

\$0
DEDUCTIBLE

\$0
CO-INSURANCE

\$1000
IN REWARDS*

CO-PAYS ONLY

DIFFERENT

for all the right reasons.

2022 OPEN ENROLLMENT GUIDE

my.kp.org/shbp

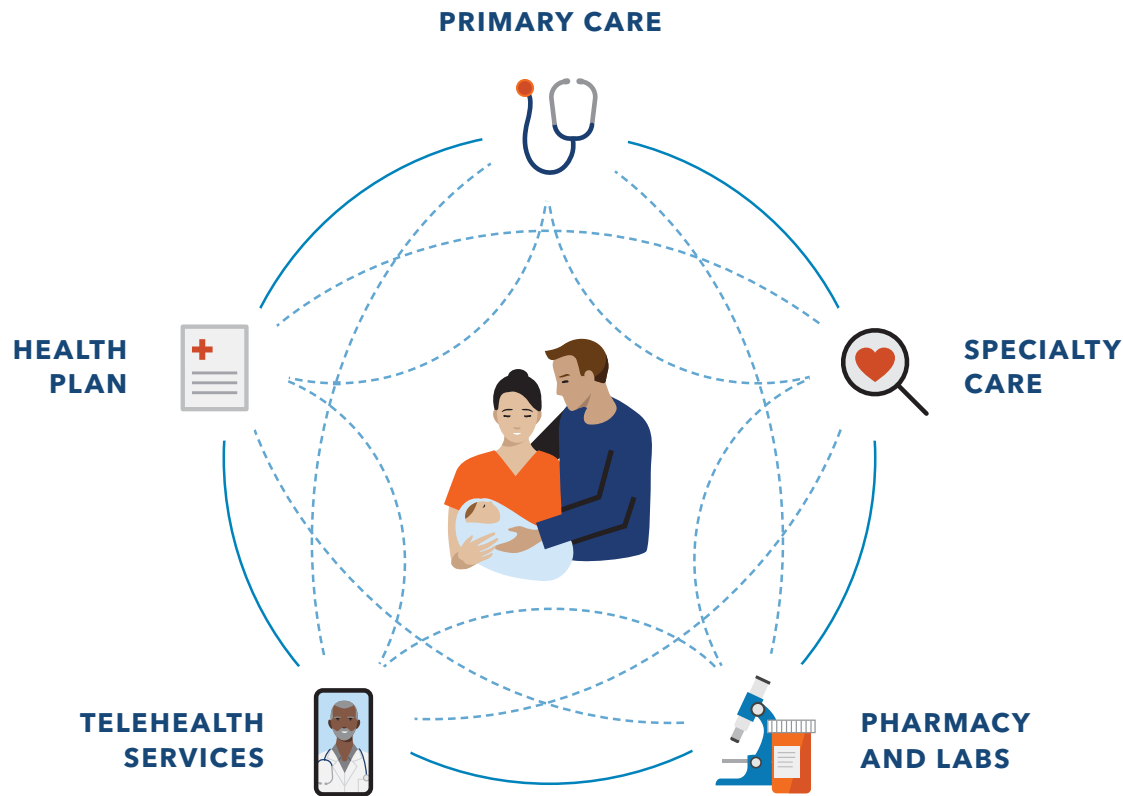


For more
info



Administered by





Truly connected care. That's **DIFFERENT.**

We combine care and coverage – which makes us different. Your doctors, hospitals, and health plan work together to make getting the right care more convenient. Your care meets you where you are, because it's centered around you.

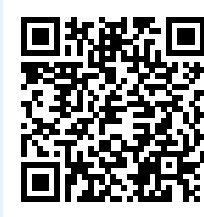
* Each member and covered spouse who each complete the Kaiser Permanente 2022 Wellness Program will receive a \$500 reward card – up to \$1,000 per household.



To enroll, visit
mySHBPga.adp.com.
 For questions, call us at
1-800-464-4000 (TTY 711).

We're available 24 hours a day,
 7 days a week (closed holidays).

Hear care stories from real
 Kaiser Permanente members.



Hover your phone over the
 QR code for information.

WHAT IF

your health plan treated you like
a member, not a number?

