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Thank you for choosing Kaiser Permanente as your partner in health. Our physician-led care teams focus on you, working to keep you healthy by delivering high-quality, personalized care.

You have a wide variety of doctors to choose from. Our physicians and network providers come from top medical schools and are recognized annually as top doctors by their peers. No matter which personal doctor you choose, you’ll be in highly skilled, experienced hands.
LINKED TO A TEAM

Kaiser Permanente doctors, nurses, and other specialists are connected to each other – and to you – through your electronic health record, so they know important things about you and your health, like when you’re due for a screening and what medications you’re taking.
Teamwork makes for better care with Kaiser Permanente

By Deb Friesen, MD, FACP
Kaiser Permanente Physician

As a Kaiser Permanente doctor, I love having a whole, connected care team backing me up when a little extra support is necessary.

The story below illustrates how our team of top-notch professionals works together to help save lives.

For privacy reasons, the patient’s name has been changed.

Diane was a diabetic who had been reluctant to come in for a checkup, but an outreach phone call convinced her it was time.

During her office visit, I reviewed and updated Diane’s history, ordered all of her overdue tests and medications, and felt generally great that we had accomplished so much in one visit. But, as it turns out, we hadn’t yet addressed the most important issue.

She suddenly asked, “Do you think it’s odd that I’m having periods again?”

Yes, yes I did, as Diane was 57 years old. An exam confirmed her symptoms. I walked over to my colleague in the Obstetrics-Gynecology Department, explained the situation, and asked if he could work her into his schedule. He gave up his lunch hour to perform a simple procedure that would give us the information we needed. It turned out to be cancer of the uterus. Diane had life-saving surgery, and has now been cancer-free for two years.

At the time, it all felt very easy: using the diabetes registry to reach out to my patient; having the time to spend in the exam to be thorough; having support through our electronic medical record to make documenting and ordering a breeze; and having a colleague down the hall whose only job is to help me help my patient.
BETTER HEALTH STARTS WITH BETTER CARE

Choosing a doctor—your partner in health

We make it easy to find the doctor who’s right for you—and you’re free to change at any time, for any reason. Having a good relationship is important because your personal doctor is your biggest health advocate and works closely with you to make decisions about your health.

Personalized care with a connected team

You are more than your medical record. We believe your life story, background, and values are as important as your health history. We’re committed to care that’s sensitive to all cultures, ethnicities, and lifestyles. We have many doctors and staff who speak more than one language, and telephone interpretation services in more than 150 languages.

Great care, great results

Caring for our members so they can live happy, full lives is the most rewarding experience we know. But we are proud that the National Committee for Quality Assurance named us one of the top private and Medicare health plans in Colorado, based on prevention, treatment, and our own members’ satisfaction.*

MANAGE YOUR CARE

Your Member ID Card

Your Kaiser Permanente member ID card identifies you as a member and contains your unique health record number. Each family member is issued a member ID card. 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 when you download the Kaiser Permanente mobile app.

NOTE: The digital ID card may not be available to members in certain plans, including Medicare Senior Advantage, PPO, Mountain Service Area, and out-of-area plan members.

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 physician online and change at anytime. You can also choose a different physician for each member of your family, if you wish. If your doctor moves or has a change in their practice, we’re here to help you transition your care to another doctor. Visit kp.org/choosetheycare to view Kaiser Permanente physician biographies, photos, education, specialties, medical schools, and board-certification status, as well as other providers in your area.

M N S

Senior Advantage members: The Mountain Colorado service area is not an approved service area for Senior Advantage members. You should not select a Mountain Colorado provider for routine care. Senior Advantage members may be seen for urgent or emergency care worldwide.

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.

NOTE: Female members can see an obstetrician-gynecologist for annual well-woman exams and a PCP for other care.

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 verify they accept your plan type. The availability of physicians, hospitals, providers, and services may change. Call Personal Physician Selection Services for the latest information.

Choose or change your doctor anytime

Visit kp.org/choosetheycare or call 303-338-4477/1-855-208-7221 (TTY 711), Monday through Friday, 7 a.m. to 5:30 p.m.

kp.org
Through kp.org and the Kaiser Permanente mobile app, you can:

- View most lab and test results*
- Refill most prescriptions from Kaiser Permanente pharmacies*
- Email your Kaiser Permanente doctor’s office with nonurgent questions
- Schedule and cancel appointments*
- Print vaccination records for school, sports, and camp*
- Check your plan’s benefits, view claims, or estimate costs*
- Manage a family member’s health care**
- Pay your Kaiser Permanente medical bills
- And more!

Register to get started—it’s easy!

Register today to access these convenient features and more. Visit kp.org/registernow and follow the sign-on instructions. You’ll need your health record number, which you can find on your Kaiser Permanente ID card. Download the app once you’ve registered, and use your kp.org user ID and password to log in.

*These features are available when you receive care at Kaiser Permanente medical offices.
**Due to privacy laws, certain features may not be available if they’re being accessed on behalf of a child younger than 18. Your child’s physician may also be prevented from giving you certain information without your child’s consent.
Online Tools to Help You Live Well

Healthy Lifestyle Programs
With our online wellness programs, you’ll get advice, encouragement, and tools to help you create positive changes in your life. Our complimentary programs can help you:

• Lose weight
• Eat healthier
• Quit smoking
• Reduce stress
• Manage ongoing conditions, such as diabetes or depression

Start with a Total Health Assessment, a simple online survey to give you a complete look at your health. You can also link the results of your assessment to your electronic health record to share and discuss with your doctor. Visit kp.org/healthylifestyles to get started.

Health Classes
With all kinds of health classes and support groups offered right at our medical offices, there’s something for everyone. Classes vary at each location, and some may require a small fee. Go to kp.org/classes to see all classes available near you.

New Member Connect is here to help
With just one phone call, the New Member Connect Department can help you:

• Choose a primary care physician
• Transition your prescriptions to a Kaiser Permanente pharmacy
• 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.

Financial Services

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:

Denver/Boulder: 303-338-3025 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

Mountain/Northern/Southern Colorado: 1-877-803-1929 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

You can also visit kp.org/costestimate. For information on your costs, claims summaries, and out-of-pocket expenses, log on to kp.org for your personalized account information. 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 is easy. 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.

If you obtain emergency medical care
Be sure to retain all bills, receipts, and medical records from anyone involved in your care. This includes attending providers, ambulance staff, and paramedics. Save the police report if an automobile or motorcycle accident caused the need for emergency services.
Access to Care in the Colorado Region

All members can get care at any Kaiser Permanente medical office in Denver/Boulder, Mountain Colorado, Northern Colorado, and Southern Colorado.*

DB Denver/Boulder members can access services at Kaiser Permanente medical offices across the state. Members in Denver/Boulder do not have access to the affiliated provider networks in Mountain, Northern, and Southern Colorado. If you have questions about where you can receive care, please call Member Services for more information. To schedule appointments at any Kaiser Permanente medical office in Colorado, please call the Appointment and Advice Contact Center.

Our Denver/Boulder medical offices provide primary care, lab, medical imaging, and select specialties, all under one roof, saving you time. Additionally, you have access to urgent care locations throughout the area. Find the most current list of providers at kp.org/locations.

M Mountain Colorado members can also access certain services with a Mountain Colorado network provider. Members do not have access to the affiliated provider networks in Denver/Boulder, Northern Colorado, or Southern Colorado. To schedule appointments at any Kaiser Permanente medical office in Colorado, please call the Appointment and Advice Contact Center.

Our medical offices in Edwards and Frisco provide primary care, lab, medical imaging, and select specialties. For the most current list of providers in your Mountain Colorado plan, please visit kp.org/locations or contact Member Services.

N Northern Colorado members can also access certain services with a network of physicians from Banner Health and other providers. Northern Colorado members do not have access to the affiliated provider networks in Denver/Boulder, Mountain Colorado, and Southern Colorado. To schedule appointments at any Kaiser Permanente medical office in Colorado, please call the Appointment and Advice Contact Center.

Most of our Northern Colorado medical offices in Fort Collins, Greeley, and Loveland provide primary care, lab, pharmacy, medical imaging, and select specialties. For the most current list of providers in your Northern Colorado plan, please visit kp.org/locations or contact Member Services.

S Southern Colorado members can also access certain services with a network provider in their plan. Southern Colorado members do not have access to the affiliated provider networks in Denver/Boulder, Mountain Colorado, and Northern Colorado. To schedule appointments at any Kaiser Permanente medical office in Colorado, please call the Appointment and Advice Contact Center.

Our medical offices in Colorado Springs and Pueblo provide primary care, lab, pharmacy, medical imaging, and select specialties.

For the most current list of providers in your Southern Colorado plan, including providers in the KP Select network, please visit kp.org/locations.

Southern Colorado Resource Team

The Southern Colorado Resource Team is available to answer your questions about claims, financial assistance, pharmacy services, KP Select plans, and more. Call 719-867-2170 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.

