The only plan with $0 deductibles, as well as low co-pays, and up to $1,000 in Wellness Rewards per household.
Get to know Kaiser Permanente

If you’ve never experienced our unique model of care, we encourage you to not only review the pages that follow, but to ask around. With over 30 years serving Georgians, it’s not hard to find a friend or neighbor who has experienced the Kaiser Permanente difference. And we really are different - in all the right ways.

First and foremost, our mission is to actually improve health, not sell insurance. Unlike other health insurers, we hire our own doctors to care for you. They work side by side with our health plan with one simple, common goal: a healthier, happier you.

By choosing Kaiser Permanente, you get access to our own, board-certified and carefully selected doctors at any one of our 25 medical offices conveniently located throughout metro Atlanta. At most of our facilities, you can see your doctor, and get your labs, X-rays, and prescriptions all under one roof, all in one visit, and if you can’t make the trip, you have a growing number of virtual care options too.

As a member, you’ll appreciate how our coordinated care model can break down barriers and eliminate hassles wherever possible. And your electronic health record is the engine that makes that tick. With all aspects of your care updated and accessible real-time, your care team is always connected and up to date on your unique situation. No more having to be your own interpreter when it comes to your health. We’re on it.

Finally, as the largest nonprofit health plan in Georgia, we take health and wellness seriously - not only for our members, but for all of the communities we serve. And we’ll never rest in our ongoing mission to help every Georgian thrive.
## Experience the Kaiser Permanente difference

<table>
<thead>
<tr>
<th></th>
<th>With other health plans...</th>
<th>With Kaiser Permanente¹...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Doctor Choices</strong></td>
<td>The insurance company simply contracts with doctors who accept their insurance. You often pick from only a list of names.</td>
<td>We carefully screen and hire our own doctors (more than 500 of them), many from top schools like Emory and Harvard. You can review credentials on kp.org, choose your own doctor, and can switch at any time, for any reason.</td>
</tr>
<tr>
<td><strong>Getting Care</strong></td>
<td>You drive all around town to see doctors, take lab tests, get X-rays or fill prescriptions.</td>
<td>You can see your doctor or specialist, plus get lab tests, X-rays, and prescriptions all in the same building at most of our 25 locations. You can also see a doctor in another office whenever it’s more convenient.</td>
</tr>
<tr>
<td><strong>Coordinating Care</strong></td>
<td>You’re on your own to work with unconnected doctors, specialists, pharmacies, hospitals, and other providers. You could repeat the same tests, answer the same questions, and just hope to avoid drug interactions.</td>
<td>Your personal doctor is your advocate and coordinates all your care. All of your providers—across all locations—see your electronic medical record, so you can quickly get the care that’s right for you.</td>
</tr>
<tr>
<td><strong>Getting Approval</strong></td>
<td>Your doctor asks the insurance company to approve a test or procedure, which means you may wait days for an answer.</td>
<td>If your doctor thinks you need something, he/she simply orders it on the spot. Referrals are typically not needed to see any Kaiser Permanente specialist.</td>
</tr>
<tr>
<td><strong>Out-of-pocket cost</strong></td>
<td>You’re often surprised by the things your insurance doesn’t cover. Doctors are unconnected and paid for each service they provide, so you could pay for duplicate tests, X-rays, or other services you don’t need.</td>
<td>You’ll have coverage that’s designed to minimize surprise out-of-pocket costs. And because our providers are all connected, you pay for just the care you need to keep you healthy or get you better.</td>
</tr>
<tr>
<td><strong>In between visits</strong></td>
<td>It’s up to you to remember instructions, wait days or weeks for test results, and play phone tag with your doctor to get questions answered.</td>
<td>Details of your visits and lab results are at your fingertips online or through our mobile app. You can refill prescriptions, make appointments, and even email your doctor with questions.</td>
</tr>
</tbody>
</table>

¹ Available in all service areas.
The right choice for your health

Get great care and the resources you need to live healthier – all in one convenient package. Check out everything that comes with your health plan, and see why more than 10 million people nationwide choose Kaiser Permanente.

State Health Benefit Plan ................................................................. P. 4

2018 Wellness Program ................................................................. P. 6
There are many reasons to join the 2018 Wellness Program.

Healthy resources ................................................................. P. 9
Take advantage of a wide range of convenient tools to help you stay well.

A healthy partnership ................................................................. P. 11
Your care team puts you at the center of everything they do.

Great care, great results ................................................................. P. 12
Get the care you need to get and stay healthy.

Care for a range of needs ................................................................. P. 13
Get the right care for your situation.

Care the way you want it ................................................................. P. 15
Choose how, when, and where to get care for you and your family.

Locations near you ................................................................. P. 17
With so many locations to choose from, you can easily find one that works for you.

Once you join …
Within two weeks of your start date, you should receive your ID Card with your Health Record Number and some tips for getting started. If you need care or have questions before then, don't hesitate to call Member Services at 855-512-5997 or visit kp.org/newmember for helpful information.

Already a member?
Manage your care online at kp.org. If you haven’t already, register at kp.org/registernow. Once you’ve registered, you can email your doctor’s office with nonurgent questions, request routine appointments, order most prescription refills, and more.

