Inside your personal guide to the Kaiser Permanente

**Mountain Colorado** service area, you’ll discover how to:

- Choose a doctor
- Find locations
- Receive medical advice
- Access online wellness tools
- Refill prescriptions
- And more!
Good health at your fingertips

Make appointments
for routine or specialty care, ORDER PRESCRIPTION REFILLS, email your doctor or chat online with a doctor to ASK ROUTINE HEALTH QUESTIONS, and view most LAB TEST RESULTS and recent immunization records at: kp.org.*

Set up your account
by visiting: kp.org/registernow.
You’ll also receive our monthly E-NEWSLETTER with HEALTH NEWS, tips, recipes, and more.

On the go?
Try our mobile app. Access the secure features of MY HEALTH MANAGER from your smartphone or tablet, and download your digital ID card.** Just download our Apple app from the App Store℠ or the Android™ app from Google Play™.†

*Some of these features are only available when you receive care at Kaiser Permanente medical offices.

**Note: The digital membership card may not be available to members in certain plans, including Medicare Advantage, KP Select, PPO, and out-of-area plans.

†Kaiser Permanente is not responsible for the content or policies of the external websites of Apple Inc. and Google Inc. App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google Inc.
Helping you live a healthy, meaningful life

Thank you! We appreciate that you chose Kaiser Permanente as your partner in health. We look forward to helping you live a vibrant, healthy life.

This Member Resource Guide will help you learn more about how to access Kaiser Permanente services and become an active participant in your health care.

Manage your care
MAKE THE MOST OF YOUR CARE WITH KAISER PERMANENTE’S MANY SERVICES, RESOURCES, AND TOOLS.
Register online ................................................................. 5
Choose a doctor ............................................................... 7
Schedule appointments .................................................... 10
24/7 medical advice ......................................................... 10
Refill your prescriptions .................................................. 11
Get care while traveling .................................................. 14
Help in your language ..................................................... 16

Get care
LEARN MORE ABOUT WHERE TO GET CARE.
Mountain Colorado medical office listings ............................. 17
Urgent care .................................................................... 18
Emergency care ............................................................. 18

Be informed
YOUR RIGHTS AS A KAISER PERMANENTE MEMBER.
Notice of privacy practices ............................................... 19
Disability access .............................................................. 19
Complaints, claims, and appeals ....................................... 21
Your rights and responsibilities ........................................ 23
Glossary ........................................................................ 27

DID YOU KNOW?
This document is available in other formats or languages, such as Braille and large print. For additional information, see page 16.
Getting Started

Important Information about the Mountain Colorado Service Area

As a Kaiser Permanente member in Mountain Colorado, you have access to a wide variety of physicians, specialists, and other health services.

All Mountain Colorado members may seek care at our Kaiser Permanente medical offices in Edwards or Frisco. These locations provide primary care, lab, and medical imaging — all under one roof so you have easy access to our full range of health services. Or, you may seek care with a network provider.

For the most current list of providers in your Mountain Colorado plan, please visit the online directory at kp.org/locations.

Your Member ID Card

Your Kaiser Permanente member identification (ID) card identifies you as a member and contains your health record number. Each family member is issued a member ID card with a unique ID or health record number.

Please carry your member ID card with you at all times and present your card or your child’s card at each appointment. When you receive your card, please check it for accuracy. Report any errors on your card or your child’s card immediately to Member Services.

DID YOU KNOW?

For more detailed information about your health care coverage, please review your Evidence of Coverage (EOC) or contact Member Services at 1-844-837-6884 (TTY 711). You can also view your EOC online at kp.org/eoc.
New Member Connect is Here to Help
If you are a new member, you may have many questions and wonder where to start. With just one phone call, the New Member Connect department can help you:

• Choose a primary care physician
• Transition your prescriptions
• Access care
• Learn about your benefits
• Register for secure access to kp.org
• And more!

You can reach the New Member Connect department at 1-844-639-8657 (TTY 711), Monday through Friday, 7 a.m. to 6 p.m.

My Health Manager at kp.org
Manage care for you and your family with My Health Manager, a secure, online feature that allows you to:

• Order prescription refills and view prescription history*
• Schedule routine and some specialty care appointments*
• Email your doctor’s office*
• View most lab test results
• Review recent office visits and recommended follow-up steps*
• Act for a family member (email your child’s doctor, and more)*
• Pay Kaiser Permanente medical bills
• View benefits and eligibility
• View your doctor’s notes
• Chat online with a Kaiser Permanente doctor
• See what screenings, immunizations, and tests you are due for
• And receive our monthly e-newsletter!

It takes only a few minutes to sign up. Have your health record number available and visit kp.org/registernow. You will answer a few security questions, follow the prompts, and set up your user ID and password.

*These features of My Health Manager are available only for services or care received at Kaiser Permanente medical offices.

TIP
Have your Member ID Card handy whenever you call or visit us, and always be sure to bring a form of photo identification as well.
Download the Kaiser Permanente App

Once you’ve registered on kp.org, you can download the free Kaiser Permanente app to your smartphone or tablet.

1. From your smartphone, go to your preferred app site: App Store℠ (Apple) or Google Play™ (Android™)†
2. Search for the Kaiser Permanente app, then download it.
3. Use your kp.org user ID and password to activate the app, and you’ll be ready to go!

Online Health Resources

Visit kp.org/healthyliving to learn more about how you can improve your health. You’ll find links to resources, such as our health encyclopedia, as well as information on drugs, natural medicines, classes, programs and more. Or visit kp.org/classes for a listing of online and in-person classes offered in your area for little or no cost.

Personalized, online, healthy lifestyle programs, offered in collaboration with HealthMedia®, are free to members. Each program provides you with a tailored plan to help you meet your health and fitness goals.

Visit kp.org/healthylifestyles for tools and resources to:

- Assess your health
- Lose weight
- Reduce stress
- Eat right
- Quit smoking
- Manage ongoing health conditions, such as chronic pain, diabetes, depression, insomnia, and back pain

†Kaiser Permanente is not responsible for the content or policies of the external websites of Apple Inc. and Google Inc. App Store is a service mark of Apple Inc. Google Play and Android are trademarks of Google Inc.
Find the Right Doctor for You

Having a primary care physician (PCP) you know and trust can help you get the most out of your health care. You can choose your PCP from the Kaiser Permanente medical offices in Mountain Colorado or be seen by a PCP at any Kaiser Permanente medical office in Denver/Boulder, Northern Colorado, or Southern Colorado.

