs before you travel. Visit [kp.org/travel](https://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.



### Member Services

Denver/Boulder: **303-338-3800**  
 Northern Colorado: **1-844-201-5824**  
 Southern Colorado: **1-888-681-7878**  
 TTY 711

# IN-PERSON CARE OPTIONS FOR YOU

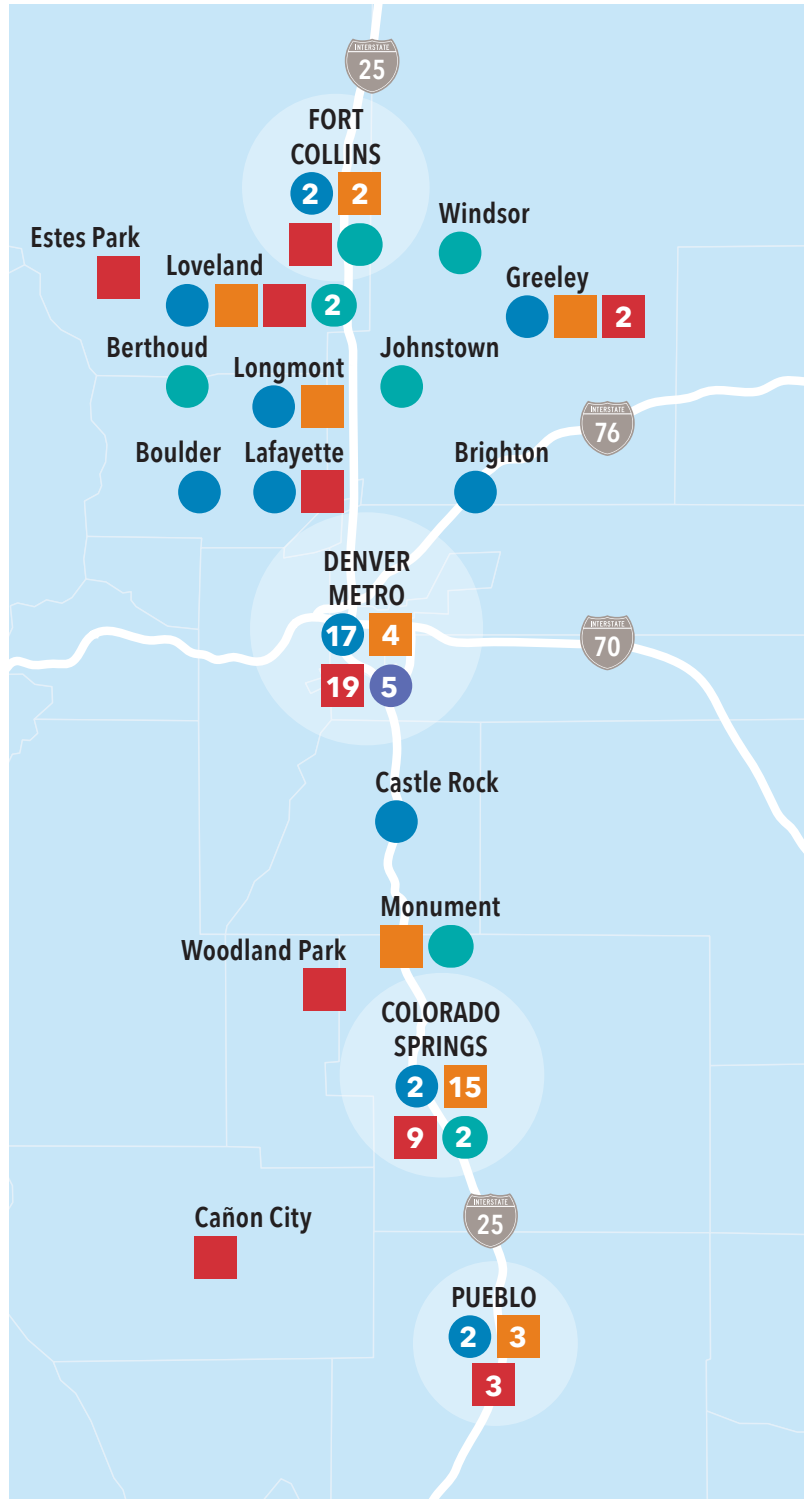
## Find doctors and locations across Colorado

There are **1,200+** Kaiser Permanente physicians, and **15,000+** network providers at locations across Colorado.<sup>7</sup> For a full list of providers included in your plan, visit [kp.org/locations](https://kp.org/locations).