Enroll today! mySHBPGA.adp.com
# State Health Benefit Plan (SHBP)

**Effective Dates:** January 1, 2018 - December 31, 2018

## Deductible, Co-insurance & Out-of-Pocket Maximums

<table>
<thead>
<tr>
<th><strong>Annual Deductible: Individual/Family $0</strong></th>
<th><strong>Co-insurance NONE</strong></th>
<th><strong>Lifetime Benefit Maximum</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office Visits (Outpatient)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Care</td>
<td>$35 co-pay</td>
<td></td>
</tr>
<tr>
<td>Specialty Care</td>
<td>$45 co-pay</td>
<td></td>
</tr>
<tr>
<td>Scheduled Prenatal Visits and 1st Postpartum Visit</td>
<td>Routine care covered at 100%</td>
<td></td>
</tr>
<tr>
<td>Vision Exam</td>
<td>$0 co-pay, includes refractions</td>
<td>Covered at 100%</td>
</tr>
<tr>
<td>Telemedicine/Virtual Visit*</td>
<td>$25 co-pay, up to 40 visits per calendar year for each therapy</td>
<td></td>
</tr>
<tr>
<td><strong>Outpatient/Ambulatory Surgery</strong></td>
<td>$100 co-pay</td>
<td></td>
</tr>
<tr>
<td><strong>Routine Preventive Care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Wellness Exams—Physical &amp; Well Woman exams</strong></td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td>Mammography Screening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mammography screening for breast cancer for women 50 to 74</td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td>• Mammography screening for breast cancer in other age groups as jointly determined by patient and physician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pap Smear</td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td>Prostate Specific Antigen (PSA) Test</td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td>Prostate cancer screenings (PSA &amp; digital rectal exams)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sigmoidoscopy/Colonoscopy</td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td>Well Child Care</td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td>Breast Cancer Medications (Tamoxifen &amp; Raloxifene only)</td>
<td>Covered at 100%</td>
<td></td>
</tr>
<tr>
<td><strong>Lab &amp; X-Ray</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laboratory</td>
<td>Covered at 100% for services performed in a Kaiser Permanente Medical Center or a freestanding laboratory contracted with Kaiser Permanente; $100 co-pay for services performed in an outpatient hospital setting.</td>
<td></td>
</tr>
<tr>
<td>X-Ray</td>
<td>Covered at 100% for services performed in a Kaiser Permanente Medical Center or a freestanding imaging center contracted with Kaiser Permanente; $100 co-pay for services performed in an outpatient hospital setting.</td>
<td>$45 co-pay per scan for services performed in a Kaiser Permanente Medical Center or a freestanding imaging center contracted with Kaiser Permanente; $100 co-pay when imaging is performed in outpatient hospital setting.</td>
</tr>
<tr>
<td>MRI/CT/PET/Nuclear Medicine</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Emergency Care

| **Ambulance (Ground or Air)**             | $100 co-pay (per trip) |
| **Emergency Room**                       | $150 co-pay (per visit); waived if admitted |
| **Urgent Care**                          | $35 co-pay, at designated facilities |

## Hospital Care (Inpatient)

| **Inpatient**                             | $250 co-pay, per admission |
| **Delivery and Inpatient Baby Care**      | $250 co-pay, per admission |

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* Members must be registered on kp.org and have seen their doctor in the past year. Ask if a telemedicine visit is right for you. Just call 404-365-0966. ** Preventive Services are based on recommendations by the United States Preventive Services Task Force, the Health Resources and Service Administration and the Centers for Disease Control and Prevention. Additional services are mandated by the State of Georgia. We will cover all federal and state mandated benefits as required by law. Kaiser Permanente health professionals will determine if services are medically necessary for each member. A service is considered medically necessary if it's medically required to prevent, diagnose or treat a member's condition or clinical symptoms and it's consistent with generally accepted professional standards of care in the community. (Preventive Services must be coded as preventive, state-mandated, a screening, age-appropriate, meet frequency guidelines and be delivered by a network provider).

Enroll today! mySHBPga.adp.com
### Mental Health and Chemical Dependency

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Cost details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mental Health Outpatient (Individual)</strong></td>
<td>$35 co-pay, unlimited visits per calendar year</td>
</tr>
<tr>
<td><strong>Mental Health Outpatient (Group)</strong></td>
<td>$17 co-pay, unlimited visits per calendar year</td>
</tr>
<tr>
<td><strong>Mental Health Inpatient</strong></td>
<td>$250 co-pay, unlimited days per calendar year</td>
</tr>
<tr>
<td><strong>Chemical Dependency Outpatient (Individual)</strong></td>
<td>$35 co-pay, unlimited visits per calendar year</td>
</tr>
<tr>
<td><strong>Chemical Dependency Outpatient (Group)</strong></td>
<td>$35 co-pay, unlimited visits per calendar year</td>
</tr>
<tr>
<td><strong>Chemical Dependency Inpatient</strong></td>
<td>$250 co-pay, unlimited days per calendar year</td>
</tr>
</tbody>
</table>

### Prescription Drugs

<table>
<thead>
<tr>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day Supply</td>
<td>30-Day Supply</td>
</tr>
<tr>
<td>Generic Preferred</td>
<td>$20 co-pay at KP Pharmacies &amp; $30 co-pay at Network Pharmacies for 1x fill***</td>
</tr>
<tr>
<td>Brand Preferred</td>
<td>$50 co-pay at KP Pharmacies &amp; $60 co-pay at Network Pharmacies for 1x fill***</td>
</tr>
<tr>
<td>Non-Preferred</td>
<td>$80 co-pay at KP Pharmacies &amp; $90 co-pay at Network Pharmacies for 1x fill***</td>
</tr>
<tr>
<td>Mail Order – Day Supply</td>
<td>90-Day Supply</td>
</tr>
<tr>
<td>Mail Order – Generic Preferred</td>
<td>$50 co-pay through Kaiser Permanente Pharmacies only</td>
</tr>
<tr>
<td>Mail Order – Brand Preferred</td>
<td>$125 co-pay through Kaiser Permanente Pharmacies only</td>
</tr>
<tr>
<td>Mail Order – Non-Preferred</td>
<td>$200 co-pay through Kaiser Permanente Pharmacies only</td>
</tr>
</tbody>
</table>