You also have a choice of physicians from a comprehensive network of providers in Mountain Colorado. You can change your PCP at any time, and a different physician can be selected for each member of your family, if you wish.

If your doctor moves or has a change in their practice, we’re here to help answer any questions about transitioning your care. If you need to select a new doctor, call Personal Physician Selection Services. This team will help you choose a new physician based on your health care needs. Prior to your call, or at any time, visit kp.org/choosetheyoudoctor to view the online provider directory, which is searchable by plan type, gender, language, ZIP code, and more.

NOTE: Female members may elect to see an obstetrician/gynecologist for their routine physical exams, while seeing their designated primary care physician if non-female-specific problems arise.

Understand Your Choices

- Doctors in **Family Medicine** care for people of all ages, and often members of the same family.
- Doctors in **Internal Medicine** include general practitioners and/or internists who may have particular areas of focus.
- Doctors in **Pediatrics** care for infants, children, adolescents, and teens.

Important Information for Senior Advantage Members: The Mountain Colorado service area is not an approved service area for Senior Advantage members. You should not select a Mountain Colorado provider for routine care. Senior Advantage members may be seen for urgent or emergent care worldwide.
Care Available to You

Different health needs require different kinds of care. We offer several types of care options for you. If you have questions or want medical guidance on the type of care you need, call the Appointment and Advice Call Center at 970-207-7171 or 1-800-218-1059 (TTY 711). Here are a few common examples for each category of care, but they do not cover all conditions or symptoms.

**Routine Care**

Regular visits with your doctor can help catch problems early, when they’re easier to treat. Routine visits can include checkups, preventive screenings, immunizations, and well-child visits.

**Specialty Care**

Specialty care consists of services provided by doctors trained in specific medical disciplines, such as obstetrics/gynecology, orthopedics, or dermatology. In most cases, you do not need a referral to see a specialist,* but if you do, your primary care physician (PCP) can assist you. Additional services require a referral from your physician and authorization from Kaiser Permanente. To see a specialist at a Kaiser Permanente medical office, call the Appointment and Advice Call Center. To see a network specialist, call their office directly to schedule an appointment.

**Urgent Care**

Use urgent care for an illness or injury that requires prompt medical attention, but is not an emergency medical condition. This might include asthma flare-ups, vomiting, diarrhea, dehydration, earaches, or minor sprains and wounds.** See urgent care locations on page 18. For copayment information, see the back of your member ID card or contact Member Services.

Urgent care is available at our Edwards and Frisco Medical Offices. For us to better serve you, please call and make an appointment ahead of time.

*Medicaid members need a referral for specialty care when seeking care with Kaiser Permanente specialists.

**To learn more about urgent care, please see Non-Emergency, Non-Routine Care in your EOC.

[DID YOU KNOW?](#)

You can visit [kp.org/getcare](http://kp.org/getcare) to learn more about the various care options available to you.
Emergency Care

A medical emergency is for a medical or psychiatric condition, including severe pain, that requires immediate medical attention to prevent serious jeopardy to your health.* This may include trouble breathing, severe chest pains, or serious injuries or wounds. If you have an emergency medical condition, call 911 or go to the nearest emergency department. If time and safety permit, we recommend you go to the emergency department at one of the following hospitals (see locations on page 18):

- Valley View Hospital (in-plan hospital)
- St. Anthony Summit Medical Center
- Vail Valley Medical Center

If you are admitted to a hospital following an emergency room visit, please contact Member Services as soon as possible (preferably within 24 hours), or have someone contact us on your behalf, so that we may help coordinate your care and reduce your risk of incurring non-covered inpatient charges.

Scheduled Hospitalization

Inpatient hospitalization is covered when prescribed by your physician. See page 18 for hospitals that provide both emergency and inpatient hospitalization services.

*TIP

Hours and locations of urgent care locations are subject to change. Always call the Appointment and Advice Call Center for the latest details before you go.

*For the complete definition of an emergency medical condition, please refer to your EOC.
Care Options That Fit Your Lifestyle

Appointment and Advice Call Center
If you choose a doctor at a Kaiser Permanente medical office, you can make an appointment by calling our Appointment and Advice Call Center or by logging onto kp.org/appointments. At Kaiser Permanente we make every effort to get you a same-day, in-person or phone appointment with your personal physician when you need care. Appointments are available Monday through Friday, 7 a.m. to 6 p.m. (times may vary depending on medical office).

If you’ve chosen to see a network provider, call your doctor’s office directly to schedule an appointment.

Additionally, if you have an illness or injury and you’re not sure what kind of care you need, our advice care team can help. They can assess your situation and direct you to the appropriate facility, if necessary. Or they can help you handle the problem at home until your next appointment. For advice anytime, day or night, call the Appointment and Advice Call Center.

Phone Visits
You can save yourself an office visit by scheduling a phone visit with a doctor. Call the Appointment and Advice Call Center to request a phone appointment for a nonurgent medical concern.*

Video Visits
Video visits are a new way to get care that’s secure, convenient, and personalized. A video visit is an alternative to receiving an in-person visit with your Kaiser Permanente provider. Your provider will work with you to determine if the care you need can be met in a video visit.*

Email
Email your doctor’s office with nonurgent medical questions through kp.org, and get a response delivered to your kp.org inbox.*

E-visits
An e-visit is an online medical consultation with a Kaiser Permanente Advice Call Center registered nurse that’s available at no cost for select medical conditions like nausea/vomiting, pink eye, female UTI, sinus, constipation, and diarrhea. E-visits are conducted within the secure patient portal on kp.org, and are available to members who are registered users of kp.org, 24 hours a day, seven days a week. To complete an e-visit, sign on to kp.org and then go to the appointment center.

Online Chat
Connect with a Kaiser Permanente doctor for medical advice in real time by signing on to kp.org and clicking “Launch Chat.”

*These features are available when you receive care at Kaiser Permanente medical offices.
Pharmacy, Vision, and Other Helpful Services

Pharmacy Services

Clinical Pharmacy Services
Clinical pharmacists and specialists provide pharmacy services at most Kaiser Permanente medical offices and through the Clinical Pharmacy Call Center. Clinical pharmacy staff work with your doctor to help with disease management, assist in transitioning your prescriptions to Kaiser Permanente, provide education regarding medications, and help ensure your medications are taken appropriately.