*To ensure access for your eligible dependents, you must fill out the Student/Dependent Access Certification form. Go to kp.org/formsandpubs or call Member Services for the form.
Care Available to You

Preventive Care and Your Health
Preventive care is key to keeping you healthy and catching health issues before they become serious. Your electronic health record plays a vital role in your care – your preventive care services are tracked in the system when you receive care at Kaiser Permanente medical offices. When you register on kp.org, you’ll get automatic reminders when you’re due for a screening. We’ll let you know when to come in, so you’re free to focus on living your life.

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:

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

Scheduled Hospitalization
Inpatient hospitalization is covered when prescribed by a physician and authorized by Kaiser Permanente. See pages 22-37 for hospitals in your plan that provide emergency and/or inpatient hospitalization services.

*This list is not inclusive. Please refer to your Evidence of Coverage or Membership Agreement for additional information about your preventive benefits.

Contact Member Services

Denver/Boulder service area
303-338-3800

Mountain Colorado service area
1-844-837-6884

Northern Colorado service area
1-844-201-5824

Southern Colorado service area
1-888-681-7878
TTY 711
GET THE RIGHT CARE WHEN YOU NEED IT, HOW YOU WANT IT

From strains to pains, you never know when or why you might need treatment. But when that time comes, you can get the care that’s right for you by choosing from a number of options that meet your needs and your lifestyle.

ROUTINE CARE
Regular visits to your doctor to catch health problems early, when they’re easier to treat, such as:
- Checkups
- Preventive screenings
- Well-child visits

SPECIALTY CARE
Services from doctors trained in specific areas of care, such as:
- Obstetrics-gynecology
- Orthopedics
- Dermatology

EMERGENCY CARE
When your health is in danger and you need immediate care, such as:
- Trouble breathing
- Severe chest pains
- Serious injuries or wounds

URGENT CARE
Illnesses or injuries that require attention soon but aren’t emergencies, such as:
- Asthma flare-ups
- Earaches
- Minor sprains, wounds or burns

APPOINTMENTS AND ADVICE
- Denver/Boulder: 303-338-4545 (TTY 711).
- Call 24/7 for medical advice and care guidance.
- Book an appointment online from your kp.org account.

PHONE
Save yourself an office visit by scheduling a call with a doctor.3

EMAIL
Message your doctor’s office with nonurgent questions anytime.3

E-VISITS
Online consultations are available for some medical conditions. Learn more at kp.org/appointments.

VIDEO VISIT
Ask about this online alternative to an in-person appointment.3, 4

CHAT ONLINE
Connect in real time with a Kaiser Permanente physician. Log on to kp.org and click “Chat.”

IN PERSON
Same-day appointments are often available.

Manage your health, find locations and care when you’re traveling, and more, at kp.org/getcare.

1. Medicare members need a referral for specialty care when seeking care with Kaiser Permanente specialists.
2. If you have a medical emergency, call 911 or go to the nearest hospital.
3. These features are available when you receive care at Kaiser Permanente medical offices.
4. Check with your doctor’s office to find out if video visits are available to you.
Pharmacy, Vision, and Other Helpful Services

**Clinical Pharmacy Services**

Clinical pharmacists and specialists work with your doctor and health care team to help with disease management, transitioning your prescriptions to Kaiser Permanente, medication education, and ensuring appropriate use of your medications. Clinical pharmacists and specialists work at most Kaiser Permanente medical offices and in various departments, including: Anticoagulation and Anemia Services, Cardiac Risk Services, and the Clinical Pharmacy Call Center.

**Filling and Refilling Prescriptions**

- **By mail**—You can order your prescriptions through our Mail Order Pharmacy* with no shipping costs at kp.org/rxrefill, or by calling the 24-hour automated phone line at 1-866-938-0077 (TTY 711). We ask for 7 to 10 days to process and ship your order, but most orders are delivered much sooner.
- **By phone**—Each medical office pharmacy has a 24-hour refill phone number; pharmacy phone numbers for each location can be found in this guide.*
- **Online**—Order refills online at kp.org/rxrefill to request pickup at the medical office of your choice.*
- **Text alerts**—Ask the pharmacy to send you text alerts when your prescription is ready for pick up, or sign up on the pharmacy center on kp.org.
- **Transition prescriptions**—You can transition your current prescriptions to Kaiser Permanente by logging on to kp.org/newmember and clicking on “Transition prescriptions.”

In person—Fill your prescriptions at any Kaiser Permanente medical office pharmacy or a network pharmacy of your choice.

For more information about your pharmacy benefit or to locate a network pharmacy in your plan, please call Member Services. Kaiser Permanente pharmacies in Northern Colorado are located at our Fort Collins, Spring Creek, Greeley, and Loveland Medical Offices (see page 32 for locations).

In person—Fill your prescriptions at any Kaiser Permanente medical office pharmacy or a network pharmacy of your choice.

How you fill and refill your prescriptions depends on your plan. For more information about your pharmacy benefit or to locate a network 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 35 for locations).

*Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy.

**Pharmacy contacts**

**Clinical Pharmacy Call Center**

303-338-4503/1-866-244-4119 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

**Automated Mail Order Refill Service**

1-866-938-0077 (TTY 711), 24 hours a day, 7 days a week

**Mail Order Pharmacy**

1-866-523-6059 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.
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, your doctor can find an equivalent by calling our Clinical Pharmacy Call Center. Together they can select the right medication for you.

Important information for Southern Colorado members with plans that require refills at Kaiser Permanente pharmacies:

Members who require maintenance medications (birth control, blood pressure, diabetes, cholesterol, thyroid, etc.) 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 of maintenance medications must be filled at a Kaiser Permanente medical office pharmacy or through the Kaiser Permanente Mail Order Pharmacy. Non-maintenance medications for one-time or urgent conditions, such as infections (antibiotics) or pain, can be filled immediately at a Kaiser Permanente medical office pharmacy or a network pharmacy. Call Member Services or the Southern Colorado Resource Team for more information.

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 network provider’s office. Refer to your Evidence of Coverage or Membership Agreement for further details.

For routine laboratory work, you can take lab orders to any Kaiser Permanente medical office or have lab work done in your network provider’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 Evidence of Coverage or Membership Agreement for details.

For routine laboratory work, you can take lab orders to any Kaiser Permanente medical office or have lab work done in your network provider’s office. Additionally, you may have lab work done at a network lab—check kp.org/locations for a location near you. Refer to your Evidence of Coverage or Membership Agreement for details.

Skip the trip. Get it shipped.

When you order your prescriptions from Mail Order Pharmacy, you can simply open your mailbox. And you may save money, too.*

- Ordering is easy
- Delivery is fast
- Available for new and refill prescriptions
- Up to three months of medication for the cost of one or two copayments*

Order online at kp.org/rxrefill or on the mobile app.

*Plan and product restrictions may apply. Check your Evidence of Coverage or Membership Agreement for further information.
Vision and Eye Care

Get the eye care you need to stay healthy. Check your Evidence of Coverage or Membership Agreement 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.

Visit one of our medical office optometry or ophthalmology departments (see pages 25-29 for locations). Many medical offices also have an optical department that can fill your prescription for eyeglasses or contact lenses at competitive prices. If you have questions about your optical benefits, call Member Services.

Visit a Kaiser Permanente medical office in Denver/Boulder or contact a network optometrist or ophthalmologist directly.

Contact a network optometrist or ophthalmologist directly.

Visit the Kaiser Permanente Briargate Medical Offices, or contact a network optometrist or ophthalmologist directly.

Hearing Services

Better hearing can improve your quality of life. Check your Evidence of Coverage or Membership Agreement to see whether audiology tests and hearing aids are covered in your benefit plan or are available on a fee-for-service basis.

You can get a hearing test and/or a hearing aid fitting at a Kaiser Permanente medical office (see pages 25-29 for locations). No referral is needed.

You can get a hearing test and/or a hearing aid fitting at a Kaiser Permanente medical office in Denver/Boulder or with a network audiologist. No referral is needed.

You can get a hearing test and/or a hearing aid fitting at a Kaiser Permanente medical office or with a network audiologist. To make an appointment at Briargate or Pueblo North Medical Offices, call 719-282-2413 (TTY 711), Monday through Friday, 8:30 a.m. to 4:30 p.m. No referral is needed.

Behavioral Health

We provide behavioral health services for children, adolescents, families, adults, and seniors. Services include: counseling for chemical dependency, eating disorders, geriatric psychiatry, and behavioral health. Call 303-471-7700 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m. No referral is needed. See locations on page 24. For a behavioral health or chemical dependency emergency, call 911 or go to the nearest emergency department.

Beacon Health Options administers behavioral health and chemical dependency services for our Mountain and Southern Colorado members. Behavioral health and chemical dependency/ substance abuse 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 emergency department.

In Northern Colorado, Kaiser Permanente has an on-site behavioral medicine specialist and psychiatry specialty physician at the Fort Collins, Greeley, and Loveland Medical Offices. Additionally, Kaiser Permanente contracts with four agencies for behavioral health services. Each of these agencies has numerous locations in Larimer and Weld Counties. To access these services, please call Kaiser Permanente Behavioral Health at 1-866-359-8299 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m. For a behavioral health or chemical dependency emergency, call 911 or go to the nearest emergency department.