### Other

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled Nursing Facility (SNF)</td>
<td>Plan pays 100%, up to 120 days per calendar year</td>
</tr>
<tr>
<td>Hospice Care</td>
<td>Covered at 100%</td>
</tr>
<tr>
<td>Home Health Care</td>
<td>Plan pays 100%, unlimited. Private Duty Nursing is not covered.</td>
</tr>
<tr>
<td>Durable Medical Equipment (DME)</td>
<td>Covered at 100%, unlimited</td>
</tr>
<tr>
<td>Chiropractic Care</td>
<td>$45 co-pay, up to 20 visits per calendar year</td>
</tr>
</tbody>
</table>

### Hearing (Non-routine Exams, Tests & Fittings)

- Hearing Aids limited to $1,500 every 5 yrs for Adults
- Hearing Aids limited to $3,000 every 4 yrs for Children 18 years & younger

Covered at 100%

### Infertility Diagnosis Office Visit

Limited to diagnostic services for the diagnosis of involuntary infertility only.

$45 co-pay

### Infertility Diagnosis Only Laboratory, Radiology & Tests

Limited to diagnostic services for the diagnosis of involuntary infertility. Tests covered under “Diagnosis Only” are those only to rule out underlying medical issues. Tests and treatment related to reproductive issues are not covered.

Covered at 100% for services performed in a Kaiser Permanente Medical Center or a freestanding laboratory contracted with Kaiser Permanente; $100 co-pay for services performed in an outpatient hospital setting.

### Work or Reside

The State Health Benefit Plan members (and eligible dependents) are eligible to enroll in Kaiser Permanente if they work or live within the Service Area at the time of enrollment.

---

**Enroll today! mySHBPga.adp.com**
Complete all four activities and earn a Visa® gift card worth $500. **Simply sign up for the Kaiser Permanente Wellness Program at [my.kp.org/shbp](http://my.kp.org/shbp) and make sure you are up-to-date on all four of the activities listed below. Each member and covered spouse who satisfies the Kaiser Permanente Wellness Program requirements will receive a $500 Visa® gift card - **$1,000 per household**!

Getting your reward is easy and there is no specific order in which these four wellness activities must be completed! Just sign on to [my.kp.org/shbp](http://my.kp.org/shbp) to accept your Wellness Program agreement, which is required for reward eligibility. For details or questions go to [my.kp.org/shbp](http://my.kp.org/shbp) or call 866-300-9867.

**Your rewards card expires 12 months from date issued. Please call the phone number on the back of your reward card for specific information regarding terms and conditions.**

<table>
<thead>
<tr>
<th>What to Do</th>
<th>Take Your Total Health Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Complete your 2018 Kaiser Permanente on-line Total Health Assessment (THA). The questionnaire is confidential that takes about 20 minutes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Know Your Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 2</strong></td>
<td>Complete a Biometric Screening either at a Kaiser Permanente Medical Office, or by a Kaiser Permanente clinician at an SHBP-sponsored screening event. <strong>ONLY those screenings performed by Kaiser Permanente are eligible for the reward.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Get Yourself Screened</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 3</strong></td>
<td>Complete all age and gender appropriate preventive screenings for breast, cervical, or colorectal cancer.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Take an Online Course</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 4</strong></td>
<td>Complete one online Healthy Lifestyle Program (HLP)</td>
</tr>
</tbody>
</table>
NONSTOP FLIGHTS LEAVING DAILY.
# Healthy resources

Good health goes beyond the doctor’s office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that work for you.

## Get the most out of your health plan

### Online wellness tools

Visit [kp.org/healthyliving](http://kp.org/healthyliving) for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.

### Healthy lifestyle programs

Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost. Learn more at [kp.org/healthylifestyles](http://kp.org/healthylifestyles).

### On-site health classes

Choose from a large variety of classes and support groups offered right at our facilities, and get help improving your health. Find classes near you at [kp.org/classes](http://kp.org/classes). Some classes may require a fee.

### Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at [kp.org/wellnesscoach](http://kp.org/wellnesscoach).

### Reduced rates for members

Our members get special rates on a variety of health-related products and services – like gym memberships, massage therapy, and more. Check out your options at [kp.org/choosehealthy](http://kp.org/choosehealthy).

---

## Did you know?

We feature more than 500 seasonal, doctor-recommended recipes on our Food for Health blog. Get inspired at [kp.org/recipes](http://kp.org/recipes).
CHOICE = HEALTHY

Choose your doctor. Change any time.

thrive
KAISER PERMANENTE®
A healthy partnership

At Kaiser Permanente, your personal physician is the biggest advocate for your health. You choose your own doctor, and that doctor coordinates your care with specialists as needed.

Choose your doctor – and change anytime

Connecting you with a doctor who suits your needs is our top priority. At kp.org/searchdoctors, you can find information on a wide range of top-notch physicians, including their education, credentials, and specialties.

You can choose your doctor from:
• Adult medicine/internal medicine
• Family medicine
• Pediatrics/family medicine (for children up to 18)

Select one doctor for your whole family or a different doctor for each family member. You can also change your doctor anytime.