Filling and Refilling Prescriptions
Your plan includes convenient options for filling and refilling your prescriptions, including pharmacies at Kaiser Permanente medical offices in Denver/Boulder, Northern Colorado, and Southern Colorado, at network pharmacies in Mountain Colorado, online at kp.org/rxrefill, and also through our mail order pharmacy service.

To find out more about your pharmacy benefit or to locate a pharmacy near you, please contact Member Services.

Mail-Order Pharmacy
You can order prescription refills by mail order* with no shipping costs through kp.org/rxrefill, or by calling the 24-hour automated phone line at 1-866-938-0077 (TTY 711). Please order your refill at least 10 days to two weeks before you run out of your current prescription supply.

Make Sure Your Prescribed Medication is Covered
Before you get a prescription, you and your doctor can check online at kp.org/formulary to see whether a medication is on our formulary. This is our list of preferred brand-name and generic medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost-effective drug treatments.

If the medication is not on the formulary, you and your doctor can find an equivalent by calling our Clinical Pharmacy Call Center. Your doctor can call the Clinical Pharmacy Call Center and speak directly to a Kaiser Permanente pharmacist. Together they can select the right medication for you.

*For most drugs, you can get prescription refills mailed to you through our Kaiser Permanente Mail-Order Pharmacy. You should receive them within 10 business days. Prescription refills can only be delivered by mail to an address within the state of Colorado. For questions, call 1-866-938-0077 (TTY 711), 24 hours a day, seven days a week.
Laboratory Services
For routine laboratory work, you can take lab orders to any Kaiser Permanente medical office in Colorado or have lab work done in your doctor’s office. Refer to your EOC for further details.

Behavioral Health
Kaiser Permanente has selected Beacon Health Options to administer behavioral health and chemical dependency services for our Mountain Colorado members. Behavioral health and chemical dependency/substance abuse (including alcoholism) outpatient care is provided on a self-referral basis. For help, please call any time, day or night, at 1-866-702-9026 (TTY 1-866-835-2755). For a behavioral health or chemical dependency emergency, call 911 or go to the nearest hospital emergency department.

Vision and Eye Care
Some health conditions can be detected with an eye exam. Get the eye care you need to stay healthy by visiting Vision Essentials by Kaiser Permanente in Denver/Boulder, or by contacting a network optometrist or ophthalmologist directly. Check your EOC to see if vision and eye care services, including eye exams and glasses/contacts, are covered in your plan or are available on a fee-for-service basis.

Hearing
Better hearing can improve your quality of life. You can get a hearing test with a network audiologist. Please call Member Services for additional information on audiology services or providers. Check your EOC to see whether audiology tests and hearing aids are covered in your benefit plan or are available on a fee-for-service basis.

Transportation Assistance
Transportation assistance for care in Denver/Boulder is available to Mountain Colorado members. For more information, call Member Services at 1-844-837-6884 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

DID YOU KNOW?
When you sign up on kp.org, you'll automatically start receiving our monthly Partners in Health newsletter by email.
Nutrition Services
Any time is a good time to take control of your food choices and develop good eating and physical activity habits. Visit kphealthyme.com to get started, or call 1-800-218-1059 (TTY 711), Monday through Friday, 7 a.m. to 6 p.m., and ask for an appointment with a Kaiser Permanente dietitian in the Denver/Boulder service area.

Supportive Care Services
Coping with serious illness is difficult. It affects the whole person and their loved ones. Individualized care is available to help you and those close to you understand what is happening, be more comfortable and confident in your care, and to feel supported by a team of experts.

Supportive Care Services clarifies goals of treatment, addresses fears and concerns, offers information on additional Kaiser Permanente programs and helpful community resources, and provides guidance on advance care planning.

Consultation with a program specialist will provide you with a plan for moving forward through the challenges that you or loved ones may be facing as a result of changes in health. Supportive Care Services is available to members who face a serious, chronic, or terminal condition.

For a consultation at our Edwards or Frisco Medical Offices, call 1-800-218-1059 (TTY 711), Monday through Friday, 7 a.m. to 6 p.m.

Complex Case Management
Complex Case Management is a program designed to support you as you manage your ongoing health conditions. The program includes an assessment to help you with benefits and resources as you navigate your way through the health care system. A Case Manager works with you and your Kaiser Permanente primary care physician to develop goals for your health and assists you in reaching those goals. You may self-refer by calling 1-877-870-6735 (TTY 711).

Centers for Complementary Medicine
Our Centers for Complementary Medicine offer services that can help promote a greater sense of emotional, physical, and spiritual well-being. The Kaiser Permanente Center for Complementary Medicine is open to everyone, including non-members. Services offered include: chiropractic, acupuncture, or therapeutic massage treatment.

To make an appointment, call 1-844-800-0788 (TTY 711), hours vary by location.

- Highlands Ranch Medical Offices
- Lakewood Medical Offices
- Midtown Medical Office Building
- Smoky Hill Medical Offices
- Westminster Medical Offices

TIP
Visit the online physician and facility directory at kp.org/locations.
Care When You’re Away From Home

If you become ill or injured while outside the Colorado area, Kaiser Permanente covers urgent care and emergency services anywhere in the world. If you need routine care or continuing care while you are outside the Colorado service area, please contact Member Services for information on your benefits. You can also reference your EOC for additional information.

Access to Care in the Colorado Region

Mountain Colorado members can seek routine care and access certain services at any Kaiser Permanente medical office in Colorado, including Denver/Boulder, Northern Colorado, and Southern Colorado, or with an affiliated provider in the Mountain Colorado service area. Members do not have access to the affiliated provider networks in Denver/Boulder, Northern Colorado, or Southern Colorado.

International Travel Clinic

Our International Travel Clinic provides travel consultations to members traveling abroad. Our clinical pharmacists assess the health risks of the destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call the International Travel Clinic at 1-800-888-8540 (TTY 711), two months before your trip to allow time to schedule any vaccines you may need.

Visiting Member Program

You can receive a variety of covered health services when visiting any other Kaiser Permanente or Group Health Cooperative service area. Your specific benefits may vary depending on whether your membership is through the Federal Employees Health Benefit Program, Medicare, a non-government plan, or a deductible plan with a health savings account option.

