Inside your personal guide to the Kaiser Permanente Southern Colorado service area, you’ll discover how to:

• Choose or change your 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.

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DID YOU KNOW?

This document is available in other formats or languages, such as Braille and large print. For additional information, see page 18.
Getting Started

Important Information About the Southern Colorado Service Area

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

All Southern Colorado members may seek care at our Kaiser Permanente medical offices in Colorado Springs and Pueblo.* These locations provide primary care, laboratory services, pharmacy, and select specialties – all under one roof so you have easy access to our full range of health services. You also have a choice of primary care and specialty physicians from a comprehensive network of local providers in Southern Colorado.

For the most current list of providers in your Southern 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.

You can access your digital ID card by downloading the Kaiser Permanente mobile app (see page 6).

*If you have a KP Select health plan, be sure to look for providers in the KP Select network.

DID YOU KNOW?

For more detailed information about your health care coverage, please review your Evidence of Coverage (EOC) or contact Member Services at 1-888-681-7878 (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.

SOUTHERN COLORADO RESOURCE TEAM

719-867-21870
Monday-Friday, 8 a.m. to 5 p.m.
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 any of the Kaiser Permanente medical offices in Southern Colorado, or be seen by a PCP at any Kaiser Permanente medical office in Denver/Boulder, Mountain Colorado, or Northern Colorado.

You also have a choice of physicians from a comprehensive network of providers in Southern 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 to 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/chooseyourdoctor 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.

IMPORTANT: Enrolling in Kaiser Permanente does not guarantee services by a particular provider. If you want to be sure you can receive care from a specific provider, you should contact that provider to be sure that they accept your plan type. The availability of physicians, hospitals, providers, and services may change. Call Personal Physician Selection Services for the latest information.

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.

PERSONAL PHYSICIAN SELECTION SERVICES
1-855-208-7221 (TTY 711)
Monday–Friday, 7 a.m.–5:30 p.m.
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 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.

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

**DID YOU KNOW?**
You can visit kp.org/getcare to learn more about the various care options available to you.
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 addresses on page 20. For copayment information, see the back of your member ID card or contact Member Services.

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 22):

**Colorado Springs:**
- Memorial Hospital Central***
- Memorial Hospital North***
- Penrose Hospital
- St. Francis Medical Center

**Pueblo:**
- Parkview Medical Center
- Parkview Emergency Services at Pueblo West
- St. Mary-Corwin Medical Center

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

**Woodland Park:**
- Pikes Peak Regional Hospital***

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 22 for hospitals that provide both emergency and inpatient hospitalization services.

*To learn more about urgent care, please see Non-Emergency, Non-Routine Care in your EOC.
**For the complete definition of an emergency medical condition, please refer to your EOC.
***In-network for members on KP Select plans.
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, 8:30 a.m. to 5:30 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

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. Additionally, you may have lab work done at any lab in your plan’s network – check kp.org/locations for a location near you. Refer to your EOC for details.

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 provides convenient options for filling and refilling your prescriptions, including pharmacies at Kaiser Permanente medical offices, through our mail order pharmacy service, or ordering online at kp.org/rxrefill. How you fill and refill your prescriptions depends on your plan. To find out more information about your pharmacy benefit or to locate a pharmacy in your plan, please call Member Services or the Southern Colorado Resource Team. Kaiser Permanente pharmacies in Southern Colorado are located at our Briargate and Parkside Medical Offices in Colorado Springs, and Pueblo North Medical Offices in Pueblo (see page 20 for locations).
Important information for members with health plans that require refills of maintenance medications at a Kaiser Permanente pharmacy*

Members with plans that require refills of maintenance medications to receive their pharmacy benefit may fill the first order of a maintenance medication at a Kaiser Permanente medical office pharmacy or a network pharmacy. To receive your pharmacy benefit, refills for maintenance medications (birth control, high blood pressure, diabetes, cholesterol, thyroid, etc.) must be filled at a Kaiser Permanente medical office pharmacy or through the Kaiser Permanente mail-order service. For non-maintenance medications for one-time or urgent conditions, such as infections (antibiotics) or pain, fill your prescription immediately at a Kaiser Permanente medical office pharmacy or a network pharmacy.

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.

*This includes KP Select health plans.

**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.

DID YOU KNOW?