Learn more about hearing services

Visit kphearingservices.com
Our Centers for Complementary Medicine provide nontraditional treatments, often in addition to standard medical treatments, to address a variety of conditions and improve your overall health and wellness.

Services include chiropractic care, acupuncture, therapeutic massage, and mind-body classes. To make an appointment, call 1-844-800-0788 (TTY 711), or visit kpccm.org for more information. Hours vary by location (see page 23 for address listings).

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

Select Denver/Boulder medical offices offer chiropractic care, acupuncture, therapeutic massage, and mind-body classes. To make an appointment at a Denver/Boulder Kaiser Permanente medical office, call 1-844-800-0788 (TTY 711) or visit kpccm.org. Services are also available through network providers in Mountain Colorado.

Chiropractic care is available at Greeley and Loveland Medical Offices and through network providers. Hours vary by location (see page 32 for address listings). Acupuncture, chiropractic, and more are accessible at select Kaiser Permanente medical offices in Denver/Boulder. To make an appointment at a Kaiser Permanente medical office, call 1-844-800-0788 (TTY 711) or visit kpccm.org for more information.

Chiropractic care is available at Briargate and Pueblo North Medical Offices, and acupuncture, chiropractic, and more are accessible with network providers and at select Denver/Boulder medical offices. To make an appointment at a Kaiser Permanente medical office, call 1-844-800-0788 (TTY 711) or visit kpccm.org.
Nutrition Services

Do you have ongoing health conditions that may be improved with better nutrition? If so, visit kphealthyme.com to find valuable nutrition education and counseling resources.

Support for Ongoing Conditions

If you have a condition such as diabetes, depression, asthma, or COPD, you’re automatically enrolled in a disease management program for personal coaching and support when you see a Kaiser Permanente physician. With a well-rounded approach backed by proven best practices and advanced technology, we’ll help you get the care you need to continue living life to the fullest.

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 the health care system. A case manager works with you and your primary care physician to develop and reach your goals.

Denver/Boulder:
You may self-refer by calling 303-614-1065 (TTY 711).

Mountain/Northern/Southern Colorado:
You may self-refer by calling 1-877-870-6735 (TTY 711).

Supportive Care Services

Coping with serious illness is difficult and often a challenging time for patients and their loved ones. The Supportive Care team can guide you and provide assistance so you’re comfortable and confident in your care—at any age or stage of serious illness. Our team of physicians, nurses, social workers, and other caregivers are here to help you and those close to you:

- Clarify goals and choices of treatment
- Address fears and concerns
- Manage difficult symptoms
- Understand additional programs and resources available to you, including information on advance care planning

Supportive Care can be provided along with ongoing treatment. We encourage members facing serious, advanced illness to schedule a consultation with a program specialist.

To schedule a consultation, call:
- Rock Creek Medical Offices 720-536-6404 (TTY 711)
- Franklin Medical Offices 303-861-3481 (TTY 711)
- Lone Tree Medical Offices 303-649-5989 (TTY 711)
- Self-Referral Line 303-636-3269 (TTY 711)

To schedule a consultation at Fort Collins, Greeley, or Loveland Medical Offices, call: 970-350-7821 (TTY 711)

To schedule a consultation, call:
- Briargate and Parkside Medical Offices 719-282-2482 (TTY 711)
- Pueblo North Medical Offices 719-595-5322 (TTY 711)

Transportation Assistance

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

The Senior Resource Line is Kaiser Permanente’s information and referral line designed to help older adults and their caregivers find resources or services for older adults within Kaiser Permanente and the community. When you call this line, you can leave a message describing the resources you are looking for and a Kaiser Permanente community specialist will return your call and provide information about a wide range of services based on your needs. Some of the resources include:

- Transportation
- Financial assistance
- Food assistance
- Support groups and other social support systems
- Housing
- Nonmedical in-home assistance
- Volunteer opportunities
- Kaiser Permanente’s Home Bound Rounding program
- Kaiser Permanente’s physician rounding program in long-term care, assisted living, and skilled nursing facilities.

Call 1-866-279-0736 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.

Continuing Care

DB

The Continuing Care Department provides adult home health care, hospice care, long-term acute care, acute rehabilitation, skilled nursing facilities, durable medical equipment, oxygen, and some community resources. For more information, call 303-636-3300 (TTY 711), Monday through Friday, 8 a.m. to 4:30 p.m.

Access to Services for the Deaf, Hard of Hearing, or Speech Impaired

TTY numbers serve those with 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 guide, please use your TTY equipment to call 711 and provide the number you want to reach. Kaiser Permanente also provides interpretation services in accordance with 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 various medical offices have certain levels of second language proficiency; visit kp.org to see their individual language proficiencies. 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 44.

Learn more about your health care coverage

Review your Evidence of Coverage or Membership Agreement, or contact Member Services at:

**DB**

Denver/Boulder
303-338-3800

**M**

Mountain Colorado
1-844-837-6884

**N**

Northern Colorado
1-844-201-5824

**S**

Southern Colorado
1-888-681-7878

TTY 711

You can also view these documents online at kp.org/eoc.
CARE WHEN YOU’RE AWAY FROM HOME

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

Planning for Your Travel

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

International Travel Clinic

Our International Travel Clinic provides consultations to members traveling abroad to 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 two months before your trip to allow time to schedule any vaccines you may need:

Denver Boulder: 303-283-2650 (TTY 711)
Mountain/Northern/Southern Colorado: 1-800-888-8540 (TTY 711)

Visiting Member Program

You can receive a variety of covered health services when visiting any other Kaiser Permanente 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 parts of California, the District of Columbia, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington. If you anticipate traveling to any of these areas, ask Member Services for a brochure that details your visiting member coverage. Visit kp.org/formsandpubs for more information.

Out-of-Area Benefit

A limited Out-of-Area Benefit is available to enrolled dependents, including spouses, partners, and children up to the age of 26, receiving care outside any Kaiser Permanente service area and outside any Kaiser Permanente Colorado service area. This coverage is in addition to the urgent and emergency care that enrolled dependents have access to. For more information on Out-of-Area Benefit, contact Member Services, visit kp.org/formsandpubs, or refer to your Evidence of Coverage or Membership Agreement.
YOUR PARTNER IN HEALTH
We’re with you. Wherever you are.

Getting the care you need is about more than visiting a doctor near where you live, work, and play. Sometimes it’s about getting highly specialized, life-saving care – whether it’s down the street or miles away.

That was the case with Northern Colorado member Wendell Robinson, who, after a lifetime without any serious health conditions, was diagnosed with a rare, genetically inherited liver disease at 68 years old. He was told by his network physician that he would eventually need a liver transplant to live, and when a liver match became available, he would likely need to travel for surgery. That’s when Kaiser Permanente’s transplant department got involved.

“The important role for us is to be a coordinator of the whole process, make sure that the patients are aware of what needs to be done, and make them feel like they’re supported,” said Kaiser Permanente Transplant Coordinator Karla Enge, RN.

Wendell and his physician were in contact with his Kaiser Permanente care coordination team the whole time he was on the transplant waiting list. After being on the list for a year and a half, the Kaiser Permanente transplant team contacted him and said a liver was available in Cleveland. They arranged everything for him and his wife, and he was in a Cleveland operating room within hours.

“We had such good care,” Wendell said. “Everything was done for us by Kaiser Permanente – everything was taken care of. I can’t say enough for what they did to keep me alive.”

For details about your specific Service Area coverage, please review your Evidence of Coverage or Membership Agreement, or contact Member Services.