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State Health Benefit Plan (SHBP)¹

Effective Dates: January 1, 2022 - December 31, 2022

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

| Annual Deductible: Individual/Family \$0 | Co-insurance \$0 | Annual Out-of-Pocket Maximum Individual/Family \$6,350/\$12,700 |
|--|---------------------|--|
|--|---------------------|--|

Office Visits (Outpatient)

| | |
|---|---|
| Primary Care | \$35 co-pay |
| Specialty Care | \$45 co-pay |
| Scheduled Prenatal Visits and 1st Postpartum Visit | Routine care covered at 100% |
| Vision Exam | \$0 co-pay, includes refractions |
| Telemedicine/Virtual Visit | Covered at 100% |
| Physical, Occupational, Speech Therapy, Cardiac Rehab | \$25 co-pay, up to 40 visits per calendar year for each therapy |
| Outpatient/Ambulatory Surgery | \$100 co-pay |

Routine Preventive Care²

| | |
|--|-----------------|
| Wellness Exams—Physical and Well Woman exams | Covered at 100% |
| Mammography Screening <ul style="list-style-type: none"> Mammography screening for breast cancer for women over 30. Mammography screening for breast cancer in other age groups as jointly determined by patient and physician | Covered at 100% |
| Pap Smear | Covered at 100% |
| Prostate Specific Antigen (PSA) Test Prostate cancer screenings (PSA and digital rectal exams) | Covered at 100% |
| Sigmoidoscopy/Colonoscopy | Covered at 100% |
| Well Child Care | Covered at 100% |
| Breast Cancer Medications (Tamoxifen & Raloxifene only) | Covered at 100% |

Lab & X-Ray

Laboratory

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.

X-Ray

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.

MRI/CT/PET/Nuclear Medicine

\$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.

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 |

Mental Health and Chemical Dependency

| | |
|--|---|
| Mental Health Outpatient (Individual) | \$35 co-pay, unlimited visits per calendar year |
| Mental Health Outpatient (Group) | \$17 co-pay, unlimited visits per calendar year |
| Mental Health Inpatient | \$250 co-pay, unlimited days per calendar year |
| Chemical Dependency Outpatient (Individual) | \$35 co-pay, unlimited visits per calendar year |
| Chemical Dependency Outpatient (Group) | \$35 co-pay, unlimited visits per calendar year |
| Chemical Dependency Inpatient | \$250 co-pay, unlimited days per calendar year |

Prescription Drugs

| | |
|---------------------------------------|--|
| Day Supply | 30-Day Supply |
| Generic Preferred | \$20 co-pay at KP Pharmacies \$30 co-pay at Network Pharmacies for 1x fill ³ |
| Brand Preferred | \$50 co-pay at KP Pharmacies \$60 co-pay at Network Pharmacies for 1x fill ³ |
| Non-Preferred | \$80 co-pay at KP Pharmacies \$90 co-pay at Network Pharmacies for 1x fill ³ |
| Mail Order - Day Supply | 90-Day Supply |
| Mail Order - Generic Preferred | \$50 co-pay through Kaiser Permanente Pharmacies only |
| Mail Order - Brand Preferred | \$125 co-pay through Kaiser Permanente Pharmacies only |
| Mail Order - Non-Preferred | \$200 co-pay through Kaiser Permanente Pharmacies only |

Need help?

Call your Dedicated Member Services line at **855-512-5997** Monday - Friday, 7am - 7pm, ET and learn how to get the most of your membership.

Other

| | |
|---------------------------------|---|
| Skilled Nursing Facility (SNF) | Plan pays 100%, up to 120 days per calendar year |
| Hospice Care | Covered at 100% |
| Home Health Care | Plan pays 100%, unlimited. Private Duty Nursing is not covered. |
| Durable Medical Equipment (DME) | Covered at 100%, unlimited |
| Chiropractic Care | \$45 co-pay, up to 20 visits per calendar year |

Hearing (Non-routine Exams, Tests & Fittings)

- Hearing Aids limited to \$1,500 every 5 yrs for Adults
 - Combined Benefit Maximum: \$3,000 per aid; per ear; every 48 months for Children 18 years and 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 and 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.⁴

An investment that's **DIFFERENT** EARN UP TO **\$1,000** per household



2022 5-Step Wellness Program

Each member and covered spouse who each complete the Kaiser Permanente Wellness Program will receive a **\$500** reward card – \$1,000 per household to spend on anything you choose!