When you sign up on kp.org, you’ll automatically start receiving our monthly Partners in Health newsletter by email.
Behavioral Health
Kaiser Permanente has selected Beacon Health Options to administer behavioral health and chemical dependency services for our Southern Colorado members. Behavioral health and chemical dependency/substance abuse (including alcoholism) outpatient care is provided on a self-referral basis. For help, please call anytime, 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 at Briargate Medical Offices, 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 at a Kaiser Permanente medical office, or with a network audiologist. Please call Member Services for additional information on audiology services or providers.

To make an appointment with Kaiser Permanente Hearing Services, call 719-282-2413 (TTY 711), Monday through Friday, 8:30 a.m. to 4:30 p.m. No referral is needed. 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.

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.
**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](http://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.

**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, call:
- Briargate and Parkside Medical Offices: 719-327-6521 (TTY 711)
- Pueblo North Medical Offices: 719-595-5322 (TTY 711)

**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).

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**TIP**
For more specific information about your health care coverage, please review your EOC or contact Member Services. You can also view your EOC online at [kp.org/eoc](http://kp.org/eoc).
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 Southern 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
Southern Colorado members can seek routine care and access certain services at any Kaiser Permanente medical office in Colorado, including Denver/Boulder, Mountain Colorado, and Northern Colorado, or with an affiliated network provider in the Southern Colorado service area. Southern Colorado members do not have access to the affiliated provider networks in Denver/Boulder, Mountain Colorado, and Northern 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.
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.

TIP
Visit the online physician and facility directory at kp.org/locations.
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

Senior Resource Line
The Senior Resource Line is Kaiser Permanente's telephone referral source designed to help seniors and their support persons get connected with both Kaiser Permanente and community resources. Knowledgeable volunteers provide information about a wide range of services and refer you to the appropriate resources based on your needs. Resources include:

- Transportation
- Financial aid
- Food assistance
- Support groups
- Housing
- Medical equipment

Call 1-844-279-0736 (TTY 711), Monday through Friday, 9 a.m. to 1 p.m.

*This list is not inclusive. Please refer to your EOC for additional information about your preventive benefits.
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 32.
Get care

Map is not to scale.
**Medical Offices**

1. **Briargate Medical Offices**
   4105 Briargate Parkway, Suite 125
   Colorado Springs, CO 80920
   Medical office and pharmacy hours:
   Monday-Friday, 8:30 a.m.-5:30 p.m.
   Specialty departments and other services
   Primary Care ................................ 719-282-2533
   Dermatology ................................ 719-282-2540
   Hearing Services ............................ 719-282-2413
   Nutrition .................................... 719-282-2488
   Pediatrics .................................. 719-282-2533
   Pharmacy ................................... 719-282-2466
   Supportive Care ............................ 719-327-6521
   Optometry .................................. 719-282-2450

2. **Parkside Medical Offices**
   215 Parkside Drive
   Colorado Springs, CO 80910
   Medical office hours:
   Monday-Friday, 8:30 a.m.-5:30 p.m.
   Pharmacy hours:
   Monday-Friday, 8:30 a.m.-7:30 p.m.
   Specialty departments and other services
   Primary Care ................................ 719-327-6540
   Cardiology .................................. 719-327-6610
   Endocrinology ............................... 719-327-6552
   Pediatrics .................................. 719-327-6540
   Pharmacy ................................... 719-327-6565
   Supportive Care ............................ 719-327-6521

3. **Pueblo North Medical Offices**
   3670 Parker Blvd., Suite 200
   Pueblo, CO 81008
   Medical office hours:
   Monday-Friday, 8:30 a.m.-5:30 p.m.
   Pharmacy hours:
   Monday and Friday, 8:30 a.m.-7 p.m.;
   Tues, Weds, and Thurs, 8:30 a.m.-5:30 p.m.
   Saturday, 9 a.m.-5 p.m.,
   closed 1:30 p.m.-2:30 p.m.
   Specialty departments and other services
   Primary Care ................................ 719-595-5755
   Hearing Services ............................ 719-282-2413
   Pharmacy ................................... 719-595-5367
   Sleep Apnea .................................. 719-595-5350
   Supportive Care ............................ 719-595-5322

**Urgent Care**

**CAÑON CITY**

Centura Health Urgent Care Cañon City
3245 E. U.S. Highway 50, Suite E
Cañon City, CO
719-285-2888

**COLORADO SPRINGS**

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

Boettcher Health Center at Colorado College*
1106 N. Cascade Ave.
Colorado Springs, CO 80903
719-389-6384