Want to read more?
Read stories from real Kaiser Permanente members at kp.org/carestories.
<table>
<thead>
<tr>
<th></th>
<th>Medical Offices</th>
<th>Address</th>
<th>City, State, Zip</th>
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<tbody>
<tr>
<td>1</td>
<td>Arapahoe Medical Offices</td>
<td>5555 E. Arapahoe Road</td>
<td>Centennial, CO 80122</td>
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<tr>
<td>2</td>
<td>Aurora Centrepoint Medical Offices</td>
<td>14701 E. Exposition Ave.</td>
<td>Aurora, CO 80012</td>
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<tr>
<td>3</td>
<td>Baseline Medical Offices</td>
<td>580 Mohawk Drive</td>
<td>Boulder, CO 80303</td>
</tr>
<tr>
<td>4</td>
<td>Brighton Medical Offices</td>
<td>859 S. 4th Ave.</td>
<td>Brighton, CO 80601</td>
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<tr>
<td>5</td>
<td>Castle Rock Medical Offices</td>
<td>4318 Trail Boss Drive</td>
<td>Castle Rock, CO 80104</td>
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<tr>
<td>6</td>
<td>East Denver Medical Offices</td>
<td>10400 E. Alameda Ave.</td>
<td>Denver, CO 80247</td>
</tr>
<tr>
<td>7</td>
<td>Englewood Medical Offices</td>
<td>2955 S. Broadway</td>
<td>Englewood, CO 80113</td>
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<tr>
<td>8</td>
<td>Evergreen Medical Offices</td>
<td>2942 Evergreen Parkway</td>
<td>Evergreen, CO 80439</td>
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<tr>
<td>9</td>
<td>Franklin Medical Offices</td>
<td>2045 Franklin St.</td>
<td>Denver, CO 80205</td>
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<tr>
<td>10</td>
<td>Hidden Lake Medical Offices</td>
<td>7701 Sheridan Blvd.</td>
<td>Westminster, CO 8003</td>
</tr>
<tr>
<td>11</td>
<td>Highlands Ranch Medical Offices</td>
<td>9285 Hepburn St.</td>
<td>Highlands Ranch, CO 80129</td>
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<tr>
<td>12</td>
<td>Ken Caryl Medical Offices</td>
<td>7600 Shaffer Parkway</td>
<td>Littleton, CO 80127</td>
</tr>
<tr>
<td>13</td>
<td>Lakewood Medical Offices</td>
<td>8383 W. Alameda Ave.</td>
<td>Lakewood, CO 80226</td>
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<tr>
<td>14</td>
<td>Lone Tree Medical Offices</td>
<td>10240 Park Meadows Drive</td>
<td>Lone Tree, CO 80124</td>
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<tr>
<td>15</td>
<td>Longmont Medical Offices</td>
<td>2345 Bent Way</td>
<td>Longmont, CO 80503</td>
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<tr>
<td>16</td>
<td>Midtown Medical Office Building</td>
<td>1960 N. Ogden St.</td>
<td>Denver, CO 80218</td>
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<td>17</td>
<td>Parker Medical Offices</td>
<td>10168 Parkglenn Way</td>
<td>Parker, CO 80138</td>
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<td>18</td>
<td>Rock Creek Medical Offices</td>
<td>280 Exempla Circle</td>
<td>Lafayette, CO 80026</td>
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<tr>
<td>19</td>
<td>Skyline Medical Offices</td>
<td>1375 E. 20th Ave.</td>
<td>Denver, CO 80205</td>
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<tr>
<td>20</td>
<td>Smoky Hill Medical Offices</td>
<td>16290 E. Quincy Ave.</td>
<td>Aurora, CO 80015</td>
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<td>21</td>
<td>Southwest Medical Offices</td>
<td>5257 S. Wadsworth Blvd.</td>
<td>Littleton, CO 80123</td>
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<td>22</td>
<td>Westminster Medical Offices</td>
<td>11245 Huron St.</td>
<td>Westminster, CO 80234</td>
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<td>23</td>
<td>Wheat Ridge Medical Offices</td>
<td>4803 Ward Road</td>
<td>Wheat Ridge, CO 80033</td>
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Urgent Care is available at these Denver/Boulder medical offices

Hours and locations for urgent care are subject to change. Call 303-338-4545 (TTY 711) at the time of need to confirm current hours and locations.

<table>
<thead>
<tr>
<th></th>
<th>Aurora Centrepoint Medical Offices</th>
<th>Mon.-Fri., noon-8 p.m.</th>
<th>Sat.-Sun., 8 a.m.-6 p.m.</th>
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<td>6</td>
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<td>Englewood Medical Offices</td>
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<td>Sat.-Sun., 8 a.m.-6 p.m.</td>
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<td>Evergreen Medical Offices</td>
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<td>Sat.-Sun., 8 a.m.-6 p.m.</td>
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<td>Franklin Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
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<td>Hidden Lake Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
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<td>Highlands Ranch Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
<td>Sat.-Sun., 8 a.m.-6 p.m.</td>
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<td>12</td>
<td>Ken Caryl Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
<td>Sat.-Sun., 8 a.m.-6 p.m.</td>
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<td>13</td>
<td>Lakewood Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
<td>Sat.-Sun., 8 a.m.-6 p.m.</td>
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<td>14</td>
<td>Lone Tree Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
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<tr>
<td>22</td>
<td>Westminster Medical Offices</td>
<td>Mon.-Fri., noon-8 p.m.</td>
<td>Sat.-Sun., 8 a.m.-6 p.m.</td>
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</tbody>
</table>

kp.org
Pediatric Urgent Care

U1 Children’s Hospital Colorado North Campus, Broomfield Urgent and Outpatient Specialty Care 469 W. Highway 7 Broomfield, CO 80023 720-777-1340

U2 Children’s Hospital Colorado Urgent and Outpatient Specialty Care, Uptown Denver 1830 Franklin St. Denver, CO 80218 720-777-1360

U3 Children’s Hospital Colorado Urgent and Outpatient Specialty Care, Wheat Ridge 3455 Lutheran Parkway, Suite 230 Wheat Ridge, CO 80033 720-777-1370

Emergency Care

If you have an emergency medical condition, call 911 or go to the nearest hospital. Or, if time and safety permit, you can go to the Emergency Department at one of the following hospitals:

E1 Children’s Hospital Colorado Main Campus 13123 E. 16th Ave. Aurora, CO 80045

E2 Children’s Hospital Colorado Urgent and Outpatient Specialty Care, Uptown Denver 1830 Franklin St. Denver, CO 80218

E3 Good Samaritan Medical Center 200 Exempla Circle Lafayette, CO 80026

E4 Rocky Mountain Hospital for Children 2001 N. High St. Denver, CO 80218

E5 Saint Joseph Hospital 1375 E. 19th Ave. Denver, CO 80218

E6 Children’s Hospital Colorado at Parker Adventist Hospital Emergency Care 9395 Crown Crest Blvd. Parker, CO 80138

E7 HealthONE Sky Ridge Medical Center 10101 Ridgegate Parkway Lone Tree, CO 80124

E8 HealthONE Swedish Medical Center 501 E. Hampden Ave. Englewood, CO 80110

E9 SCL Health Emergency Center 23770 E. Smoky Hill Road, Suite 100 Aurora, CO 80016

Behavioral Health Offices

To schedule an appointment, call our Behavioral Health Access Center at 303-471-7700 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m.

B1 Baseline Behavioral Health 580 Mohawk Drive Boulder, CO 80303 Services: Behavioral health

B2 Hidden Lake Behavioral Health 7701 Sheridan Blvd. Westminster, CO 80003 Services: Chemical dependency, clinical pharmacy specialists, eating disorders, behavioral health

B3 Highline Behavioral Health 10350 E. Dakota Ave. Denver, CO 80247 Entrance located on east side of building. Services: Chemical dependency, clinical pharmacy specialists, eating disorders, behavioral health

B4 Ridgeline Behavioral Health Center 9139 S. Ridgeline Blvd. Highlands Ranch, CO 80129 Services: Chemical dependency, clinical pharmacy specialists, behavioral health

B5 Skyline Medical Offices 1375 E. 20th Ave. Denver, CO 80205 Services: Chemical dependency
Medical Office and Specialty Department Directory

1  Arapahoe Medical Offices
5555 E. Arapahoe Road
Centennial, CO 80122

Specialty departments and other services
Dermatology 303-338-3376
Hearing Services 303-338-3215
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Optical Dispensing 303-850-2128
Optometry 303-338-4545
Pharmacy 303-861-3105
Physical Therapy 303-861-3015
Weight Management 303-861-3400

2  Aurora Centrepoint Medical Offices
14701 E. Exposition Ave.
Aurora, CO 80012

Specialty departments and other services
Hearing Services 303-338-3215
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Optical Dispensing 303-614-7390
Optometry 303-338-4545
Pharmacy 303-614-7300
Physical Therapy 303-861-3105

3  Baseline Medical Offices
580 Mohawk Drive
Boulder, CO 80303

Specialty departments and other services
Behavioral Health 303-471-7700
Complementary Medicine 1-844-800-0788
Gyn-Oncology 303-338-4545
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Optical Dispensing 303-554-5080
Optometry 303-861-3595
Pharmacy 303-554-5020
Physical Therapy 303-861-3105
Weight Management 303-861-3400

4  Brighton Medical Offices
859 S. 4th Ave.
Brighton, CO 80601

Specialty departments and other services
Medical Imaging 303-338-3456
Pharmacy 303-835-5860

5  Castle Rock Medical Offices
4318 Trail Boss Drive
Castle Rock, CO 80104

Specialty departments and other services
Dermatology 303-338-3376
Medical Imaging 303-338-3456
Pharmacy 303-814-4160

6  East Denver Medical Offices
10400 E. Alameda Ave.
Denver, CO 80247

Specialty departments and other services
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Obstetrics-Gynecology 303-338-4545
Optical Dispensing 303-360-1271
Optometry 303-338-4545
Pediatrics 303-338-4545
Pharmacy 303-360-1280

7  Englewood Medical Offices
2955 S. Broadway
Englewood, CO 80113

Specialty departments and other services
Clinical Pharmacy Research - IHR 303-788-1064
Hematology, Oncology & Infusion Services 720-536-7200
Medical Imaging 303-338-3456
Nephrology 303-788-1288
Pharmacy 303-788-1299
Speech Therapy – Adult 720-536-7323
Speech Therapy – Pediatric 303-788-1115
### Denver/Boulder Service Area

#### 8 Evergreen Medical Offices
2942 Evergreen Parkway
Evergreen, CO 80439

<table>
<thead>
<tr>
<th>Specialty departments and other services</th>
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<td>Medical Imaging</td>
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<td>Nutrition Services</td>
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<td>Pharmacy</td>
<td>720-942-3100</td>
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<td>Weight Management</td>
<td>303-861-3400</td>
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#### 9 Franklin Medical Offices
2045 Franklin St.
Denver, CO 80205