Outside of Colorado, Kaiser Permanente offers medical care in seven states and the District of Columbia. If you anticipate traveling to California, the District of Columbia, Georgia, Hawaii, Maryland, Oregon, Virginia, or Washington, ask Member Services for a brochure that details your visiting member coverage.

Out-of-Area Student Coverage

Kaiser Permanente covers routine, continuing, and follow-up care for out-of-area students. Therefore, out-of-area students will be covered for non-urgent medical needs, in addition to urgent and emergency care. For more information on out-of-area student coverage, visit kp.org/formsandpubs.

TIP

You also can get help planning your trip at kp.org/travel or by calling 951-268-3900 (TTY 711). You’ll find important steps you can take before, during, and after your trip. And you can get travel resources including claim forms, in case you need to file a claim for reimbursement after you get back.
Financial, Health Plan, and Care Resources

**Medical Financial Counseling Services**
If you have questions about costs related to care you receive at a Kaiser Permanente medical office, talk with one of our medical financial counselors. Our counselors offer free medical financial advice, price estimates for upcoming medical services and procedures, and payment plan options.

Simply call **1-877-803-1929** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m., or visit **kp.org/costestimate**. For questions about costs for services outside of Kaiser Permanente medical offices, contact the provider directly.

Financial counselors also are available to meet with you in person at select Kaiser Permanente medical offices. They can assist with billing questions, understanding your plan and benefits, enrollment questions, and claims inquiries.

**Pay for Services**
Paying your Kaiser Permanente medical bills just got a lot easier. Make payments at any medical office, or view and manage the entire payment process right on our website. With our easy-to-use bill payment feature, you can securely make payments online at no extra charge. Visit **kp.org/paymedicalbills** to learn more.

**Preventive Care and Your Health**
Preventive care is intended to help keep you healthy and detect certain diseases early. At Kaiser Permanente, you have a health care team dedicated to keeping you healthy and on track with preventive care all year long.

Many preventive visits are covered at no cost to you, once per benefit year when indicated, according to the U.S. Preventive Services Task Force.* These include:

- Cholesterol tests
- Fasting blood sugar test for type 2 diabetes
- Mammography screening for breast cancer
- Pap, and when indicated, HPV testing
- Prostate blood test (PSA)
- Routine childhood immunizations
- Screening for select sexually transmitted diseases
- Stool test for colon cancer screening
- Tuberculosis skin test
- Bone mineral density and Hemoglobin A1C testing

*This list is not inclusive. Please refer to your EOC for additional information about your preventive benefits.

TIP
Have your **Member ID Card** handy whenever you call or visit us, and always be sure to bring a form of photo identification as well.
Community Resources
Get connected with Mountain Colorado community resources for assistance with housing, transportation, food assistance, and more. Please contact Member Services or call:

- Edwards Medical Offices: 970-569-2511 (TTY 711)
- Frisco Medical Offices: 970-668-6817 (TTY 711)

Access to Services for the Deaf, Hard of Hearing, or Speech Impaired
TTY numbers are listed throughout this guide. TTY numbers serve those with the special phone equipment needed to connect to TTY numbers. Callers to a TTY number without the appropriate equipment are unable to connect through a TTY number.

When a TTY number is not specifically listed for a Kaiser Permanente service, provider, or location in this Handbook, please use your TTY equipment to call 711 and provide the number you want to reach.
Kaiser Permanente also provides interpretation services according to the Americans with Disabilities Act and the Civil Rights Act of 1964. When you schedule an appointment at a Kaiser Permanente medical office, we will arrange for interpretation at no cost to you.

For Help in Your Language
Interpreter services are available by phone at no cost when you call Kaiser Permanente. Just let us know your preferred language when you’re connected to a representative.

Some physicians at Kaiser Permanente medical offices have certain levels of second language proficiency; visit kp.org to see their individual language proficiencies. Kaiser Permanente physicians have telephone access to interpreters in more than 150 languages, video remote interpretation services in 15 languages, and also can request an on-site interpreter for an appointment, procedure, or service. We do not charge for language assistance arranged by Kaiser Permanente. For further information about resources in your language, see page 28.
Medical Offices

1 Edwards Medical Offices
56 Edwards Village Blvd., Suite 208
Edwards, CO 81632
Located in Edwards Corner Building
Medical office hours:
Mon., Tues., Thurs., and Fri.:
8:30 a.m.–5:30 p.m.
Wed.: 10 a.m.–7 p.m.
Sat.: 8 a.m.–Noon (third Sat. of every month)

Specialty departments and other services*
Allergy ........................................ 1-800-218-1059
Dermatology .................................. 1-800-218-1059
Endocrinology ................................ 1-800-218-1059
Family Medicine ............................. 1-800-218-1059
General Surgery ............................. 1-800-218-1059
Internal Medicine ........................... 1-800-218-1059
Infectious Disease ......................... 1-800-218-0077
Medical Imaging ............................ 1-800-218-1059
Nephrology .................................. 1-800-218-1059
Neurology ..................................... 1-800-218-1059
Neurosurgery .................................. 1-800-218-1059
Oncology/Hematology ...................... 1-800-218-1059
Oncology - Radiation ...................... 1-800-218-1059
Optometry/Ophthalmology .............. 1-800-218-1059
Orthopedics ................................. 1-800-218-1059
Palliative Care ................................ 1-800-218-1059
Physiatry/Rehabilitative Medicine .... 1-800-218-1059
Plastic Surgery ............................... 1-800-218-1059
Pulmonology .................................. 1-800-218-1059
Rheumatology ............................... 1-800-218-1059

2 Frisco Medical Offices
226 Lusher Court, Suite 104
Frisco, CO 80443
Located at Basecamp Retail Center
Medical office hours:
Mon., Tues., Thurs., and Fri.:
8:30 a.m.–5:30 p.m.
Wed.: 10 a.m.–7 p.m.
Sat.: 8 a.m.–Noon (second Sat. of every month)

Specialty departments and other services*
Allergy ........................................ 1-800-218-1059
Cardiology ................................... 1-800-218-1059
Dermatology .................................. 1-800-218-1059
Family Medicine ............................. 1-800-218-1059
Gastroenterology ............................ 1-800-218-1059
General Surgery ............................. 1-800-218-1059
Medical Imaging ............................ 1-800-218-1059
Medicine ...................................... 1-800-218-1059
Neurology ..................................... 1-800-218-1059
Obstetrics-Gynecology ..................... 1-800-218-1059
Oncology/Hematology ...................... 1-800-218-1059
Orthopedics ................................. 1-800-218-1059
Palliative Care ................................ 1-800-218-1059
Pediatrics ...................................... 1-800-218-1059
Plastic Surgery ............................... 1-800-218-1059
Pulmonology .................................. 1-800-218-1059

*Specialty services are subject to change. Some services and specialties, like pediatrics, are available through Kaiser Permanente medical offices in Denver/Boulder or through network providers.
Get care

Extended Hours Care
To better serve you, please call ahead to make an appointment.