Step 1: Accept your Agreement

Sign on to kp.org/engage to accept your 2022 Wellness Program Agreement – check “yes,” then click submit.



Step 2: Take Your Total Health Assessment

Complete your Kaiser Permanente Total Health Assessment (THA) online. The questionnaire is confidential and takes about 10 minutes.



Step 3: Know Your Numbers

Complete a Biometric Screening either at a Kaiser Permanente medical office, or by a Kaiser Permanente clinician at an SHBP-sponsored screening event.



Step 4: Get Yourself Screened

Complete all age and gender appropriate preventive screenings for breast, cervical, or colorectal cancer.



Step 5: Make A Lifestyle Change

Your choice – participate in either Wellness Coaching by Phone or complete a mission through the healthy lifestyle programs.*

* You can take the Total Health Assessment or the healthy lifestyle programs as often as you like, but you can only earn credit for the assessment or check in for the first week of any mission once during the reward period.

A **DIFFERENT** and more connected experience from the start.

We get it. Changing health plans can be daunting. That's why we guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Ready to get started? Visit kp.org/newmember.



Search profiles to find the right doctor

Our online doctor profiles let you browse the many doctors and locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs.



Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. From day one, you'll have the support you need to help reach your health goals.



Connect to care online

After you enroll, create an account at kp.org or download the Kaiser Permanente app. Then manage your health on your schedule – whenever, wherever.



Want to talk? We're here to help.

A Kaiser Permanente enrollment specialist can answer your questions—like where to get care or what membership perks are included. Call **855-512-5997**

(TTY **711**), Monday through Friday, 7am-7pm, ET.

So many **DIFFERENT** ways to get care.

You've got more ways to get quality care than ever before, so it's easier to stay on top of your health.



Video or phone appointment

Schedule a face-to-face video visit or phone appointment with a Kaiser Permanente care team.^{5, 6, 7}



In-person care

We offer same-day, next-day, after-hours, and weekend services at many of our locations.⁸



Email

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.



Prescription delivery

Use the Kaiser Permanente app to fill prescriptions for delivery or same-day pickup.³



24/7 advice

Get on-demand support with 24/7 care advice by phone.



E-visit

Use our online symptom checker for certain conditions and get personalized care advice within a few hours.



Care away from home

You're covered for emergency care anywhere in the world. When you're not in a Kaiser Permanente area, get urgent care from any provider, including MinuteClinic locations (in select CVS and Target stores) or Concentra urgent care centers.



Chat with a Doctor

Chat live online with a Kaiser Permanente doctor for advice.

When you're a member and not a number, that's **DIFFERENT.**



Kaiser Permanente app

Manage your health 24/7 – schedule appointments, email your doctor's office with nonurgent questions, order most prescription refills, see most test results, read your doctor's notes, and more.⁷ kp.org/mobile



Acupuncture, massage therapy, chiropractic care

Enjoy reduced rates on services to help you stay healthy.
kp.org/choosehealthy



Reduced rates on gym memberships

Stay active by joining a local fitness center, plus enjoy thousands of digital workout videos. kp.org/choosehealthy



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more. kp.org/healthylifestyle



Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone. kp.org/wellnesscoach

Extras for your total health



Adult members can use meditation and mindfulness to build mental resilience, reduce stress, and improve sleep.
kp.org/selfcareapps



Adult members can set mental health goals, track progress, and get support managing depression, anxiety, and more.
kp.org/selfcareapps

CLASSPASS

Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes.
kp.org/classpass

A **DIFFERENT** way to do pharmacy.

Our award-winning pharmacy system is the very heart of our 'under one roof' care experience. In most of our 25 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.



Getting started

Whether you're transitioning from another provider or simply starting out fresh, it's easier than you think to get started at Kaiser Permanente.