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<thead>
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<th>Specialty departments and other services</th>
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<tr>
<td>Advanced Wound Care</td>
<td>303-764-4447</td>
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<tr>
<td>Ambulatory Surgery</td>
<td>303-764-4442</td>
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<tr>
<td>Audiology/Head and Neck Surgery</td>
<td>303-861-3404</td>
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<tr>
<td>Cardiovascular Services</td>
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<tr>
<td>Cardiac Rehab</td>
<td>303-861-3441</td>
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<td>Cardiology</td>
<td>303-861-3402</td>
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<td>Heart Failure</td>
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<td>Holter Test</td>
<td>303-861-3402</td>
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<tr>
<td>Treadmill</td>
<td>303-764-5636</td>
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<td>Complementary Medicine</td>
<td>1-844-800-0788</td>
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<tr>
<td>Dermatology</td>
<td>303-338-3376</td>
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<tr>
<td>Gastroenterology</td>
<td>303-649-5300</td>
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<tr>
<td>General Surgery</td>
<td>303-861-3610</td>
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<td>Genetics</td>
<td>303-764-4520</td>
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<td>Gyn-Oncology</td>
<td>303-764-5530</td>
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<td>Hearing Services</td>
<td>303-338-3215</td>
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<tr>
<td>Hematology, Oncology &amp; Infusion Services</td>
<td>303-861-3302</td>
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<td>Interventional Radiology</td>
<td>303-861-3550</td>
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<tr>
<td>Maternal Fetal Medicine</td>
<td>303-764-8570</td>
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<td>Medical Imaging</td>
<td>303-338-3456</td>
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<td>Medical Imaging File Room</td>
<td>303-764-4391</td>
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<td>Metabolic Surgical</td>
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<td>Weight Management</td>
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<td>Neurosurgery &amp; Spine Clinic</td>
<td>303-861-3303</td>
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<tr>
<td>Obstetrics-Gynecology</td>
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#### 10 Hidden Lake Medical Offices
7701 Sheridan Blvd.
Westminster, CO 80003

<table>
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<td>Medical Imaging</td>
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<td>Nutrition Services</td>
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<td>303-657-6700</td>
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<td>Weight Management</td>
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#### 11 Highlands Ranch Medical Offices
9285 Hepburn St.
Highlands Ranch, CO 80129

<table>
<thead>
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<td>Complementary Medicine</td>
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<td>Optical Dispensing</td>
<td>720-348-4750</td>
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<td>Optometry</td>
<td>303-338-4545</td>
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<td>Pharmacy</td>
<td>720-348-4600</td>
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<td>Weight Management</td>
<td>303-861-3400</td>
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## Medical Office and Specialty Department Directory

### 12 Ken Caryl Medical Offices
7600 Shaffer Parkway  
Littleton, CO 80127

Specialty departments and other services  
Medical Imaging ........................................... 303-338-3456  
Nutrition Services ........................................ 303-338-4545  
Pharmacy .................................................... 720-922-5050  
Weight Management ...................................... 303-861-3400

### 13 Lakewood Medical Offices
8383 W. Alameda Ave.  
Lakewood, CO 80226

Specialty departments and other services  
Allergy ...................................................... 303-239-7342  
Complementary Medicine ............................... 1-844-800-0788  
Medical Imaging ........................................... 303-338-3456  
Optical Dispensing ........................................ 303-239-7290  
Optometry .................................................... 303-338-4545  
Pharmacy .................................................... 303-239-7400  
Physical/Occupational Therapy* ....................... 303-861-3105  
Weight Management ...................................... 303-861-3400

### 14 Lone Tree Medical Offices
10240 Park Meadows Drive  
Lone Tree, CO 80124

Specialty departments and other services  
Advanced Wound Care .................................... 303-764-4447  
Allergy ...................................................... 303-239-7342  
Audiology/Head and Neck Surgery ....................... 303-861-3404  
Cardiology .................................................. 303-861-3402  
Gastroenterology ......................................... 303-649-5300  
General Surgery .......................................... 303-861-3610  
Hearing Services ........................................... 303-338-3215  
Hematology, Oncology & Infusion Services .............. 303-649-5460  
Medical Imaging ........................................... 303-338-3456  
Neurology .................................................. 303-861-3380  
Neurosurgery & Spine Clinic ............................. 303-861-3303  
Obstetrics-Gynecology .................................... 303-338-4545  
Ophthalmology ............................................. 303-861-3595  
Optical Dispensing ........................................ 303-649-5496

Optometry .................................................... 303-338-4545  
Orthopedics ................................................ 303-861-3408  
PEEC (Patient Evaluation & Education Center) ....... 303-649-5730  
Pharmacy .................................................... 303-649-5550  
Physical Therapy .......................................... 303-861-3105  
Rheumatology .............................................. 303-764-4480  
Supportive Care Services ............................... 303-649-5989  
Urology ...................................................... 303-861-3406

### 15 Longmont Medical Offices
2345 Bent Way  
Longmont, CO 80503

Specialty departments and other services  
Medical Imaging ........................................... 303-338-3456  
Nutrition Services ........................................ 303-338-4545  
Pharmacy .................................................... 303-678-3300  
Weight Management ...................................... 303-861-3400

### 16 Midtown Medical Office Building
1960 N. Ogden St.  
Denver, CO 80218

Specialty departments and other services  
Complementary Medicine ............................... 1-844-800-0788  
Maternal Fetal Medicine ................................... 303-764-8570  
Prenatal Genetic Counseling ............................. 303-764-8568

### 17 Parker Medical Offices
10168 Parkglenn Way  
Parker, CO 80138

Specialty departments and other services  
Behavioral Health .......................................... 303-471-7700  
Laboratory .................................................. 720-842-5820  
Medical Imaging .......................................... 720-842-5827  
Pharmacy .................................................... 720-842-5810

*The physical and occupational therapy department is located at 8015 W. Alameda, Level B, Suite #60, Lakewood, CO 80226*
18 Rock Creek Medical Offices  
280 Exempla Circle  
Lafayette, CO 80026

<table>
<thead>
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<td>Audiology/Head and Neck Surgery</td>
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<td>Cardiac Rehab</td>
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<td>Cardiology</td>
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<td>Dermatology</td>
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<td>General Surgery</td>
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<td>Hearing Services</td>
<td>303-338-3215</td>
</tr>
<tr>
<td>Hematology, Oncology &amp; Infusion Services</td>
<td>720-536-7200</td>
</tr>
<tr>
<td>Laboratory</td>
<td>720-536-6400</td>
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<tr>
<td>Medical Imaging</td>
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</tr>
<tr>
<td>Neurology</td>
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</tr>
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<td>Neurosurgery &amp; Spine Clinic</td>
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<td>Nutrition Services</td>
<td>303-338-4545</td>
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<td>Obstetrics-Gynecology</td>
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<td>Ophthalmology</td>
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<td>Optometry</td>
<td>303-338-4545</td>
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<tr>
<td>Orthopedics</td>
<td>303-861-3408</td>
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<tr>
<td>Pathology</td>
<td>720-536-6785</td>
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<td>PEEC (Patient Evaluation &amp; Education Center)</td>
<td>720-536-6625</td>
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<tr>
<td>Pharmacy</td>
<td>720-536-7888</td>
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<td>Physical Therapy</td>
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<td>303-764-4480</td>
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<td>Sleep Medicine</td>
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<td>Supportive Care Services</td>
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<td>Urology</td>
<td>303-861-3406</td>
</tr>
<tr>
<td>Weight Management</td>
<td>303-861-3400</td>
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19 Skyline Medical Offices  
1375 E. 20th Ave.  
Denver, CO 80205

<table>
<thead>
<tr>
<th>Specialty departments and other services</th>
<th>Phone</th>
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<tr>
<td>Chemical Dependency</td>
<td>303-471-7700</td>
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<tr>
<td>Endocrinology</td>
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<tr>
<td>Infectious Disease</td>
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</tr>
<tr>
<td>Laboratory</td>
<td>303-764-4484</td>
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<tr>
<td>Medical Imaging</td>
<td>303-338-3456</td>
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<td>Neurology</td>
<td>303-861-3380</td>
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<tr>
<td>Nutrition Services</td>
<td>303-338-4545</td>
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<tr>
<td>Pediatrics</td>
<td>303-764-4885</td>
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<td>Physical Therapy</td>
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<td>303-861-3337</td>
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<tr>
<td>Rehabilitation Medicine</td>
<td>303-861-3080</td>
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<tr>
<td>Sleep Medicine</td>
<td>303-861-3382</td>
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20 Smoky Hill Medical Offices  
16290 E. Quincy Ave.  
Aurora, CO 80015

<table>
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<tr>
<th>Specialty departments and other services</th>
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<tbody>
<tr>
<td>Complementary Medicine</td>
<td>1-844-800-0788</td>
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<tr>
<td>Medical Imaging</td>
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<td>Nutrition Services</td>
<td>303-338-4545</td>
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<td>Pharmacy</td>
<td>303-699-3820</td>
</tr>
<tr>
<td>Weight Management</td>
<td>303-861-3400</td>
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</table>
Medical Office and Specialty Department Directory