3 Colorado Mountain Medical
Located in the US Bank Building
108 Frontage Road W., Suite 101
Vail, CO 81657-5059
970-926-6340

4 Colorado Mountain Medical
0377 Sylvan Lake Road, Suite 210
Eagle, CO 81631
970-926-6340

5 Colorado Mountain Medical
50 Buck Creek Lane, Suite 200
Avon, CO 81620
970-926-6340

Urgent Care
To better serve you, please call ahead to make an appointment and find out hours of operation.

1 Edwards Medical Offices
Located in Edwards Corner Building
56 Edwards Village Blvd., Suite 208
Edwards, CO 81632
970-207-7171 / 1-800-218-1059

2 Frisco Medical Offices
Located at Basecamp Retail Center
226 Lusher Court, Suite 104
Frisco, CO 80443
970-207-7171 / 1-800-218-1059

Emergency Care
If you have an emergency medical condition, call 911 or go to the nearest hospital. Or, if time and safety permit, we recommend you go to one of the following emergency care locations:

E1 Valley View Hospital
In-plan hospital
1906 Blake Ave.
Glenwood Springs, CO 81601
970-945-6535

E2 Vail Valley Medical Center
180 S. Frontage Road West
Vail, CO 81657
970-476-2451

E3 St. Anthony Summit Medical Center
340 Peak One Drive
Frisco, CO 80443
970-668-3300

TIP
Visit the online physician and facility directory at kp.org/locations.
Notice of Privacy Practices

Our regional Notice of Privacy Practices, which you have received, describes how medical information about you may be used and disclosed, and how you can access it. It also describes our responsibility to notify you if there is a breach of your Protected Health Information. We want to remind you about this notice and how you may obtain another copy if you want one. This notice is part of the federal Health Insurance Portability and Accountability Act (HIPAA). Protected health information is an important part of HIPAA rules. Due to modifications to HIPAA, the Notice of Privacy Practices underwent material changes in 2013. You can view a copy online at kp.org/privacy or request a printed copy by calling Member Services.

Disability Access

It is our policy to make our facilities, services, and programs accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides reasonable accommodations to individuals with disabilities, including: (1) access to service-animals and their users, except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic texts/disks/CD-ROMS, and Braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.
Non-discrimination

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 the number provided below:
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 with the Kaiser Civil Rights Coordinator, 2500 South Havana, Aurora, CO 80014, telephone number: 1-800-632-9700. You can file a grievance by mail or phone. If you need help filing a grievance, the Kaiser Civil Rights Coordinator is available to help you. 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 Avenue 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.

Advance Directives

Kaiser Permanente complies with the provisions of the federal Patient Self-Determination Act. Patients are informed of their right to consent to or refuse treatment, and to initiate Advance Directives. Colorado law also provides for Advance Directives, including directives pertaining to cardiopulmonary resuscitation (CPR).

Kaiser Permanente providers will inform you if they cannot implement an Advance Directive on the basis of conscience. This information is provided in writing, or in an alternate format appropriate for you. The provider will transfer your care to another provider of your choice, who is willing to comply with the Advance Directive.

We encourage you to think about and document your health care choices now, regardless of age, in case you’re ever unable to speak for yourself. For some people, it can be uncomfortable to talk about illness, injury, and dying. Although it isn’t always easy, it’s important to have conversations about what you value most in life and how you would want to be treated in specific health or medical situations.

For more information and to download current forms visit kp.org/advancedirective. Get support from Kaiser Permanente through the Life Care Planning service. Take action to have your wishes known and honored by attending a free Life Care Planning First Steps Class (with your chosen health care agent) and complete an Advance Directive. Call 1-866-868-7112 to register.

New Technology

New and emerging medical technologies and existing technologies are evaluated on an ongoing basis by two Kaiser Permanente committees. These evaluators consider whether the new technology is safe and effective, as determined by clinical specialists inside and outside Kaiser Permanente. They also consider the technology’s benefits and under what conditions it is appropriate to be used. The Interregional New Technologies Committee, a national Kaiser Permanente group, and our local New Technologies Committee make recommendations to clinicians regarding the medical appropriateness of the technology. For more information, contact Member Services.
Additional information about advance directives can be found at the Colorado Department of Public Health and Environment website: www.cdphe.state.co.us.

Questions or Concerns About Bioethics
Kaiser Permanente has an ethics committee to assist in analyzing medical and business decisions. Bioethics applies general moral principles to medicine and health care. The committee offers recommendations to staff and physicians on bioethical policies and practices. It does not handle specific patient cases or complaints on care or service. For information about the Bioethics Committee and its activities, call Member Services.

Principles of Resource Management (Utilization Management)
Kaiser Permanente’s Quality and Resource Management Program has adopted the following principles:

• Utilization management decision making is based only on appropriateness of care and service and existence of coverage.
• The organization does not specifically reward practitioners or other individuals for issuing denials of coverage.
• Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization.
• Kaiser Permanente will ensure that all benefit/coverage determinations are adjudicated in a manner designed to ensure the independence and impartiality of the persons involved in making the decision.
• The organization is also prohibited from making decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.

For Resource Stewardship process or referral inquiries, please call 1-877-895-2705 (TTY 711), Monday through Friday, 8:30 a.m. to 4:30 p.m. Staff will provide a telephone interpreter to assist with utilization management issues to individuals who speak limited or no English, free of charge.

If you call after normal business hours for the Colorado service area, your message will be forwarded to our utilization management staff, and your call will be returned the next business day.

Utilization criteria are applied along with medical expert opinions, when necessary, in making authorization decisions. To obtain a copy of Resource Stewardship utilization management criteria, free of charge, please call Resource Stewardship at 1-877-895-2705 (TTY 711).