Centura Health Urgent Care Broadmoor
1263 Lake Plaza Drive, Suite 120
Colorado Springs, CO 80906
719-776-3300

Centura Health Urgent Care Tri-Lakes
17230 Jackson Creek Parkway, Suite 120
Monument, CO 80132
719-571-7070

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

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

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

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

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

†Pediatric care not available
* In-network for members on KP Select plans
Emergicare Medical Clinics*
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

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

Integrity Urgent Care*
13445 Voyager Parkway
Colorado Springs, CO 80917
719-219-0333

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

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

North Springs Family Medicine & Urgent Care*
8540 Scarborough Drive, Suite 100
Colorado Springs, CO 80920
719-955-4200

Penrose Community Urgent Care
3205 N. Academy Blvd.
Colorado Springs, CO 80971
719-776-3216

Premier Urgent Care*
8115 Voyager Parkway
Colorado Springs, CO 80920
719-203-3300

UCHealth Urgent Care – Circle Square*
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

CRIPPLE CREEK

Penrose Urgent Care at Cripple Creek
1101 Teller County Road 1
Cripple Creek, CO 80813
719-776-4300

FALCON

Falcon Urgent Care*
7475 McLaughlin Road
Falcon, CO 80831
719-495-9994

MONUMENT

Centura Health Urgent Care - Tri Lakes
17230 Jackson Creek Parkway, Suite 120
Monument, CO 80132
719-571-7070

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

Premier Urgent Care*
15854 Jackson Creek Parkway
Monument, CO 80132
719-481-2335

PUEBLO

Emergicare Medical Clinics*
4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

Southern Colorado Clinic Urgent Care
3676 Parker Blvd.
Pueblo, CO 81008
719-553-2200

Southern Colorado Clinic Urgent Care
3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

WOODLAND PARK

Penrose Mountain Urgent Care
41 State Highway 67
Woodland Park, CO 80863
719-776-3216

* In-network for members on KP Select plans
Emergency Care

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

**CAÑON CITY**

**E1** St. Thomas More Hospital  
1338 Phay Ave.  
Cañon City, CO 81212  
**719-285-2000**

**COLORADO SPRINGS**

**E2** Memorial Hospital Central*  
1400 E. Boulder St.  
Colorado Springs, CO 80909  
**719-365-5000**

**E3** Memorial Hospital North*  
4050 Briargate Parkway  
Colorado Springs, CO 80920  
**719-364-5000**

**E4** Penrose Hospital  
2222 N. Nevada Ave.  
Colorado Springs, CO 80907  
**719-776-5000**

**E5** St. Francis Medical Center  
6001 E. Woodmen Road  
Colorado Springs, CO 80920  
**719-571-5000**

**PUEBLO**

**E6** Parkview Medical Center  
400 W. 16th St.  
Pueblo, CO 81003  
**719-584-4000**

**E7** Parkview Emergency Services at Pueblo West  
899 E. Industrial Blvd.  
Pueblo, CO 81007  
**719-288-2100**

**E8** St. Mary-Corwin Medical Center  
1008 Minnequa Ave.  
Pueblo, CO 81004  
**719-557-4000**

**WOODLAND PARK**

**E9** Pikes Peak Regional Hospital*  
16420 U.S. Highway 24  
Woodland Park, CO 80863  
**719-687-9999**

*In-network for members on KP Select plans
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.

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.

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.
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 1-800-681-7878 (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 1-888-681-7878 (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 Denver/Boulder 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 303-338-3800 (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 customer satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, who 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 (EOC 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 1-888-681-7878 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m. Senior Advantage and Medicare members can contact Kaiser Permanente Member Services at 1-800-476-2167, (TTY 711), seven days a week, 8 a.m. to 8 p.m.

You* are responsible to:

- Know the extent and limitations of your health care benefits. An explanation of benefits is contained in your EOC 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.

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 1-888-681-7878 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

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 1-888-681-7878 (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.

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

- Helps you plan and manage your health care.
- Listens to your concerns and answers your health questions.
- Coordinates your care across multiple settings, including behavioral health.
- Encourages you to play an active part in your own health care.
- Provides 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 web page 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 1-888-681-7878 (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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<tbody>
<tr>
<td>Arabic</td>
<td>1-800-464-4000</td>
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<tr>
<td>Armenian</td>
<td>1-800-632-9700</td>
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<td>Bengali</td>
<td>1-888-865-5813</td>
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<td>Chinese</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
You have the right to get help in your language at no cost. If you have questions about English:

Help in your Language

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

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, 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

Have questions?