21 Southwest Medical Offices
5257 S. Wadsworth Blvd.
Littleton, CO 80123

Specialty departments and other services
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Obstetrics-Gynecology 303-338-4545
Pharmacy 303-972-5010
Weight Management 303-861-3400

22 Westminster Medical Offices
11245 Huron St.
Westminster, CO 80234

Specialty departments and other services
Complementary Medicine 1-844-800-0788
Gyn-Oncology 303-338-4545
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Obstetrics-Gynecology 303-338-4545
Optical Dispensing 303-457-6570
Optometry 303-861-3595
Pediatric Speech Pathology 303-788-1115
Pharmacy 303-457-6200
Weight Management 303-861-3400

23 Wheat Ridge Medical Offices
4803 Ward Road
Wheat Ridge, CO 80033

Specialty departments and other services
Hearing Services 303-338-3215
Medical Imaging 303-338-3456
Nutrition Services 303-338-4545
Obstetrics-Gynecology 303-338-4545
Optical Dispensing 303-421-5078
Optometry 303-338-4545
Pharmacy 303-421-5050
Physical Therapy 303-861-3105
Weight Management 303-861-3400

Check before you go

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

Denver/Boulder
303-338-4545 (TTY 711)

Mountain/Northern/Southern Colorado
1-800-218-1059 (TTY 711)
**Mountain Colorado Service Area**

![Map of Mountain Colorado Service Area](image)

### Medical Offices

**1 Edwards Medical Offices**
56 Edwards Village Blvd., Suite 206
Edwards, CO 81632
Located in Edwards Corner Building

**Specialty departments and other services**
- Allergy: 1-800-218-1059
- Dermatology: 1-800-218-1059
- Endocrinology: 1-800-218-1059
- Family Medicine: 1-800-218-1059
- General Surgery: 1-800-218-1059
- Hematology, Oncology & Infusion Services: 1-800-218-1059
- Infectious Disease: 1-800-218-1059
- Internal Medicine: 1-800-218-1059
- Medical Imaging: 1-800-218-1059
- Nephrology: 1-800-218-1059
- Neurology: 1-800-218-1059
- Ophthalmology: 1-800-218-1059
- Optometry: 1-800-218-1059
- Orthopedics: 1-800-218-1059
- Plastic Surgery: 1-800-218-1059
- Primary Care: 1-800-218-1059
- Pulmonology: 1-800-218-1059
- Rehabilitation Medicine: 1-800-218-1059
- Rheumatology: 1-800-218-1059
- Supportive Care Services: 1-800-218-1059

**2 Frisco Medical Offices**
226 Lusher Court, Suite 104
Frisco, CO 80443
Located at Basecamp Retail Center

**Specialty departments and other services**
- Allergy: 1-800-218-1059
- Cardiology: 1-800-218-1059
- Dermatology: 1-800-218-1059
- Endocrinology: 1-800-218-1059
- Family Medicine: 1-800-218-1059
- Gastroenterology: 1-800-218-1059
- General Surgery: 1-800-218-1059
- Hematology, Oncology & Infusion Services: 1-800-218-1059
- Infectious Disease: 1-800-218-1059
- Internal Medicine: 1-800-218-1059
- Medical Imaging: 1-800-218-1059
- Nephrology: 1-800-218-1059
- Neurology: 1-800-218-1059
- Obstetrics-Gynecology: 1-800-218-1059
- Orthopedics: 1-800-218-1059
- Pediatrics: 1-800-218-1059
- Plastic Surgery: 1-800-218-1059
- Primary Care: 1-800-218-1059
- Pulmonology: 1-800-218-1059
- Supportive Care Services: 1-800-218-1059

*Specialty services are subject to change. Some services and specialties are available through Kaiser Permanente medical offices in Denver/Boulder or through network providers.*
Extended Hours Care

To help us better serve you, please call ahead to make an appointment.

X1 Colorado Mountain Medical
377 Sylvan Lake Road, Suite 210
Eagle, CO 81631
970-926-6340

X2 Colorado Mountain Medical
50 Buck Creek Lane, Suite 200
Avon, CO 81620
970-926-6340

X3 Colorado Mountain Medical
Located in the US Bank Building
108 S. Frontage Road W., Suite 101
Vail, CO 81657
970-926-6340

Urgent Care

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

U1 Edwards Medical Offices
56 Edwards Village Blvd., Suite 206
Edwards, CO 81632
Located in Edwards Corner Building
970-207-7171 / 1-800-218-1059

U2 Frisco Medical Offices
226 Lusher Court, Suite 104
Frisco, CO 80443
Located at Basecamp Retail Center
970-207-7171 / 1-800-218-1059

Emergency Care

If you have an emergency medical condition, call 911 or go to the nearest hospital. Or, if time and safety permit, you can go to the Emergency Department at one of the following hospitals:

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

E2 Vail Health
180 S. Frontage Road West
Vail, CO 81657
970-476-2451

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

Medical office and pharmacy hours

Visit kp.org/locations for hours of each medical office.
Northern Colorado Service Area

- **Medical Offices**

1. **Fort Collins Medical Offices**  
   2950 E. Harmony Road, Suite 190  
   Fort Collins, CO 80528  
   Specialty departments and other services  
   - Behavioral Health: 1-866-359-8299  
   - Dermatology: 970-613-2450  
   - Laboratory: 970-207-7171  
   - Medical Imaging: 970-207-7171  
   - Nutrition Services: 970-207-7171  
   - Pharmacy: 970-207-7133  
   - Primary Care: 970-207-7171

2. **Greeley Medical Offices**  
   2429 35th Ave.  
   Greeley, CO 80634  
   Specialty departments and other services  
   - Behavioral Health: 1-866-359-8299  
   - Complementary Medicine: 1-844-800-0788  
   - Laboratory: 970-207-7171  
   - Medical Imaging: 970-207-7171  
   - Nutrition Services: 970-207-7171  
   - Pharmacy: 970-207-7133  
   - Primary Care: 970-207-7171  
   - Rheumatology: 970-613-2450  
   - Sleep Medicine: 970-613-2450

3. **Loveland Medical Offices**  
   4901 Thompson Parkway  
   Loveland, CO 80534-6426  
   Specialty departments and other services  
   - Behavioral Health: 1-866-359-8299  
   - Complementary Medicine: 1-844-800-0788  
   - Dermatology: 970-613-2450  
   - Endocrinology: 970-613-2450  
   - Laboratory: 970-207-7171  
   - Medical Imaging: 970-207-7171  
   - Nutrition Services: 970-207-7171  
   - Pharmacy: 970-613-2330  
   - Primary Care: 970-207-7171  
   - Rheumatology: 970-613-2450

4. **Spring Creek Medical Offices**  
   1136 E. Stuart St., #200  
   Building 3, 2nd Floor  
   Fort Collins, CO 80525  
   Specialty departments and other services  
   - Laboratory: 970-207-7171  
   - Pharmacy: 970-419-3720  
   - Primary Care: 970-207-7171
Extended Hours Care

Kaiser Permanente also offers extended hours care at the facilities listed below. For us to better serve you, please call and make an appointment ahead of time.

X1 Fort Collins Medical Offices
2950 E. Harmony Road, Suite 190
Fort Collins, CO 80528
970-207-7171
Mon.-Fri., 5:30–7:30 p.m.

X2 Greeley Medical Offices
2429 35th Ave.
Greeley, CO 80634
970-207-7171
Mon.-Fri., 5:30–7:30 p.m.

X3 Banner Health Clinic – Berthoud
401 10th St.
Berthoud, CO 80513
970-532-3910

X4 Banner Health Clinic – Family Practice
702A W. Drake Road, #A
Fort Collins, CO 80526
970-821-4600

X5 Banner Health Clinic – Family Practice
222 Johnstown Center Drive
Johnstown, CO 80534
970-587-4974

X6 Banner Health Clinic – Family Practice
1230 14th St. S.W.
Loveland, CO 80537
970-820-3999

X7 Banner Health Clinic – Loveland
2701 Madison Square Drive
Loveland, CO 80537
970-820-3999

X8 Banner Health Clinic – Windsor
1300 Main St.
Windsor, CO 80550
970-686-5646

Urgent Care

U1 Banner Health Clinic – Skyline Urgent Care
2555 E. 13th St., Suite 110
Loveland, CO 80537
970-820-4264

U2 Banner Health Clinic – Summit View Urgent Care
2001 70th Ave., Suite 110
Greeley, CO 80634
970-810-4155

U3 HealthCare Clinic of Fort Collins
1721 W. Harmony Road, #102
Fort Collins, CO 80526
970-223-1999

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:

E1 Estes Park Medical Center
555 Prospect Ave.
Estes Park, CO 80517
970-586-2317

E2 Banner McKee Medical Center
2000 Boise Ave.
Loveland, CO 80538
970-820-4640

E3 Banner North Colorado Emergency Care
2000 70th Ave.
Greeley, CO 80634
970-810-2636