Quality care starts with quality doctors

No matter which physician you choose, your health is in highly capable hands. Our doctors come from top medical schools, and many teach at world-renowned universities.

Since we hire and train our own doctors, they are all held to the same quality standards and committed to the same vision: making lives better by being your trusted partners in total health.

Coordinated and connected care

Your doctor, nurses, and other specialists work together as a team, sharing information to give you the care you need. They’re connected to each other, and to you, through your electronic health record. They know your medical history, test results, medications, and allergies, so you get personalized care.

Did you know?

In 2015, Kaiser Permanente led the nation in 21 quality care measures, including controlling high blood pressure, managing diabetes, breast and colon cancer screening, and nutrition and exercise counseling for children.³ To learn more, visit thrive.kp.org/quality.

Enroll today! mySHBPga.adp.com
Great care, great results

Get the care you need to get and stay healthy. From preventive screenings to care for serious conditions, we’ve got you covered. And your care is backed by cutting-edge research and advanced medical technology.

Preventive care to keep you healthy

We believe prevention plays a vital role in health care. That’s why we offer so many resources to help you stay healthy and happy, and avoid getting sick. (For examples, see “Healthy resources” on page 9.)

To catch problems early, we offer preventive screenings, routine appointments, and more. Your electronic health record plays a key role in this, tracking the services you get and reminding your doctor when you’re due for care.

Comprehensive care when you need it

Along with our commitment to prevention, we’re here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology – all combined to help you recover quickly.

If you have a condition like diabetes or heart disease, we’ll work with you to manage it using proven best practices and treatment guidelines. Our well-rounded approach supports you physically and emotionally to help you continue living life to the fullest.

Hear from members about their care experiences at kp.org/carestories.

Advanced research working for you

We’re always looking to improve care for our members. Through our ongoing medical research, we discover new and better ways to prevent and treat illness.

To make this work possible, we have:

• More than 4,500 studies underway
• Seven regional research centers and one national center
• More than 1,200 research staff members

As one of the nation’s largest research programs, we conduct and share our learnings from groundbreaking studies and clinical trials. Our areas of focus span a wide range of health issues, including cancer, heart disease, diabetes, childhood obesity, and autism.

Learn more at share.kp.org/research.
Care for a range of needs

Get the right care for any situation. Have an urgent care need? Want health advice after hours? Support is just a call or a click away.

To make any type of appointment or get 24/7 nurse advice, call 404-365-0966.

<table>
<thead>
<tr>
<th>Quality care, when and where you need it</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24/7 nurse advice</strong></td>
</tr>
<tr>
<td>If you’re not sure what kind of care you need, you can call our advice nurses anytime. They’ll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you, if appropriate.</td>
</tr>
<tr>
<td><strong>Urgent / Same-day care</strong></td>
</tr>
<tr>
<td>If you need care quickly, we’re here for you. For less serious symptoms, you can schedule a same-day KP Now (telemedicine) telephone or video appointment, or visit one of our offices offering same-day appointments. When your needs are more serious, consider our designated Urgent Care locations or affiliates.</td>
</tr>
<tr>
<td><strong>Emergency care</strong></td>
</tr>
<tr>
<td>If you ever need emergency care, you’re covered — anywhere, anytime. You can get care at any hospital emergency room, even if it’s not affiliated with Kaiser Permanente.</td>
</tr>
<tr>
<td><strong>Specialty care</strong></td>
</tr>
<tr>
<td>Need to see a specialist? You get great care from Kaiser Permanente experts in more than 40 specialties – most without a referral. If needed, you also have access to certain affiliated specialists.</td>
</tr>
<tr>
<td><strong>Inpatient hospital</strong></td>
</tr>
<tr>
<td>You’ll have access to inpatient care at several of Atlanta’s most well-respected hospitals, such as Gwinnett Medical, Northside, Piedmont, and Children’s Healthcare of Atlanta. At many of these locations, you’ll get care from a Kaiser Permanente doctor who has access to your medical record.</td>
</tr>
<tr>
<td><strong>Travel care</strong></td>
</tr>
</tbody>
</table>
| If you get sick or injured while traveling, we can help you get care. We can also help you prepare for travel by getting you a prescription refill before you leave, and more. Just call our 24/7 Away From Home Travel Line at 951-268-3900 or visit kp.org/travel.
CALL IN.
CLICK IN.
OR COME IN.

Video visits are now available!
Care the way you want it

From the way you interact with your doctor to the device you use to stay on top of your care, you’ve got many convenient options.

Choose how you connect to care

**In person**
Because most of our locations offer many services under one roof, you can see your doctor, get lab services and X-rays, and pick up your prescriptions — all in one trip.

**By phone**
Where telephone appointments are available, you can save yourself a trip to our medical offices and talk with your doctor by phone. If you’re not sure what kind of care you need, you can also call our advice nurses 24/7.

**By email**
For nonurgent questions, you can simply email your doctor’s office. You’ll get a reply usually within two business days, if not sooner. You can also email a pharmacist for questions about medications, or Member Services for questions about your benefits.

**By video**
For some conditions and symptoms, you can connect with your doctor face-to-face by video — from your computer, smartphone, or tablet.

*Video Visits are available for a growing number of specialties,* as well as primary care. For certain minor issues, same-day video visits are also available. For members who are registered on kp.org and have seen their doctor in the past year. Ask if a phone or video visit is right for you. Just call 404-365-0966.