### EVENING AND SATURDAY PRIMARY CARE HOURS

Now available at most Kaiser Permanente medical offices that offer primary care services, see page 6.

- Kaiser Permanente medical offices
  - Affiliated Providers with Extended Hours
  - Urgent care facility
  - Emergency care facility<sup>7</sup>
  - Behavioral health offices (network providers available in Northern and Southern Colorado).
- ① Numbers indicate multiple locations in a city or metropolitan area.






**Denver/Boulder**

**Medical Offices**
**Arapahoe Medical Offices**

5555 E. Arapahoe Road  
Centennial, CO 80122

**Aurora Centrepont Medical Offices**

14701 E. Exposition Ave.  
Aurora, CO 80012

**Baseline Medical Offices**

580 Mohawk Drive  
Boulder, CO 80303

**Brighton Medical Offices**

859 S. 4th Ave.  
Brighton, CO 80601

**Castle Rock Medical Offices**

4318 Trail Boss Drive  
Castle Rock, CO 80104

**East Denver Medical Offices**

10400 E. Alameda Ave.  
Denver, CO 80247

**Englewood Medical Offices**

2955 S. Broadway  
Englewood, CO 80113

**Franklin Medical Offices**

2045 Franklin St.  
Denver, CO 80205

**Hidden Lake Medical Offices**

7701 Sheridan Blvd.  
Westminster, CO 80003

**Highlands Ranch Medical Offices**

9285 Hepburn St.  
Highlands Ranch, CO 80129

**Ken Caryl Medical Offices**

7600 Shaffer Parkway  
Littleton, CO 80127

**Lakewood Medical Offices**

8383 W. Alameda Ave.  
Lakewood, CO 80226

**Lone Tree Medical Offices**

10240 Park Meadows Drive  
Lone Tree, CO 80124

**Longmont Medical Offices**

2345 Bent Way  
Longmont, CO 80503

**Midtown Medical Office Building**

1960 N. Ogden St.  
Denver, CO 80218

**Parker Medical Offices**

10168 Parkglenn Way  
Parker, CO 80138

**Rock Creek Medical Offices**

280 Exempla Circle  
Lafayette, CO 80026

**Skyline Medical Offices**

1375 E. 20th Ave.  
Denver, CO 80205

**Smoky Hill Medical Offices**

16290 E. Quincy Ave.  
Aurora, CO 80015

**Southwest Medical Offices**

5257 S. Wadsworth Blvd.  
Littleton, CO 80123

**Westminster Medical Offices**

11245 Huron St.  
Westminster, CO 80234

**Wheat Ridge Medical Offices**

4803 Ward Road  
Wheat Ridge, CO 80033


**Urgent Care**

Call **303-338-4545 (TTY 711)** at the time of need to confirm urgent care hours and locations.

**Aurora Centrepont Medical Offices**

Mon.-Fri., 9 a.m.-9 p.m.  
Sat.-Sun., 8 a.m.-6 p.m.

**Lakewood Medical Offices**

Mon.-Fri., 9 a.m.-9 p.m.  
Sat.-Sun., 8 a.m.-6 p.m.

**Lone Tree Medical Offices**

Mon.-Fri., 9 a.m.-9 p.m.  
Sat.-Sun., 8 a.m.-6 p.m.

**NextCare Urgent Care**

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

**Pediatric care (only) available at the following facilities**

**Children's Hospital Colorado North Campus, Broomfield Outpatient and Urgent Care**

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

**Children's Hospital Colorado Outpatient and Urgent Care, 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)**.

**DB Denver/Boulder**

**Emergency Care**

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

**HealthONE Centennial Medical Plaza ER**

14200 E. Arapahoe Road  
Centennial, CO 80112

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

1501 S. Potomac St.  
Aurora, CO 80012

**HealthONE North Suburban Northeast ER**

12793 Holly St.  
Thornton, CO 80241

**HealthONE North Suburban Northwest ER**

11230 N. Benton St.  
Westminster, CO 80020

**HealthONE Rose Stapleton ER**

4930 Wabash St.  
Denver, CO 80238

**HealthONE Saddle Rock ER**

22500 E. Dry Creek Road  
Aurora, CO 80016

**HealthONE Sky Ridge Medical Center**

10101 RidgeGate Parkway  
Lone Tree, CO 80124

**HealthONE Sky Ridge South Parker ER**

12223 Pine Bluffs Way  
Parker, CO 80134

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

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

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

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

**SCL Health Saint Joseph Emergency Aurora**  
23770 E. Smoky Hill Road  
Suite 100  
Aurora, CO 80016

**SCL Health Saint Joseph Emergency Littleton**  
8515 W. Coal Mine Ave.  
Littleton, CO 80123

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

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

**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 Colorado at Parker Adventist Hospital Emergency Care**  
9395 Crown Crest Blvd.  
Parker, CO 80138

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

**Behavioral Health Offices**

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.