Step 1 - Make the call

Once you get your Kaiser Permanente ID Card, call the dedicated New Member Desk number at **404-760-3540**, Monday-Friday, 7am-7pm, ET. We'll help schedule your first office visit with your new Kaiser Permanente doctor. If you need medication to last until then, we can usually help with that, too. After scheduling your doctor visit, we'll also arrange for a pharmacy telephone consult (before you run out of your current medications).



Step 2 - Visit your doctor

At your visit, we'll help make sure you have a medication plan that's right for you.



Step 3 - Fill your prescription

You can get your prescription filled at any one of the pharmacies located in our many Kaiser Permanente medical offices.



Getting Refills

You have three easy options for getting refills:

- Order online at **kp.org/rxrefill**.
- Order from your mobile device by visiting **m.kp.org** or through the Kaiser Permanente app (download for free from your preferred app site).
- Call our 24-hour refill line at **770-434-2008**.

You can even skip the trip! Most refills can be mailed directly to your home. You'll usually receive them within three to five business days, and can save a co-pay on a 90-day supply.



Questions

If you have questions or would like a copy of our preferred drug list, call us directly at **404-261-2590**, Monday-Friday, 7am-7pm, ET. or visit **kp.org/formulary**.

Members-only medical offices. That's **DIFFERENT.**

Whether it's routine or after hours, in-town or away from home, we've got you covered.



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁸ You can also see different doctors at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit [kp.org/facilities](https://www.kp.org/facilities) to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.⁷



Specialty care when you need it

We're here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And there are no referrals needed to see select Kaiser Permanente specialists. Referral required for non-plan providers.



Getting care anytime, anywhere

Urgent care⁹

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.⁸

Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.¹⁰

Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line¹¹ at **951-268-3900**, refer to your *Evidence of Coverage (EOC)* for coverage details, or visit [kp.org/travel](https://www.kp.org/travel).

Specialties, we've got you covered

Your need calls for specialty care, you'll find these services offered in our Comprehensive Medical Centers in and around metro Atlanta. We offer a wide variety of specialists in our facilities that are able to treat specific injuries and ongoing conditions. Additionally, our comprehensive medical centers give you access to a wide range of specialties, as well as our Advanced Care Center to take care of your urgent care needs 24/7.

Services you can expect at most Kaiser Permanente medical offices:



Primary, Pediatric,
Family Medicine



Pharmacy



Lab



X-Ray

- 24/7 Advanced Care
- Adult Medicine
- Audiology
- Behavioral Health
- Cardiology
- Child & Adolescent Psychiatry
- CT/MRI
- Dermatology
- DEXA Scan
- Endocrinology
- Express Care
- Family Medicine
- Gastroenterology
- General Surgery
- Geriatrics
- Hand Surgery
- Health Education
- Heart Failure Clinic
- Hematology/Oncology
- Infectious Diseases
- Infusion Center
- Lab Services
- Nephrology
- Neurology
- Nuclear Medicine
- Nutrition
- OB/GYN
- Oncology
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Pain Management
- Palliative Care
- Pediatrics/Adolescent Medicine
- Pharmacy
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Rheumatology
- Routine Mammography
- Sleep Medicine
- Sports Medicine
- Ultrasound
- Urgent Care
- Urogynecology
- Urology
- Vascular Surgery
- Weight Management
- X-ray

Care options when you need them

If you ever need emergency care, you're covered. You can always get emergency care at any non-Kaiser Permanente hospital emergency room, no matter what. But when your situation requires a planned trip to the hospital –like a surgery for instance– we're proud to offer our effective model of care at Emory University Hospital Midtown and Emory Saint Joseph's Hospital where Kaiser Permanente doctors are on staff 24/7. You may also be seen at one of our hospital partners listed below. For the most up-to-date listing, visit kp.org/locations and type hospitals in the search box.