E4 Banner North Colorado Medical Center
1801 16th St.
Greeley, CO 80631
970-810-4121

E5 Banner Fort Collins Medical Center
4700 Lady Moon Drive
Fort Collins, CO 80538
970-821-4000
Medical Offices

1  Briargate Medical Offices
   4105 Briargate Parkway, Suite 125
   Colorado Springs, CO 80920

   Specialty departments and other services
   Allergy ........................................ 719-282-2540
   Complementary Medicine ............... 1-844-800-0788
   Dermatology ................................ 719-282-2540
   Hearing Services ........................... 719-282-2420
   Laboratory .................................. 719-282-2533
   Nutrition Services ......................... 719-282-2488
   Optometry ................................... 719-282-2450
   Pharmacy ................................... 719-282-2533
   Plastic Surgery .............................. 719-282-2466
   Primary Care ................................ 719-282-2533
   Supportive Care Services ............... 719-327-6521

2  Parkside Medical Offices
   215 Parkside Drive
   Colorado Springs, CO 80910

   Specialty departments and other services
   Cardiology ................................... 719-327-6610
   Endocrinology ............................... 719-327-6552
   Laboratory .................................. 719-327-6540
   Medical Imaging ............................. 719-327-6540
   Pharmacy ................................... 719-327-6565
   Primary Care ................................ 719-327-6540
   Sleep Medicine ............................. 719-282-2580
   Supportive Care Services ............... 719-282-2482

3  Pueblo North Medical Offices
   3670 Parker Blvd., Suite 200
   Pueblo, CO 81008

   Specialty departments and other services
   Complementary Medicine ............... 1-844-800-0788
   Hearing Services ........................... 719-282-2413
   Laboratory .................................. 719-595-5755
   Medical Imaging ............................. 719-595-5755
   Pharmacy ................................... 719-595-5367
   Primary Care ................................ 719-595-5755
   Sleep Medicine ............................. 719-595-5350
   Supportive Care Services ............... 719-595-5322

*In network for members with KP Select plans.

Extended Hours Care

Kaiser Permanente also offers extended hours and contracts with the facilities listed below. For us to better serve you, please call and make an appointment ahead of time.

Colorado Springs

   X1 DaVita Medical Group*
   1633 Medical Center Point
   Colorado Springs, CO 80907
   719-636-2999

   X2 DaVita Medical Group*
   600 S. 21st St.
   Colorado Springs, CO 80903
   719-635-5900

   X3 North Springs Family Medicine & Urgent Care*
   8540 Scarborough Drive, Suite 100
   Colorado Springs, CO 80920
   719-955-4200

Monument

   X4 DaVita Medical Group*
   15909 Jackson Creek Parkway
   Monument, CO 80132
   719-488-9933

Medical office and pharmacy hours

Visit kp.org/locations for hours of each medical office.
Southern Colorado Service Area

**Urgent Care**

**Cañon City**

U1  Centura Health Urgent Care Cañon City  
3245 E. U.S. Highway 50, Suite E  
Cañon City, CO 81212  
719-285-2888  

**Colorado Springs**

U2  Alliance Urgent Care*  
9320 Grand Cordera Parkway, Suite 100  
Colorado Springs, CO 80924  
719-282-6337  

U3  Centura Health Urgent Care Broadmoor  
1263 Lake Plaza Drive, Suite 120  
Colorado Springs, CO 80906  
719-776-3330  

U4  Concentra Urgent Care  
2322 S. Academy Blvd.  
Colorado Springs, CO 80916  
719-390-1727  

U5  Concentra Urgent Care  
5320 Mark Dabling Blvd.  
Building 7, Suite 100  
Colorado Springs, CO 80918  
719-592-1584  

U6  Emergicare Medical Clinics*  
3002 S. Academy Blvd.  
Colorado Springs, CO 80916  
719-390-7017  

U7  Emergicare Medical Clinics*  
4083 Austin Bluffs Parkway  
Colorado Springs, CO 80918  
719-594-0046  

U8  Emergicare Medical Clinics*  
402 W. Bijou St.  
Colorado Springs, CO 80905  
719-302-6942  

U9  UCH Health Urgent Care*  
4323 Integrity Center Point  
Colorado Springs, CO 80917  
719-591-2558  

U10  Penrose Community Urgent Care  
3027 N. Circle Drive  
Colorado Springs, CO 80909  
719-776-3216  

U11  Premier Urgent Care*  
8115 Voyager Parkway  
Colorado Springs, CO 80920  
719-203-3300  

Falcon

U12  Falcon Urgent Care*  
7475 McLaughlin Road  
Falcon, CO 80831  
719-495-9994  

U13  UCH Health Urgent Care*  
11605 Meridian Market View  
Falcon, CO 80831  
719-364-9560  

Monument

U14  Centura Health Urgent Care - Tri Lakes  
17230 Jackson Creek Parkway, Suite 120  
Monument, CO 80132  
719-571-7070  

Pueblo

U15  Emergicare Medical Clinics*  
4117 N. Elizabeth St.  
Pueblo, CO 81008  
719-545-0788  

Woodland Park

U16  Penrose Mountain Urgent Care  
41 State Highway 67  
Woodland Park, CO 80863  
719-686-0551  

*In network for members with 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 St. Francis Medical Center  
2222 N. Nevada Ave.  
Colorado Springs, CO 80907  
719-776-5000

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

**E6** UCHealth ER*  
3790 E. Woodmen Road  
Colorado Springs, CO 80920  
719-264-5080

**E7** UCHealth ER*  
13510 Meadowgrass Drive  
Colorado Springs, CO 80921  
719-487-2060

**E8** UCHealth ER*  
7890 Fountain Mesa Ridge  
Colorado Springs, CO 80817  
719-390-2680

**E9** UCHealth ER*  
2770 N. Powers Blvd.  
Colorado Springs, CO 80922  
719-638-3000

**E10** UCHealth Grandview Hospital*  
5623 Pulpit Peak View  
Colorado Springs, CO 80918  
719-272-3600

**Pueblo**

**E11** Parkview Medical Center  
400 W. 16th St.  
Pueblo, CO 81003  
719-584-4000

**E12** Parkview Emergency Services at Pueblo West  
899 E. Industrial Blvd.  
Pueblo, CO 81007  
719-288-2100

**E13** St. Mary-Corwin Medical Center  
1008 Minnequa Ave.  
Pueblo, CO 81004  
719-557-4000

**Woodland Park**

**E14** Pikes Peak Regional Hospital*  
16420 U.S. Highway 24  
Woodland Park, CO 80863  
719-687-9999

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*In network for members with KP Select plans.

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**Medical office and pharmacy hours**

Visit [kp.org/locations](http://kp.org/locations) for hours of each medical office.
Notice of Privacy Practices

Our regional Notice of Privacy Practices 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 a 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.

New Technology

Kaiser Permanente evaluates new and emerging medical technologies and existing technologies on an ongoing basis. 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 local new technology committees 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 at kp.org/lifecareplan. 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 (TTY 711) to register.

Additional information about advance directives can be found at the Colorado Department of Public Health and Environment website at 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, contact Member Services.

Principles of Resource Stewardship (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. Staff are identified by name, title, and organization name when initiating calls or returning calls regarding UM issues. 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. For more information about our quality progress, or to request a copy of our Integrated Patient Quality Program Description, call us at 303-344-7293 (TTY 711), Monday through Friday, 7:30 a.m. to 4 p.m.

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 Evidence of Coverage or Membership Agreement 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, contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or you can call Member Services 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 Evidence of Coverage or Membership Agreement. To obtain reimbursement, please send your request for payment, along with all bills and receipts to:

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

You can obtain a claim form online at kp.org. Be sure your Kaiser Permanente health record number is included on any written correspondence to the Claims Department. In complex cases involving questions about travel abroad, third-party liability, or car or motorcycle accidents (for example), we suggest you contact the Claims Department at 1-800-382-4661 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m., to discuss the circumstances and to obtain the forms you’ll need for appropriate reimbursement.

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

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

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

Dispute Resolution
We are committed to promptly resolving your concerns, complaints, and grievances. Any person who believes that she or he has been subjected to discrimination on the basis of a disability may file a complaint or grievance under this procedure. The following sections describe some dispute-resolution options that may be available to you. Please refer to your Evidence of Coverage (EOC) or Membership Agreement, 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-resolution options available. The information below is subject to change when your EOC or Membership Agreement is revised, and the revised EOC or Membership Agreement 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 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 gives 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.

- Know and use member satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, which can help you answer questions and resolve problems. You have the right to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (Evidence of Coverage or Membership Agreement) describes procedures to make formal complaints. We welcome your suggestions and questions.

*You or your guardian, next of kin, or a legally authorized responsible person.
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. 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 Evidence of Coverage or Membership Agreement.
- Identify yourself. You are responsible for your membership card, for using the card only as appropriate, and for ensuring that other people do not use your card. Misuse of membership cards may constitute grounds for termination of membership.
- Keep appointments. You are responsible for promptly canceling any appointment that you do not need or cannot keep.
- Provide accurate and complete information. You are responsible for providing accurate information about your present and past medical conditions, as you understand them. You should report unexpected changes in your condition to your doctor.
- Understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

Follow the treatment plan on which you and your health care professional agree. You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.