**Baseline Behavioral Health**  
580 Mohawk Drive  
Boulder, CO 80303

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

**Highline Behavioral Health**  
10350 E. Dakota Ave.  
Denver, CO 80247

*Entrance located on east side of building*

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

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

## **N** Northern Colorado

### **Medical Offices**

#### **Fort Collins Medical Offices**

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

#### **Greeley Medical Offices**

2429 35th Ave.  
Greeley, CO 80634

#### **Loveland Medical Offices**

4901 Thompson Parkway  
Loveland, CO 80534-6426

#### **Spring Creek Medical Offices**

1136 E. Stuart St., #200  
Building 3, 2nd Floor  
Fort Collins, CO 80525

### **Urgent Care**

#### **Banner Health Clinic – Skyline Urgent Care**

2555 E. 13th St., Suite 110  
Loveland, CO 80537  
**970-820-4264**

#### **Banner Urgent Care**

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

#### **Banner Urgent Care**

2015 35th Ave.  
Greeley, CO 80634  
**970-810-4155**

#### **HealthCare Clinic of Fort Collins**

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

### **Affiliated Providers with Extended Hours**

#### **Banner Health Clinic – Berthoud**

401 10th Street  
Berthoud, CO 80513  
**970-532-4910**

#### **Banner Health Clinic – Family Practice**

702A W. Drake Road  
Fort Collins, CO 80526  
**970-821-4600**

#### **Banner Health Clinic – Family Practice**

222 Johnstown Center Drive  
Johnstown, CO 80534  
**970-587-4974**

#### **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**

#### **Banner Health Clinic – Windsor**

1300 Main St.  
Windsor, CO 80550  
**970-686-5646**

### **Emergency Care**

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

#### **Banner McKee Medical Center**

2000 N. Boise Ave.  
Loveland, CO 80538  
**970-820-4640**

#### **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**

#### **Banner Fort Collins Medical Center**

4700 Lady Moon Drive  
Fort Collins, CO 80528  
**970-821-4000**

#### **Estes Park Medical Center**

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

### **Behavioral Health**

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.