Our hospital partners include:¹²

Metro Atlanta

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

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

Emory Johns Creek Hospital
6325 Hospital Parkway
Johns Creek, GA 30097
678-474-7000

Emory Saint Joseph's Hospital
5665 Peachtree Dunwoody Road
Atlanta, GA 30342
678-843-7001

Emory University Hospital
1364 Clifton Road, NE
Atlanta, GA 30322
404-712-2000

Emory University Hospital Midtown
550 Peachtree Street, NE
Atlanta, GA 30308
404-686-4411

Northside Hospital - Duluth
3620 Howell Ferry Road
Duluth, GA 30096
678-312-6800

Northside Hospital - Gwinnett
1000 Medical Center Boulevard
Lawrenceville, GA 30046
678-312-4321

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

Northside Hospital Cherokee
450 Northside Cherokee Boulevard
Canton, GA 30115
770-224-1000

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

Piedmont Hospital
1968 Peachtree Road, NW
Atlanta, GA 30309
404-605-5000

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

Piedmont Henry Hospital
1133 Eagle's Landing Parkway
Stockbridge, GA 30281
678-604-1000

Our hospital partners (continued)

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 Newton Hospital
5126 Hospital Drive
Covington, GA 30014
770-786-7053

Piedmont Rockdale Hospital
1412 Milstead Avenue, NE
Conyers, GA 30012
770-918-3000

Piedmont Walton Hospital
2151 West Spring Street
Monroe, GA 30655
770-267-8461

Kaiser Permanente 24/7 Urgent Care

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

Southwood Comprehensive Medical Center
2400 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

Affiliated Community Urgent Care Locations

With over 60 affiliated Urgent Care locations across metro Atlanta and surrounding counties, we've got you covered. Go to kp.org/locations and type urgent care in the search box or scan the code to the right to find an urgent care center near you.



Hover your phone over the QR code for information.

Locations are subject to change. Visit kp.org/locations for the most up-to-date listing.

Care when you travel

Enjoy peace of mind when you travel, knowing that you're covered for emergency and urgent care anywhere in the world. And once you're registered at kp.org and download our app, you can see your health information online.



In a different Kaiser Permanente area

You're covered for certain routine and specialty care, including care for ongoing health conditions at any of our Kaiser Permanente or affiliated facilities in a different Kaiser Permanente service area.



Outside a Kaiser Permanente service area

If you need urgent care in a state **without** Kaiser Permanente providers, go to the nearest MinuteClinic® (in select CVS and Target stores), Concentra urgent care center, or urgent care facility. For care at a MinuteClinic® or Concentra urgent care center, you'll be charged your standard co-pay or co-insurance. Be sure to bring your current home region Kaiser Permanente ID card and a method of payment.

For urgent care at an urgent care location or retail clinic other than a MinuteClinic® or Concentra urgent care center, you'll be asked to pay up front for services you receive and you'll need to file a claim for reimbursement.

If you get urgent care at a MinuteClinic® or Concentra urgent care center within a state that has Kaiser Permanente providers, you'll be asked to pay up front for services you receive and you'll need to file a claim for reimbursement.



24/7 travel support

Just call our Away from Home Travel Line¹¹ at **951-268-3900** or visit kp.org/travel for more information.

Endnotes

1. This is a summary of your benefits and their co-pays. This is not a contract. A complete list, exclusions and limitations are contained in the *Evidence of Coverage*. In the case of a conflict between this benefit summary and the *Evidence of Coverage*, the *Evidence of Coverage* will prevail. For specific questions about coverage, please contact Kaiser Permanente Member Services at **1-855-512-5997**.
2. 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.)
3. For immediate service after an emergency visit, prescriptions may be filled at Rite Aid or Walgreens at a co-pay \$10 higher than those listed above. This is for a first fill ONLY per prescription. Subsequent refills must be filled through Kaiser Permanente Pharmacies, either at our facilities or through our mail order/home delivery option. Please note: Kaiser Permanente has extended pharmacy hours at our Southwood, TownPark, and Gwinnett Comprehensive Medical Centers: Monday - Sunday, 7am-11pm, ET. Most Kaiser Permanente medical offices have a pharmacy located on-site, several with evening and weekend hours. For details, please contact Kaiser Permanente Member Services at **1-855-512-5997**.
4. 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, or Walton.
5. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.
6. These features are available when you get care from Kaiser Permanente facilities.
7. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.
8. In the case of a pandemic, some facilities may be closed or offer limited hours and services.
9. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.
10. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.
11. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the United States. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 am, PT.
12. 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.