Choose how you manage your care

**At home**
Stay on top of your care from home or work 24/7, through My Health Manager at kp.org. View your medical record, refill most prescriptions, schedule and cancel routine appointments, get vaccination records, pay medical bills, and more.

**On the go**
Wherever you are, you can access most of the features of My Health Manager on any mobile device through the KP app. You can also find a facility near you and get directions. Learn more at kp.org/mobile.
CARE COULDN'T BE CLOSER.

25 convenient locations in Atlanta.
Locations near you

With 25 Kaiser Permanente offices and over 500 doctors throughout Metro Atlanta—plus pharmacy, lab, and X-ray usually right in the same building—you’ll enjoy convenience you won’t find with other plans. Plus, you'll never be charged for parking.

Cherokee County

HOLLY SPRINGS MEDICAL OFFICE
684 Sixes Road, Suite 275, Holly Springs, GA 30115
Phone: 770-852-2440
Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine and Pharmacy

Clayton County

24/7 URGENT CARE
SOUTHWOOD COMPREHENSIVE MEDICAL CENTER
2400 Mt. Zion Parkway, Jonesboro, GA 30236
Phone: 770-603-3649
Services: Adult Medicine, Advanced Care (24/7), Behavioral Health and Chemical Dependency, Cardiology, Endocrinology, Express Care, Geriatrics, Health Education, Infectious Diseases, Lab Services, Maternal Child Health/Lactation, Neurology, Nutrition, Obstetrics-Gynecology, Oncology and Infusion, Ophthalmology, Optometry, Orthopaedics, Pain Management, Palliative Care, Pediatrics/Adolescent Medicine, Pharmacy, Podiatry, Pulmonology, Rheumatology, Surgery, Urgent Care, Urogynecology, Urology, Vascular Surgery, and X-ray

Southwood is one of Kaiser Permanente’s Diagnostic Centers of Excellence, providing mammography, ultrasound, general radiology, and high-end imaging.

KAISER PERMANENTE SOUTHWOOD SPECIALTY CENTER
2470 Mt. Zion Parkway, Jonesboro, GA 30236
Phone: 404-365-0966
Services: Audiology, Dermatology, Ear, Nose, and Throat, Gastroenterology, Geriatrics, Nephrology, and Orthopaedics

Note: services subject to change
**CUMBERLAND MEDICAL CENTER**  
2525 Cumberland Parkway SE, Atlanta, GA 30339  
Phone: 770-431-4235  
Services: Adult Medicine, Behavioral Health, Endocrinology, Express Care, Geriatrics, Health Education, Infectious Diseases, Lab Services, Mammography, Nephrology, Nutrition, Obstetrics-Gynecology, Palliative Care, Pediatrics/Adolescent Medicine, Pharmacy, Rheumatology, Sleep Medicine, and X-ray

**TOWNPARK COMPREHENSIVE MEDICAL CENTER**  
750 Townpark Lane, Kennesaw, GA 30144  
Phone: 770-514-5401  
Services: Advanced Care (24/7), Adult Medicine, Behavioral Health, Cardiology, Dermatology, Express Care, Gastroenterology, Health Education, Lab Services, Maternal Child Health/Lactation, Neurology, Nutrition, Obstetrics-Gynecology, Oncology and Infusion, Ophthalmology, Optometry, Orthopaedics, Pediatrics/Adolescent Medicine, Pharmacy, Podiatry, Pulmonology, Surgery, Urgent Care, and X-ray

*TownPark is one of Kaiser Permanente’s Diagnostic Centers of Excellence, providing mammography, ultrasound, general radiology, and high-end imaging.*

**WEST COBB MEDICAL CENTER**  
3640 Tramore Pointe Parkway, Austell, GA 30106  
Phone: 770-439-4700  
Services: Adult Medicine, Limited Lab Services, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

**NEWNAN MEDICAL OFFICE**  
203 Newnan Crossing Bypass, Newnan, GA 30263  
Phone: 770-304-4400  
Services: Adult Medicine, Health Education, Limited Lab Services, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

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**Coweta County**

**CUMBERLAND MEDICAL CENTER**

**TOWNPARK COMPREHENSIVE MEDICAL CENTER**

**WEST COBB MEDICAL CENTER**

**NEWNAN MEDICAL OFFICE**
DeKalb County

**CRESCENT MEDICAL CENTER**
**200 Crescent Centre Parkway, Tucker, GA 30084**
**Phone: 770-496-3414**
Services: Adult Medicine, Behavioral Health, Dermatology, Express Care, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Neurology, Neuropsychology, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, Podiatry, and X-ray

**DOWNTOWN DECATUR MEDICAL OFFICE**
**201 W. Ponce de Leon Ave., Suite A, Decatur, GA 30030**
**Phone: 404-687-7700**
Services: Adult Medicine, Gynecology, Lab Services, Maternal Child Health/Lactation, Pediatrics/Adolescent Medicine, and Pharmacy

**PANOLA MEDICAL CENTER**
**5440 Hillandale Drive, Lithonia, GA 30058**
**Phone: 770-322-2777**
Services: Adult Medicine, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