Go to buykp.org/apply. • Or contact your agent or broker.

Kaiser Permanente for Individuals and Families

1-800-813-2000

1-800-813-2000

1-888-865-5813

1-800-464-4000

Manage your care

getcare@kp.org

Get care

Get help

Manage your care

Be prepared

Be prepared

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Nepali (Nepali): तपाईंको शुल्क निदित्त आफनो भाषामा सहायता पाउने अधिकार छ। तपाईंको आवदेन बारे वा Kaiser Permanente भाषातिर्थ बोल्ने कुनै प्रश्नहरू भए, या यो नोटिस अनुसार तपाईंले कुनै तिथिपरिवर्तित मिलिमा कुनै कार्यान्वयन हाँ गरु वर्ष आवश्यकता भएमा, टोमाइनेसेंग कृपयाले गर्न तपाईंको राज्य वा क्षेत्रका लागि दिदकएको नम्बरमा कल गर्नुहोस्।

Afaan Oromoo (Oromo): Baasii malee afaan keetiin gargaarsi argaachuudhaa mirga qabda. Waa’ee iyya keetii yookaan tajaajila Kaiser Permanente hammatu ilaalchisee gaaffi yoo qabaatte, yookaan yoo kun beeksisa guyaa marraa’e irratti tarkaanfii akka ati fudhatsu gaafatu ta’e, lakkoofsa bilbilaa naannoo yookaan goodina keetiif kenceen billiiluddhaa turjumaana haasofsiisi.

Kajin Majöll (Marshallese): Ewör jimwe eo am in bök jipañ ilo kajin eo am ejelök wönāan. Ne ewör am kajitök kōn peba in aplaiki eo am ak insurance eo am jān Kaiser Permanente, ak ne enaa in kōjēlə in ej aikuj bwe kwōn màlıkut màkta jān juo raan eo emøj an kalikkak, kalöj nömba eo ej lelōk ñan state eo am ak jiküm bwe kwōn maroñ kōnono ippān juo ri-uköt.

Português (Portuguese): Você tem o direito de obter ajuda em seu idioma sem nenhum custo. Se você tiver dúvidas sobre sua solicitação ou cobertura por meio da Kaiser Permanente, ou se este aviso exigir que você tome alguma medida até uma data específica, ligue para o número fornecido para seu estado ou região para falar com um intérprete.
Kaiser Permanente

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Thai (Thai): ทำนองสิทธิ์ที่จะได้รับความช่วยเหลือในภาษาของท่านโดยไม่เสียค่าใช้จ่าย หากท่านมีคำถามเกี่ยวกับการสิทธิของท่าน หรือความรู้สึกสงสัยเกี่ยวกับ Kaiser Permanente หรือจากที่คือหนังสือที่ต้องการให้ท่านดำเนินการภายในวันที่ที่กำหนดไว้ โปรดติดต่อหน่วยงานที่ให้เวลาสำหรับข้อขัดข้องที่จะส่งข้อคิดเห็นด้วย

Arabic (Arabic): هل لديك أي أسئلة حول العلاج الذي تم تقديمه لحالتك؟ قبل أن تتخذ إجراءات حتى تاريخ معين، من فضلك اتصلنا أو اتصل بالوكايكو للحصول على المساعدة في لغتك.

Vietnamese (Vietnamese): Quý vị có quyền nhận trợ giúp miễn phí bằng ngôn ngữ của mình. Nếu quý vị có các câu hỏi về mức độ hoặc mức bao hiểm của mình thông qua Kaiser Permanente, hoặc đây là thông tin không chính xác quý vị cần biết, hãy gọi đến số điện thoại được công bố cho nước của quý vị để trình bày vấn đề cụ thể.

Yoruba (Yoruba): O ni eto lati ri iranlowo gbà nipa ede rẹ láisan owó. Bi o ba ní ibièere nipa iwé tí o ko tábí isedéèè nipaše Kaiser Permanente, tábi ifiùniìlẹ́ yíi jé éyí o nilò lati igbésẹ kan ní ojú kan patò, pé nómbà tí a pèse fún ipínle tábi agbègbè rẹ latí bá ńgbífọ kan sòrọ.
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