Measuring Care and Service Quality
Kaiser Permanente participates in a number of independent reports on quality of care and service so that our members and the public have reliable information to better understand the quality of care we deliver, as well as a way to compare our performance to other Colorado health plans. You can find information on our quality performance at kp.org/quality. Or, contact Member Services at 1-844-201-5824 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m., for information.

Complaints, Claims, and Appeals
We want you to be satisfied with Kaiser Permanente. Please let us know when you have concerns, complaints, or compliments. The following information is an overview; please refer to your EOC for complete information on filing claims, appeals, and member satisfaction.

Complaints about quality of care or service, or access to facilities or services
If you have a complaint about your quality of care or service, or access to facilities, services, or programs, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility or call Member Services at 1-844-837-6884 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m., to discuss your issue. To file a complaint online go to kp.org/memberservices. Our representatives will advise you about your resolution process and ensure that the appropriate parties review your complaint.
Kaiser Permanente will make appropriate arrangements to ensure that persons with disabilities are provided other accommodations, if needed, to participate in the dispute resolution and complaint processes. Additionally, Kaiser Permanente will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance in good faith.

Claims
Submitting claims for processing and financial reimbursement is an infrequent necessity for some Kaiser Permanente members. When you obtain emergency or urgent care outside the Mountain/Colorado service area under the terms of your Plan, you may ask the providers to bill the Claims Department at the address listed below. If the provider mails you a bill, we ask that you send it to our Claims Department for payment. In either case, we pay our share and let you know how much, if anything, you owe.

If the provider requires payment at the time of service, we suggest you pay in order to obtain the required services. If you pay the provider directly, we’ll reimburse you for our share of the costs. For more details, please refer to your EOC. To obtain reimbursement, please send your request for payment, along with all bills and receipts to:

Kaiser Permanente
Claims Department
P.O. Box 373150
Denver, CO 80237-3150

You can obtain a claim form online at kp.org. Be sure your Kaiser Permanente health record number is included on any written correspondence to the Claims Department.

In complex cases involving questions about travel abroad, third-party liability, or car or motorcycle accidents (for example), we suggest you contact the Claims Department at 1-800-382-4661 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m., to discuss the circumstances and to obtain the forms you’ll need for appropriate reimbursement.

Appeals
If you have had a claim or service request denied, you may appeal that decision in writing.* Mail your appeal to:

Kaiser Permanente
Appeals Program
P.O. Box 378066
Denver, CO 80237-8066

*Refer to the document you received denying your claim or service as it outlines your appeal rights in detail.

Dispute Resolution
We are committed to promptly resolving your concerns, complaints, and grievances. Any person who believes that she or he has been subjected to discrimination on the basis of a disability may file a complaint or grievance under this procedure. The following sections describe some dispute-resolution options that may be available to you. Please refer to your EOC or Certificate of Insurance, or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare member because you have different dispute-resolutions options available. The information below is subject to change when your EOC or Certificate of Insurance is revised and the revised EOC or Certificate of Insurance replaces the information in this Guidebook.

We will confirm receipt of your complaint, grievance, or appeal within five days. We will investigate your complaint or grievance, and will send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. The person filing the grievance or complaint may appeal the initial decision, and we will issue a decision within 30 days from the date we received your written or verbal request for an appeal. In the case of an expedited review, we will respond in less than 30 days, as described in this section.

If Member Services can resolve your grievance to your satisfaction by the end of the following business day, we will not provide any written communications relating to your issue.
Member Rights and Responsibilities Policy

We are partners in your health care. Your participation in your health care decisions and your willingness to communicate with your doctor and other health professionals help us in providing you with appropriate and effective health care. We want to make sure you receive the information you need to make decisions about your health care. We also want to make sure your rights to privacy and to considerate and respectful care are honored. As a member of Kaiser Permanente, you have the right to receive information about your rights and responsibilities and to make recommendations about our member rights and responsibilities policies.

You* have the right to:

- Participate in your health care. This includes the right to receive the information that you need to accept or refuse a recommended treatment. Emergencies or other circumstances occasionally may limit your participation in a treatment decision. In general, you will not receive medical treatment before you or your legal representative give consent. You have the right to be informed and to decide if you want to participate in any care or treatment that is considered educational research or human experimentation.
- Express your wishes concerning future care. You have the right to choose a person to make medical decisions for you and to express your choices about your future care, if you are unable to do so yourself. These choices can be expressed in documents, such as a durable power of attorney for health care, a living will, or a CPR directive. Inform your family and your doctor of your wishes and give them copies of documents that describe your wishes concerning future care.
- Receive the medical information you need to participate in your health care. This information includes the diagnosis, if any, of a health complaint, the recommended treatment, alternative treatments, and the risks and benefits of the recommended treatment. We will make this information as clear as possible to help you understand it. You are entitled to an interpreter, if you need one. You also have the right to review and receive copies of your medical records, unless the law restricts our ability to make them available. You have the right to participate in making decisions involving ethical issues that may arise during the provision of your care.
- Receive information about the outcomes of care you have received, including unanticipated outcomes. When appropriate, family members or others you have designated will receive such information.
- Receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care. You are entitled to know the name and professional status of the individuals who provide your service or treatment.
- Receive considerate, respectful care. We respect your personal preferences and values.
- Receive care that is free from restraint or seclusion. We will not use restraint or seclusion as a means of coercion, discipline, convenience, or retaliation.
- Have a candid discussion of appropriate or medically necessary treatment options for your condition(s). You have the right to this discussion, regardless of cost or benefit coverage.
- Have impartial access to treatment. You have the right to all medically indicated treatment that is a covered benefit, regardless of your race, religion, sex, sexual orientation, national origin, cultural background, disability, or financial status.
- Be assured of privacy and confidentiality. You have the right to be treated with respect and dignity. We will honor your need for privacy and will endeavor not to release your medical information without your authorization, except as required or permitted by law.
- Have a safe, secure, clean, and accessible environment.
- Choose your physician. You have the right to select and change physicians within the Kaiser Permanente Health Plan. You have the right to a second opinion by a Kaiser Permanente physician. You have the right to consult with a non-Kaiser Permanente physician at your expense.

*You or your guardian, next of kin, or a legally authorized responsible person.
• Know and use member satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, which can help you answer questions and resolve problems. You have the right to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (Evidence of Coverage or Membership Agreement) describes procedures to make formal complaints. We welcome your suggestions and questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.
• Review, amend, and correct your medical records as needed.