- Recognize the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.
- Be considerate of others. You should be considerate of health professionals and other patients. Disruptive, unruly, or abusive conduct may constitute grounds for termination of membership. You should also respect the property of other people and of Kaiser Permanente.
- Fulfill financial obligations. You are responsible for paying on time any money you owe Kaiser Permanente. Nonpayment of amounts owed may constitute grounds for termination of membership. If you are a Child Health Plan Plus (CHP+) member, please refer to your Membership Agreement for your full list of rights and responsibilities.

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.

Look for information specific to your service area throughout this guide.

- Denver/Boulder service area
- Mountain Colorado service area
- Northern Colorado service area
- Southern Colorado service area

*You or your guardian, next of kin, or a legally authorized responsible person.
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 to find out which rules apply to your situation and how payment will be handled.

How to Get Information About Coverage

If you have questions about obtaining coverage or understanding your current coverage, please call Member Services.

Patient-Centered Medical Home at Kaiser Permanente Medical Offices

At Kaiser Permanente, our mission is to provide high-quality, affordable health care to improve the health of our members. We’ve always believed in putting you and your health first. Our approach is to build a stronger, more personal partnership with you – one that provides you with seamless, comprehensive, and proactive care. The Patient-Centered Medical Home is a team-based approach to health care that focuses on providing personalized, comprehensive, and evidence-based medical care to patients using a physician-led team of professionals. We believe that maintaining a continuous healing relationship with the personal physician of your choice is the best way to ensure that you reach maximum health.

Your physician and health care team:

• Help you plan and manage your health care.
• Listen to your concerns and answers your health questions.
• Coordinate your care across multiple settings, including behavioral health.
• Encourage you to play an active part in your own health care.
• Provide education and self-management support.

YOU are the most important member of your team! Our physicians and skilled professionals work together to understand and meet your health care needs. Members of your team may include: board-certified physicians, physician assistants, nurse practitioners, registered nurses, pharmacists, licensed practical nurses, medical assistants, care managers, behavioral health practitioners, registered dietitians, social workers, and community health specialists.

Kaiser Permanente Publications and Announcements

Most of our publications or important documents can be downloaded at kp.org/formsandpubs. Additionally, we’ll keep you up to date on Kaiser Permanente through your member e-newsletter, as well as additional mailings and emails. We encourage you to register on kp.org to receive the monthly e-newsletter. It allows you to get important health plan news and updates, valuable health tips, and information about changes at Kaiser Permanente medical offices or specialty services.

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, with information specific to your area.

Information Subject to Change

The information in the Member Resource Guide is updated annually and is current at time of publication. The availability of physicians, hospitals, providers, and services may change. For a complete and updated list of our physicians and specialists, visit kp.org/locations. If you have questions about the information in this guide, please call Member Services.

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

kp.org
NONDISCRIMINATION NOTICE

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

• Provide no-cost aids and services to people with disabilities to communicate effectively with us, such as:
  • Qualified sign language interpreters
  • Written information in other formats, such as large print, audio, and accessible electronic formats

• Provide no-cost language services to people whose primary language is not English, such as:
  • Qualified interpreters
  • Information written in other languages

If you need these services, call 1-800-632-9700 (TTY 711)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 2500 South Havana, Aurora, CO 80014, or by phone at Member Services: 1-800-632-9700.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov, 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.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-632-9700 (TTY 711).

አማርኛ (Amharic) ዜጆች፣ የማድረጉት የምርጉት ከምርጉት ከሆይ ከምርጉት ከቁጥር ይግባኝ ያላቸው፣ የሆነ ከመፋዳ የተከተለው ቁጥር ከ1-800-632-9700 (TTY 711)

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. (Arabic) اتصل برقم 1-800-632-9700 (TTY 711)

Ɓǎsɔ́ɔ̀ Wù ᭞u (Bassa) Dè ᐁे cè ᐃ dyéďé gbo: ᐁ jù kè m’Bàsɔɔ̀-wùđù-po-nyɔjù nì, nìi, à wùdù kà kò ᐃpo-poobèin mgbo kpàa. Đà 1-800-632-9700 (TTY 711)

中文 (Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務，請致電1-800-632-9700（TTY 711）。

Be informed get care manage your care

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-632-9700 (TTY 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummner: 1-800-632-9700 (TTY 711).

Igbo (Igbo) NRUBAMA: O burụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'ụ na iji ọ. Kpọ 1-800-632-9700 (TTY 711).

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。1-800-632-9700 (TTY 711) まで、お電話にてご連絡ください。

Kpọ 1-800-632-9700 (TTY 711).

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。1-800-632-9700 (TTY 711) まで、お電話にてご連絡ください。

Čeština: Pokud hovoříte češtinou, je k dispozici bezplatná překladatelská služba. Zavolejte na 1-800-632-9700 (TTY 711).

Naabeehó (Navajo) Díí baa akó nínizin: Díí saad bee yániltii’go Diné Bizaad, saad bee áká’ ánida’áwo’dé’go, t’áá jiik’eh, eí ná hól ो, koj j’ hódiilnih 1-800-632-9700 (TTY 711).

이디오어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

Język polski: Jeśli mówите po polsku, udostępnia się bezpłatna pomoc językowa. Zostaną panie 1-800-632-9700 (TTY 711).

Polski: Jeśli mówите po polsku, udostępnia się bezpłatna pomoc językowa. Zostanę panie 1-800-632-9700 (TTY 711).

Plik: 1-800-632-9700 (TTY 711)

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (TTY 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-632-9700 (TTY 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nêu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-632-9700 (TTY 711).

Yoruba (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-800-632-9700 (TTY 711).
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 a percentage of the charges.

Copayment
An amount you may be required to pay as your share of the cost for a medical service or supply. A copayment is usually a set amount, rather than a percentage.

Deductible
The amount you pay for certain covered services before Kaiser Permanente starts paying most of the cost.

Evidence of Coverage or Membership Agreement
These documents explain benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of costs 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.

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.

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.

Out-of-pocket maximum
The maximum amount of deductible, copayments, and coinsurance you must pay in a year for covered services. If you reach your maximum, you won’t have to pay anything for certain covered services for the rest of the year.

Service area
The geographical area defined by ZIP codes within specified counties. Refer to your Evidence of Coverage or Membership Agreement for a list of ZIP codes.

Online tools to manage your health

Health classes
Go to kp.org/classes to see all classes available near you.

Health encyclopedia
In-depth health information, including symptoms and treatment options at kp.org/health.

Health guides
Stay informed on popular health subjects at kp.org/livehealthy.

Drug encyclopedia
Descriptions of thousands of drugs, including possible side effects at kp.org/medications.

Recipes
Get inspired to prepare delicious healthy dishes at kp.org/foodforhealth.
RESOURCES

Visit kp.org to choose a physician, find health resources, chat with a doctor, and so much more. For further assistance, use the phone numbers below.

DB

**Denver/Boulder service area**

- Appointments and Advice
  - 303-338-4545
- Member Services
  - 303-338-3800
- Pharmacy Services
  - 303-338-4503
- Behavioral Health Services
  - 303-471-7700
- Medical Financial Counseling
  - 303-338-3025

N

**Northern Colorado service area**

- Appointments and Advice
  - 1-800-218-1059
- Member Services
  - 1-844-201-5824
- Pharmacy Services
  - 1-866-244-4119
- Behavioral Health Services
  - 1-866-359-8299
- Medical Financial Counseling
  - 1-877-803-1929

M

**Mountain Colorado service area**

- Appointments and Advice
  - 1-800-218-1059
- Member Services
  - 1-844-837-6884
- Pharmacy Services
  - 1-866-244-4119
- Behavioral Health Services
  - 1-866-702-9026 (TTY 1-866-835-2755)
- Medical Financial Counseling
  - 1-877-803-1929

S

**Southern Colorado service area**

- Appointments and Advice
  - 1-800-218-1059
- Member Services
  - 1-888-681-7878
- Pharmacy Services
  - 1-866-244-4119
- Behavioral Health Services
  - 1-866-702-9026 (TTY 1-866-835-2755)
- Medical Financial Counseling
  - 1-877-803-1929

TTY 711 unless noted otherwise

If you like the care you receive at Kaiser Permanente

Let us know by telling us what you think at kp.org/writeareview.
THANK YOU
FOR CHOOSING KAISER PERMANENTE
AS YOUR PARTNER IN HEALTH.

Learn more about your plan and Kaiser Permanente services available to you.

Visit [kp.org](https://kp.org) or call Member Services, Monday through Friday, 8 a.m. to 6 p.m.

- **DB** Denver/Boulder service area
  - 303-338-3800
- **M** Mountain Colorado service area
  - 1-844-837-6884
- **N** Northern Colorado service area
  - 1-844-201-5824
- **S** Southern Colorado service area
  - 1-888-681-7878

TTY 711

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facebook.com/KPCalifornia  
twitter.com/KPCalifornia  
youtube.com/kaiserpermanenteorg