## S Southern Colorado

### Medical Offices

#### Acero Medical Offices

2625 W. Pueblo Blvd.  
Pueblo, CO 81004

#### Briargate Medical Offices

4105 Briargate Parkway,  
Suite 125  
Colorado Springs, CO 80920

#### Parkside Medical Offices

215 Parkside Drive  
Colorado Springs, CO 80910

#### Pueblo North Medical Offices

3670 Parker Blvd., Suite 200  
Pueblo, CO 81008

### Affiliated Providers with Extended Hours

#### Colorado Springs

##### Optum Medical Group (DaVita)<sup>7</sup>

1633 Medical Center Point  
Colorado Springs, CO 80907  
**719-636-2999**

##### Optum Medical Group (DaVita)<sup>7</sup>

600 S. 21st St.  
Colorado Springs, CO 80903  
**719-635-5900**

#### Monument

##### Optum Medical Group (DaVita)<sup>7</sup>

15909 Jackson Creek Parkway  
Monument, CO 80132  
**719-488-9933**

### Urgent Care

#### Colorado Springs

##### Alliance Urgent Care<sup>8</sup>

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

##### Centura Health Urgent Care

###### Broadmoor

1263 Lake Plaza Drive, Suite 120  
Colorado Springs, CO 80906  
**719-776-3330**

##### Colorado Complete

###### Urgent Care<sup>8</sup>

8115 Voyager Parkway  
Colorado Springs, CO 80920  
**719-247-1999**

##### Concentra Urgent Care<sup>8</sup>

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

##### Concentra Urgent Care<sup>8</sup>

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

##### Emergicare Medical Clinics<sup>8,9</sup>

3002 S. Academy Blvd.  
Colorado Springs, CO 80916  
**719-390-7017**

##### Emergicare Medical Clinics<sup>8,9</sup>

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

##### Emergicare Medical Clinics<sup>8,9</sup>

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

##### Penrose Community Urgent Care

3027 N. Circle Drive  
Colorado Springs, CO 80909  
**719-776-3216**

##### UCHealth Urgent Care<sup>8</sup>

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

##### UCHealth Urgent Care<sup>8</sup>

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

##### UCHealth Urgent Care<sup>8</sup>

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

##### UCHealth Urgent Care<sup>8</sup>

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 Care<sup>8</sup>**

7475 McLaughlin Road

Falcon, CO 80831

**719-495-9994****UCHealth Urgent Care<sup>8</sup>**11605 Meridian Market View,  
Suite 184

Falcon, CO 80831

**719-364-9560****Monument****Centura Health Urgent Care –  
Tri Lakes**17230 Jackson Creek Parkway,  
Suite 120

Monument, CO 80132

**719-571-7070****Pueblo****Emergicare Medical Clinics<sup>8,9</sup>**

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

**719-553-011 1****Emergency Care**

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

**Cañon City****St. Thomas More Hospital**

1338 Phay Ave.

Cañon City, CO 81212

**719-285-2000****Colorado Springs****Penrose Hospital**

2222 N. Nevada Ave.

Colorado Springs, CO 80907

**719-776-5000****St. Francis Medical Center**

6001 E. Woodmen Road

Colorado Springs, CO 80923

**719-571-5000****UCHealth ER<sup>8</sup>**

3790 E. Woodmen Road

Colorado Springs, CO 80920

**719-264-5080****UCHealth Memorial Hospital  
Central<sup>8</sup>**

1400 E. Boulder St.

Colorado Springs, CO 80909

**719-365-6820****UCHealth Memorial Hospital  
North<sup>8</sup>**

4050 Briargate Parkway

Colorado Springs, CO 80920

**719-364-3368****UCHealth ER<sup>8</sup>**

13510 Meadowgrass Drive

Colorado Springs, CO 80921

**719-487-2060****UCHealth ER<sup>8</sup>**

7890 Fountain Mesa Ridge

Fountain, CO 80817

**719-390-2680****UCHealth ER<sup>8</sup>**

2770 N. Powers Blvd.

Colorado Springs, CO 80922

**719-638-3000****UCHealth Grandview Hospital<sup>8</sup>**

5623 Pulpit Peak View

Colorado Springs, CO 80918

**719-272-3600****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  
Hospital<sup>8</sup>**

16420 W. U.S. Highway 24

Woodland Park, CO 80863

**719-687-9999****Behavioral Health**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.

## 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](http://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](http://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 እርዳታ ድርጅቶቻችን በነጻ ሊያግዝዎት 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)

**Básó ò Wù dǔ (Bassa) Dè dɛ nià kɛ dyédé gbo:** Ǫ jǔ ké m̀Básóò-wùdǔ-po-nyò jǔ ní, nií, à wuǔkà kò dò po-poò b́é in 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, 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 무료로 이용하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:**  
Díí saad bee yáníłt'igo Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hól'ó, koj'í' hódííłnih 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) XIYYEEFFANNA:**  
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. These services are available when you see Kaiser Permanente providers. Check with your doctor to see if video visits are available to you.
2. HDHP members must meet their deductible first before phone and video visits are provided at no cost.
3. Hours are applicable to the majority of Kaiser Permanente medical offices that offer primary care.
4. Affiliated network providers may or may not have access to your Kaiser Permanente electronic health records.
5. 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.
6. 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.
7. 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.
8. In-network for members on KP Select plans.
9. Medicare not accepted at these locations.

# 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



### Chat online

**AT NO COST**

Get medical advice in real time from a Kaiser Permanente doctor or chat with a financial counselor or pharmacist.



### 24/7 medical advice

**AT NO COST**

Call the Appointment and Advice Contact Center to get medical guidance any time, day or night.



### Email<sup>1</sup>

**AT NO COST**

Message your doctor's office anytime with nonurgent questions.



### E-visits

**AT NO COST**

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



### Video visits<sup>1</sup>

**AT NO COST<sup>2</sup>**

Schedule this online alternative to an in-person visit.<sup>2,3</sup>



### Phone visits<sup>1</sup>

**AT NO COST<sup>2</sup>**

Save a trip to the doctor's office by scheduling a call with your doctor.

## Member Services

- Denver/Boulder: 303-338-3800
- Northern Colorado: 1-844-201-5824
- Southern Colorado: 1-888-681-7878
- TTY 711

## 24/7 Medical Advice and Appointments

- Denver/Boulder: 303-338-4545
- Northern Colorado: 970-207-7171
- Southern Colorado: 1-800-218-1059
- TTY 711