Kaiser Permanente does not discriminate against any person on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, language, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, or genetic information in admission, treatment, or participation in its programs, services, and activities.

To speak with a representative about our policies and procedures, including benefits and coverage, contact Member Services at 1-844-837-6884 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

You* are responsible to:
• Know the extent and limitations of your health care benefits. An explanation of benefits is contained in your Evidence of Coverage or Membership Agreement.
• Identify yourself. You are responsible for your membership card, for using the card only as appropriate, and for ensuring that other people do not use your card. Misuse of membership cards may constitute grounds for termination of membership.
• Keep appointments. You are responsible for promptly canceling any appointment that you do not need or cannot keep.
• Provide accurate and complete information. You are responsible for providing accurate information about your present and past medical conditions, as you understand them. You should report unexpected changes in your condition to your doctor.
• Understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
• Follow the treatment plan on which you and your health care professional agree. You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
• Recognize the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.
• Be considerate of others. You should be considerate of health professionals and other patients. Disruptive, unruly, or abusive conduct may constitute grounds for termination of membership. You should also respect the property of other people and of Kaiser Permanente.
• Fulfill financial obligations. You are responsible for paying on time any money you owe Kaiser Permanente. Nonpayment of amounts owed may constitute grounds for termination of membership.

If you are a Child Health Plan Plus (CHP+) member, please refer to your Evidence of Coverage for your full list of rights and responsibilities.

If you are an Access KP member, please refer to your Access KP Guide for your full list of rights and responsibilities.

*You or your guardian, next of kin, or a legally authorized responsible person.
Women’s Health and Cancer Rights Act of 1998

In accordance with the Women’s Health and Cancer Rights Act of 1998, and as determined in consultation with the attending physician and the patient, we provide the following coverage after a mastectomy:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical (balanced) appearance.
- Prostheses (artificial replacements).
- Services for physical complications resulting from the mastectomy.

Who Pays First When You Have Additional Insurance?

When you have additional insurance coverage, how we coordinate your Kaiser Permanente benefits with benefits from other insurance depends on your situation. If you have additional health insurance, please call Member Services 1-844-837-6884 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m., to find out which rules apply to your situation and how payment will be handled.

How to Get Information about Obtaining Coverage or Understanding Your Current Coverage

If you have questions about obtaining coverage or understanding your current coverage, please call Member Services at 1-844-837-6884 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

You’re at the Center of Your Care

With a doctor and care team that focuses on you, listens to you, and communicates with you, we make it easy to feel right at home.

Patient-Centered Medical Home at Kaiser Permanente Medical Offices

At Kaiser Permanente, our mission is to provide high-quality, affordable health care to improve the health of our members. We’ve always believed in putting you and your health first. Our approach is to build a stronger, more personal partnership with you—one that provides you with seamless, comprehensive, and proactive care.

The Patient-Centered Medical Home is a team-based approach to health care that focuses on providing personalized, comprehensive, and evidence-based medical care to patients using a physician-led team of professionals. We believe that maintaining a continuous healing relationship with the personal physician of your choice is the best way to ensure that you reach maximum health.
Your physician and health care team:
- Help you plan and manage your health care.
- Listen to your concerns and answers your health questions.
- Coordinate your care across multiple settings, including behavioral health.
- Encourage you to play an active part in your own health care.
- Provide education and self-management support.

YOU are the most important member of your team! Our physicians and skilled professionals work together to understand and meet your health care needs. Members of your team may include: Board Certified Physicians, Physician Assistants, Nurse Practitioners, Registered Nurses, Pharmacists, Licensed Practical Nurses, Medical Assistants, Care Managers, Behavioral Health Practitioners, Registered Dietitians, Social Workers, and Community Health Specialists.

**Kaiser Permanente Publications and Announcements**

Most of our publications can be downloaded at kp.org/formsandpubs. Additionally, we’ll keep you up to date on Kaiser Permanente through your member e-newsletter, Partners in Health, as well as additional mailings and emails. We encourage you to register on kp.org to receive the monthly Partners in Health e-newsletter. It allows you to get important updates and valuable health tips in a timely manner and keeps you informed about new Kaiser Permanente medical offices and specialty services, changes in basic benefits, and changes in phone numbers.

Bookmark kp.org/membernews-co to stay up to date with the latest member news from Kaiser Permanente. This webpage is uniquely designed to keep you informed of what’s going on at Kaiser Permanente. We’ll also provide you with local service area updates and news.

**INFORMATION SUBJECT TO CHANGE**

The information in the Member Resource Guide is updated annually and is current at time of printing. The availability of physicians, hospitals, providers, and services may change. For a complete and updated list of our physicians and specialists, visit the Medical Staff Directory on kp.org. If you have questions about the information in this guide, please call Member Services at 1-844-837-6884 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

Member and Marketing Communications publishes the Member Resource Guide annually for Kaiser Permanente members. We welcome your comments. Please write to us at:

Member and Marketing Communications
Kaiser Permanente
2500 S. Havana St.
Aurora, CO 80014

or e-mail us at CO-MemberCommunications@kp.org
Glossary

**Coinsurance**
An amount you may be required to pay as your share of the cost for services after you pay any deductibles. Coinsurance is usually a percentage (for example, 20%).

**Copayment**
An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor’s visit, hospital outpatient visit, or prescription drug. A copayment is usually a set amount, rather than a percentage. For example, you might pay $10 or $20 for a doctor’s visit or prescription.

**Deductible**
The amount you pay for covered services before Kaiser Permanente starts paying most of the cost. For example, a $500 deductible means you pay $500.

**Evidence of coverage (EOC)**
This document explains benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

**Explanation of benefits**
A summary of health care charges that Kaiser Permanente sends you after you see a provider or get a service. It is not a bill. It is a statement that tracks the care you’ve received and how close you are to reaching your deductible and out-of-pocket maximum.

**Family medicine**
Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

**Formulary**
A list of prescription drugs covered by a prescription drug plan or another insurance plan offering prescription drug benefits. Also called a drug list.

**Internal medicine**
Provides diagnosis and medical treatments for adults.

**Kaiser Permanente medical offices**
Medical offices usually offer primary care, specialty, and support services such as pharmacy and lab.