**STONECREST MEDICAL CENTER**
**8011 Mall Parkway, Lithonia, GA 30038**
**Phone: 678-323-7500**
Services: Adult Medicine, Behavioral Health, Gynecology, Lab Services, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray
<table>
<thead>
<tr>
<th>County</th>
<th>Office Name</th>
<th>Address</th>
<th>Phone</th>
<th>Services</th>
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<tbody>
<tr>
<td>Douglas</td>
<td>DOUGLASVILLE MEDICAL OFFICE</td>
<td>6875 Douglas Blvd., Suite A, Douglasville, GA 30135</td>
<td>678-838-2225</td>
<td>Adult Medicine, Gynecology, Lab Services, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray</td>
</tr>
<tr>
<td>Fayette</td>
<td>FAYETTE MEDICAL OFFICE</td>
<td>101 Banks Road, Fayetteville, GA 30214</td>
<td>678-610-3700</td>
<td>Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine, and Pharmacy</td>
</tr>
<tr>
<td>Forsyth</td>
<td>FORSYTH MEDICAL OFFICE</td>
<td>1400 Northside Forsyth Drive, Suite 350</td>
<td>678-455-1407</td>
<td>Adult Medicine, Limited Lab Services, Pediatrics/Adolescent Medicine, and Pharmacy</td>
</tr>
<tr>
<td>Fulton</td>
<td>ALPHARETTA MEDICAL CENTER</td>
<td>3550 Preston Ridge Road, Alpharetta, GA 30005</td>
<td>770-663-3110</td>
<td>Adult Medicine, Behavioral Health, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray</td>
</tr>
<tr>
<td></td>
<td>BROOKWOOD AT PEACHTREE MEDICAL OFFICE</td>
<td>1745 Peachtree Road, Suite U, Atlanta, GA 30309</td>
<td>404-888-7688</td>
<td>Adult Medicine, Behavioral Health, Cosmetic Dermatology, Express Care, Infectious Disease, Lab Services, Maternal Fetal Medicine (Perinatology), Pediatrics, Plastic Surgery, Pharmacy, and Pulmonology</td>
</tr>
</tbody>
</table>
CASCADE MEDICAL CENTER
1175 Cascade Parkway, Atlanta, GA 30311
Phone: 404-505-4006
Services: Adult Medicine, Behavioral Health, DEXA Scan, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, Weight Management, and X-ray

GLENLAKE COMPREHENSIVE SPECIALTY CENTER
20 Glenlake Parkway, Sandy Springs, GA 30328
Phone: 770-677-6075
Services: Audiology (Hearing Aids), Breast Care Center, Cardiology, Diagnostic Imaging (CT, MRI), Ear, Nose, and Throat, Gastroenterology, General Surgery, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Maternal Fetal Medicine (Perinatology), Neurology, Nuclear Medicine, Nutrition, Obstetrics-Gynecology, Ophthalmology, Optometry, Orthopaedics, Pain Management, Pharmacy, Plastic Surgery, Podiatry, Pulmonology, Urodynamics, Urogynecology, Urology, Vascular Surgery, Wound Care, and X-ray
Glenlake is one of Kaiser Permanente’s Diagnostic Centers of Excellence, providing mammography, ultrasound, general radiology, and high-end imaging.

SANDY SPRINGS MEDICAL OFFICE
1100 Lake Hearn Drive NE, Suites 250 & 500
Sandy Springs, GA 30342
Phone: 404-845-4500
Services: Adult Medicine, Behavioral Health and Chemical Dependency, Dermatology, Lab Services, Maternal Child Health/Lactation, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray
Kaiser Permanente

Gwinnett County

LAWRENCEVILLE MEDICAL OFFICE
455 Philip Blvd., Suite 130, Lawrenceville, GA 30046
Phone: 678-985-5000
Services: Adult Medicine, Gynecology, Lab Services, and Pharmacy

GWINNETT COMPREHENSIVE MEDICAL CENTER
3650 Steve Reynolds Blvd., Duluth, GA 30096
Phone: 770-931-6012
Services: Advanced Care (24/7), Audiology, Adult Medicine, Behavioral Health, Cardiology, Dermatology, Ear, Nose, and Throat, Endocrinology, Express Care, Gastroenterology, General Surgery, Health Education, Infectious Disease, Lab Services, Maternal Child Health/Lactation, Nephrology, Neurology, Nutrition, Obstetrics-Gynecology, Oncology, Ophthalmology, Optometry, Orthopaedics, Pain Management, Palliative Care, Pediatrics/Adolescent Medicine, Pharmacy, Podiatry, Pulmonology, Rheumatology, Sports Medicine, Urology, and X-ray

Gwinnett is one of Kaiser Permanente’s Diagnostic Centers of Excellence, providing mammography, ultrasound, general radiology, and high-end imaging.

SNELLVILLE MEDICAL OFFICE
2240 Fountain Drive, Snellville, GA 30078
Phone: 770-978-5400
Services: Adult Medicine, Lab Services, Maternal Child Health/Lactation, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, and Pharmacy

24/7 URGENT CARE
SUGAR HILL-BUFORD MEDICAL CENTER
1435 Broadmoor Blvd., Sugar Hill, GA 30518
Phone: 678-765-5700
Services: Adult Medicine, Gynecology, Health Education, Lab Services, Maternal Child Health/Lactation, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

HENRY TOWNE CENTRE MEDICAL CENTER
1125 Towne Centre Village Drive, McDonough, GA 30253
Phone: 678-583-6600
Services: Adult Medicine, Gynecology, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

CONYERS MEDICAL OFFICE
1478 Dogwood Drive, Conyers, GA 30013
Phone: 678-413-4320
Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine, and Pharmacy
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More care options when you need them

Kaiser Permanente has partnered with several leading hospitals and many urgent care facilities. In fact, our own doctors practice at some of Atlanta’s top hospitals. For medical emergencies, you have access to any hospital emergency room, even if it’s not affiliated with Kaiser Permanente.⁷