Nondiscrimination Notice

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE, Atlanta, GA 30305-1736. Telephone Number: **1-888-865-5813**.

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, 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 <http://www.hhs.gov/ocr/office/file/index.html>.

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) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (TTY: **711**) .

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-865-5813** (TTY: **711**) 。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન 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**).

हिन्दी (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。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kóji' hódíílnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

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 nagsasalita 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**).

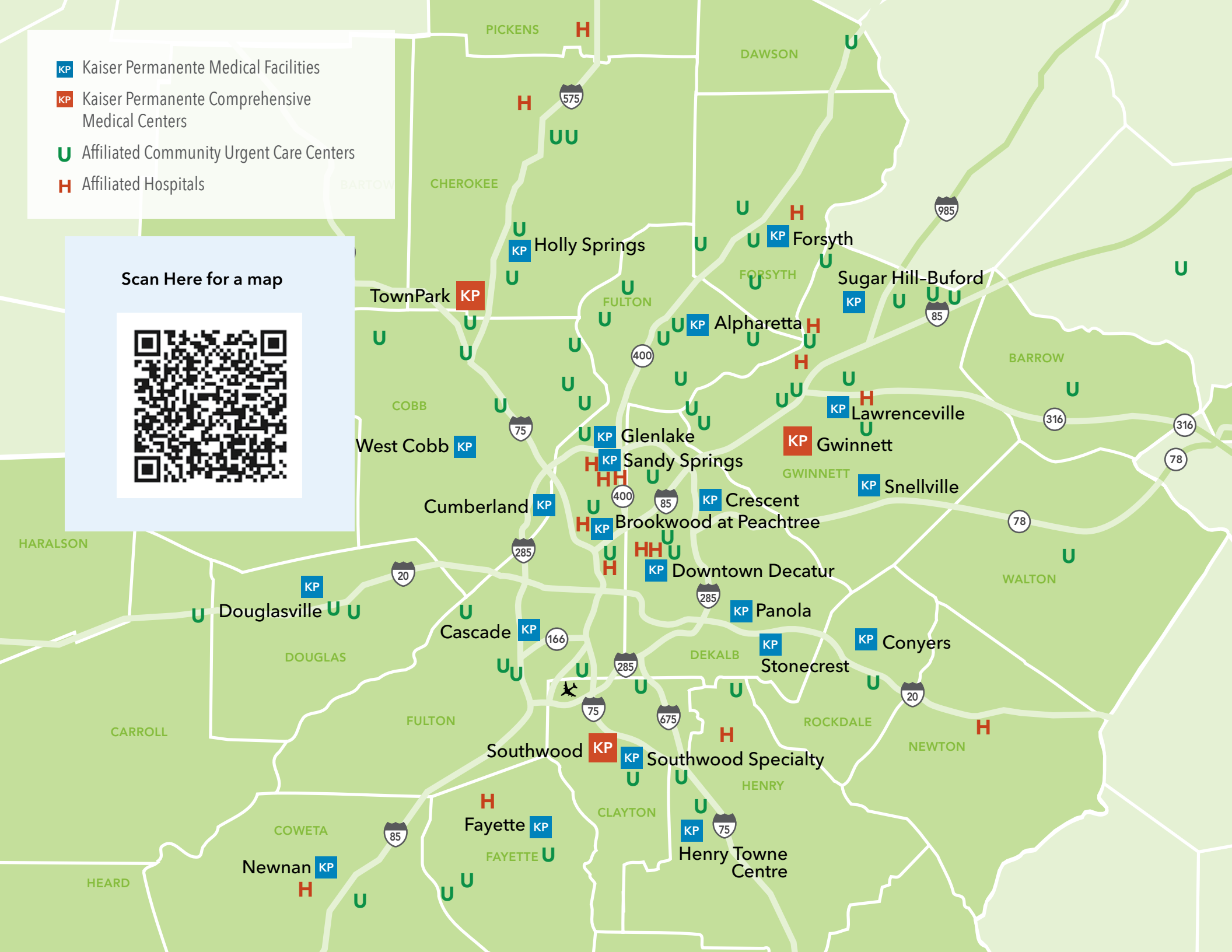
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