**Network provider**
Providers we contract with to provide services to members. They include network hospitals, primary care providers, physicians, medical groups, plan medical offices, and pharmacies.

**Obstetrics/Gynecology**
Provides women’s health, family planning, pregnancy, and medical and surgical reproductive health services.

**Out-of-pocket maximum**
The maximum amount you’ll pay for covered services each year. If you reach your maximum, you won’t have to pay anything for covered services for the rest of the year.

**Pediatrics**
Provides children’s health care, usually from birth through age 17.

**Primary care**
Basic or general health care services provided by family medicine, internal medicine, and pediatric physicians, and other health care practitioners.

**Referral only**
A referral from a primary care physician is needed to make an appointment in certain “by referral only” specialty departments.

**Service area**
That geographical area defined by ZIP codes within specified counties. Refer to your EOC for a list of ZIP codes.

**Specialist**
A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent, or treat certain types of symptoms and conditions. A non-physician specialist is a provider who has more training in a specific area of health care.
Help in your Language

English: You have the right to get help in your language at no cost. If you have questions about your application or coverage through Kaiser Permanente, or if this is a notice that requires you to take action by a specific date, call the number provided for your state or region to talk to an interpreter.

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<tr>
<th>Language</th>
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<tr>
<td>Arabic</td>
<td>1-844-837-6884</td>
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<td>Armenian</td>
<td>1-800-464-4000</td>
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<td>Bengali</td>
<td>1-800-777-7902</td>
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<td>Cebuano (Bisaya)</td>
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<td>Dutch</td>
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<td>Gujarati</td>
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Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232

60436922 National 2016

Member Services: 1-844-837-6884
If you have questions about your application or coverage through Kaiser Permanente, or if this is a notice that requires you to take action in your language, you may call the designated number for your state or region to speak with a translator.

Kreyòl Ayisyen (Haitian Creole): Ou gen dwa pou jwenn ed nan lang ou gratis. Si ou gen nempòt kesyon sou aplikasyon ou an oswa asirans ou ak Kaiser Permanente, oswa si nan avy sa a gen bagay ou sipoze fé sa a avan yon sèten dat, rele nemiwo nou mete pou Éta oswa rejyon ou a pou w ka pale ak yon entèprèt.

ʻōlelo Hawai'i (Hawaiian): He pono a ua lo'a a no kekahai kōkua me kāʻōlelo inā makemake a he manuahi no ho'i. Inā he mau nīnau kāʻō le pili ana i kāʻō palapala noi i'īnukua ola kīna a i 'ole i kōkua maʻō ka polokalamu kōkua ola kīna Kaiser Permanente, a i 'ole inā ke ha'i nei paha kēia leka nei iā'oe e hana koke aku i kēia ma mua o kekahai lā i waiho 'ia, e kelepona aku i ka helu i loa'a ma kēia leka nei no kāʻō mokuʻāina a i 'ole panaʻaina no ka wala'au 'ana me kekahai kanaka unuhi ʻōlelo.

Hindi (Hindi): आपको बिना किसी कीमत चुकाए आपकी भाषा में सहायता पाने का अधिकार है। यदि आप आपके आवेदन पत्र के विषय में या Kaiser Permanente के कार्यालय के विषय में कुछ पूर्व विषय पाते हैं या यदि सही एक नोटिस है जिसके कारण आपको किसी विभेद लिखित तक कराराम लेने की अनुमति है तो आपके राज्य के क्षेत्र के लिए दिए गए नंबर पर फोन करके किसी दुमापेशिये से बात करें।

Διευθυντική γνώμη (Greek): Αν έχετε ερωτήματα για το αιτήματό ή την κάλυψή σας μέσω Kaiser Permanente, ή αν αυτό είναι ένας οποιοδήποτε οδηγός που απαιτείς επίσκεψη στην έκταση σου, μπορείς να πεις στην αντίστοιχη αριθμό για την περιοχή σου να μιλήσεις με έναν μεταφραστή.

Français (French): Une assistance gratuite dans votre langue est à votre disposition. Si vous avez des questions à propos de votre demande d’inscription ou de la couverture par Kaiser Permanente, ou si cet avis vous demande de prendre des mesures à une date précise, appelez le numéro indiqué pour votre Etat ou votre région pour parler à un interprète.

Deutsch (German): Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache zu erhalten. Falls Sie Fragen bezüglich Ihres Antrags oder Ihres Krankenversicherungsschutzes durch Kaiser Permanente haben oder falls Sie aufgrund dieser Benachrichtigung bis zu bestimmten Stichtagen handeln müssen, rufen Sie die für Ihren Bundesstaat oder Ihre Region aufgeführte Nummer an, um mit einem Dolmetscher zu sprechen.

Gujarati (Gujarati): તમને ક્ષેત્ર પત્ર અથવા કરાયેલ લાગે તમારી સામાજિક મદદ મેળવવાની અમિશ છ છે. તેમને કેસરને એલા અથવા કયરેઝ વિશે પૂછી હોય, આધ્યાત્મક જે આ નોટિસ હેલે જ્યાં તમને કેન્ટ્રલ દીનબાજી પણંલા લેવાની જરૂર હોય, તો ક્રમાંત્રીના સાથે વાત કરવા મળશે તમારા સેટે વિશેની રીતે માટે પૂર્ણ પાઠાવવામાં આવેલ નંબર પર કોલ કરો.
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Vietnamese (Vietnamese): Quý vị có quyền nhận trợ giúp miễn phí bằng ngôn ngữ của mình. Nếu quý vị có các câu hỏi về mẫu đơn hoặc mức bảo hiểm của mình thông qua Kaiser Permanente, hoặc đây là thông báo yêu cầu quý vị thực hiện vào một ngày cụ thể, hãy gọi cho số điện thoại được cung cấp cho bạn hoặc họa khác của quý vị để trò chuyện với chuyên viên dịch vụ.

Yoruba (Yoruba): O ní ètò láti rí irínlọwọ gbà nípa èdè rẹ láisàn owó. Bí o bá ní ibéèrè nípa ìwé tì o ko tábi iṣedéèdè nípaṣẹ Kaiser Permanente, tábì ifitọnilétí yí jẹ éyí o nílọ láti igbésè kan ní ojọ kan patọ, pé nómìbà tí a pesè fún ipilèè tábi agbègbè rẹ láti bá ọmìbíìfò kan sọrọ.
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