Our hospital partners include:⁸

Metro Atlanta

Children’s Healthcare of Atlanta at Egleston
1405 Clifton Road, NE
Atlanta, GA 30322
404-785-6000

Children’s Healthcare of Atlanta at Scottish Rite
1001 Johnson Ferry Road, NE
Atlanta, GA 30342
404-785-5252

Gwinnett Medical Center - Duluth
3620 Howell Ferry Road
Duluth, GA 30045
678-312-6800

Gwinnett Medical Center - Lawrenceville
1000 Medical Center Blvd.
Lawrenceville, GA 30045
678-312-4321

Northside Hospital
1000 Johnson Ferry Road, NE
Atlanta, GA 30342
404-851-8000

Northside Hospital Cherokee
201 Hospital Road
Canton, GA 30114
770-720-5100

Northside Hospital Forsyth
1200 Northside Drive
Cumming, GA 30041
770-844-3200

Piedmont Henry Hospital
1133 Eagle’s Landing Parkway
Stockbridge, GA 30281
770-389-2200

Piedmont Mountainside Hospital
1266 Highway 515 South
Jasper, GA 30143
706-692-2441

Piedmont Newnan Hospital
745 Poplar Road
Newnan, GA 30265
770-400-1000

Piedmont Fayette Hospital
1255 Highway 54 West
Fayetteville, GA 30214
770-719-7000

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Kaiser Permanente

Urgent Care

Gwinnett Comprehensive Medical Center
3650 Steve Reynolds Blvd.
Duluth, GA 30096
24 hours a day,
7 days a week

Southwood Comprehensive Medical Center
2470 Mt. Zion Parkway
Jonesboro, GA 30236
24 hours a day,
7 days a week

TownPark Comprehensive Medical Center
750 Townpark Lane
Kennesaw, GA 30144
24 hours a day,
7 days a week

Plus additional affiliated community urgent care locations throughout Metro Atlanta:

Affiliated Community Urgent Care Locations

Barrow County
Regional First Care
340 Exchange Blvd.
Bethlehem, GA 30620
678-963-7171

Cherokee County
MedPost Urgent Care
12201 Hwy. 92
Suite D
Woodstock, GA 30188
770-517-4621

Cobb County
Northside Urgent Care
684 Sixes Road
Suite 125
Canton, GA 30115
678-426-5450

Clayton County
Concentra Urgent Care
4223 Moreland Ave.
Hwy. 42
Conley, GA 30288
404-366-2900

Concentra Urgent Care
220 N. Cobb Pkwy.
Suite 400
Marietta, GA 30062
770-424-7125

East Cobb Urgent Care
1401 Johnson Ferry Rd.
Suite 390
Marietta, GA 30062
770-971-5494

Northside Urgent Care
1121 Johnson Ferry Rd.
Suite 100
Marietta, GA 30068
770-509-1025

Children’s Healthcare of Atlanta
625 Big Shanty Rd. NW
Kennesaw, GA 30144
404-785-8010
Cobb County (cont.)

Physicians Immediate Med
3540 North Cobb Pkwy.
Acworth, GA 30101
770-974-3911

Physicians Immediate Med
2481 George Busbee Pkwy.
Kennesaw, GA 30144
770-423-0000

Douglas County

Physicians Immediate Med
9390 The Landings Dr.
Douglasville, GA 30135
770-947-1112

Fayette County

Peachtree City Urgent Care
8 Eastbrook Bend
Suite B
Peachtree City, GA 30269
770-487-2273

Forsyth County

Children’s Healthcare of Atlanta
410 Peachtree Pkwy.
Suite 300
Cumming, GA 30041
404-785-3100

Northside Urgent Care
5610 Bethelview Rd.
Suite 500
Cumming, GA 30040
770-205-2804

North Fulton Urgent Care
5670 Fulton Industrial Blvd.
Suite 100-A
Cumming, GA 30041
770-888-8777

Fulton County

Bethany Bend Urgent Care
13081 Highway 9 N
Milton, GA 30004
770-521-6690

Children’s Healthcare of Atlanta
3795 Mansell Rd.
Alpharetta, GA 30022
404-785-8540

Concentra Urgent Care
3580 Atlanta Ave.
Hapeville, GA 30354
404-768-3351

Concentra Urgent Care
5044 Clark Howell Hwy.
Atlanta, GA 30349
404-765-2400

Concentra Urgent Care
5670 Fulton Industrial Blvd.
Atlanta, GA 30336
404-344-3930

Concentra Urgent Care
688 Spring St. NW
Atlanta, GA 30308
404-881-1155

Concentra Urgent Care
6334 Roswell Rd. NE
Suite C
Sandy Springs, GA 30328
678-812-2277

Concentra Urgent Care
10820 Abbotts Bridge Rd.
Suite 3000
Johns Creek, GA 30097
770-441-0444

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### Cobb County (cont.)

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<th>Location</th>
<th>Address</th>
<th>City, State</th>
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<tbody>
<tr>
<td>MedPost Urgent Care</td>
<td>5655 Atlanta Hwy. Suite A</td>
<td>Alpharetta, GA 30004</td>
<td>770-343-6364</td>
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<tr>
<td>MedPost Urgent Care</td>
<td>12460 Crabapple Rd. Suite 901</td>
<td>Alpharetta, GA 30004</td>
<td>678-762-0574</td>
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<tr>
<td>North Atlanta Urgent Care</td>
<td>2701 Holcomb Bridge Rd.</td>
<td>Alpharetta, GA 30022</td>
<td>770-998-7611</td>
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<tr>
<td>Physicians Immediate Med</td>
<td>10905 Haynes Bridge Rd.</td>
<td>Alpharetta, GA 30022</td>
<td>770-505-3000</td>
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### Gwinnett County

<table>
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<tr>
<th>Location</th>
<th>Address</th>
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<tbody>
<tr>
<td>Children’s Healthcare of Atlanta</td>
<td>2660 Satellite Blvd.</td>
<td>Duluth, GA 30096</td>
<td>404-785-8330</td>
</tr>
<tr>
<td>Concentra Urgent Care</td>
<td>755 Lawrenceville Suwanee Rd, Suite 1600</td>
<td>Lawrenceville, GA 30043</td>
<td>770-995-1500</td>
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<tr>
<td>Concentra Urgent Care</td>
<td>1300 Peachtree Industrial Blvd, Suite 4101</td>
<td>Suwanee, GA 30024</td>
<td>770-831-5525</td>
</tr>
<tr>
<td>Physicians Immediate Med</td>
<td>3425 Buford Dr.</td>
<td>Buford, GA 30519</td>
<td>678-546-0200</td>
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<tr>
<td>Physicians Immediate Med</td>
<td>3720 Holcomb Bridge Rd.</td>
<td>Norcross, GA 30092</td>
<td>770-263-1000</td>
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<tr>
<td>Physicians Immediate Med</td>
<td>3551 Satellite Blvd.</td>
<td>Duluth, GA 30096</td>
<td>770-476-3000</td>
</tr>
<tr>
<td>Premier Immediate Care</td>
<td>289 Grayson Hwy.</td>
<td>Lawrenceville, GA 30046</td>
<td>678-376-1300</td>
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<tr>
<td>Premier Immediate Care</td>
<td>2696 Lawrenceville Suwanee Rd.</td>
<td>Suwanee, GA 30024</td>
<td>678-376-1300</td>
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</tbody>
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### Henry County

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<tbody>
<tr>
<td>Children’s Healthcare of Atlanta</td>
<td>1510 Hudson Bridge Rd.</td>
<td>Stockbridge, GA 30281</td>
<td>404-785-8660</td>
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### Oconee County

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<th>Location</th>
<th>Address</th>
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<tbody>
<tr>
<td>Regional First Care</td>
<td>1010 Village Dr.</td>
<td>Watkinsville, GA 30677</td>
<td>706-769-0000</td>
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### Paulding County

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<tr>
<td>Physicians Immediate Med</td>
<td>3827 Jimmy Lee Smith Pkwy.</td>
<td>Hiram, GA 30141</td>
<td>770-222-8900</td>
</tr>
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### Rockdale County

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<th>Location</th>
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<th>City, State</th>
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<tbody>
<tr>
<td>Concentra Urgent Care</td>
<td>1680 GA Hwy. 138 Suites E and F</td>
<td>Conyers, GA 30013</td>
<td>770-760-0066</td>
</tr>
</tbody>
</table>
Want to learn more?

Visit kp.org/thrive or call our Dedicated SHBP Member Services Line for questions about eligibility, coverage, verification and more 24 hours a day, 7 days a week (closed holidays).

855-512-5997

1 These features are available when you get care at Kaiser Permanente facilities.

2 You must live or work in one of the below 27 counties within the Metro Atlanta Service Area to be eligible to enroll in KP: Barrow, Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, Dawson, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Haralson, Heard, Henry, Lamar, Meriwether, Newton, Paulding, Pickens, Pike, Rockdale, Spalding, Walton.

3 Kaiser Permanente 2015 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2015 and is used with the permission of NCQA. Quality Compass 2015 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

4 If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage.

5 This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code “001” for land lines and “+1” for mobile before the phone number. Long-distance charges may apply, and we cannot accept collect calls. This phone line is closed on major holidays.

6 To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

7 If you think you have an emergency—a medical or psychiatric condition that may put your life, health, limbs, or bodily functions in serious jeopardy—call 911 or go to the nearest emergency room.

8 The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.
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  - 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

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Help in your Language

Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-865-5813 (TTY: 711).

አማርኛ (Amharic) የታስፋል፣ ያጠራል። ማክረከር ከምር ከሆኑ ከኳይ ከርእ ያደራኝ። የወረ ለምስክት በሆን ያደራኝ። ይዘት ላይ ውስጥ በሆን ያደራኝ። 1-888-865-5813 (TTY: 711).

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فارسي (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-865-5813 تماس بگیرید.
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ગુજરાતી (Gujarati) સુખા: જે તમે ગુજરાતી બોલતા હો, તો નન્દદુંક ભાષા સહાય સાધારણ સેવાઓ તમારા માટે ઉપલબ્ધ છે. કોલ કરો 1-888-865-5813 (TTY: 711).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-865-5813 (TTY: 711).

Hindi (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-865-5813 (TTY: 711) पर कॉल करें।

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-865-5813 (TTY: 711) まで、お電話にてご連絡ください。

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русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-865-5813 (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-865-5813 (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung nagasasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-865-5813 (TTY: 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-865-5813 (TTY: 711).
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Thrive.

Enroll today!

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Contact Information
my.kp.org/shbp

Dedicated Member Services
855-512-5997

Health Line
404-365-0966
- Appointment Scheduling or
  Prescription Help, M-F, 7a - 7p ET
- Nurse Advice 24/7

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