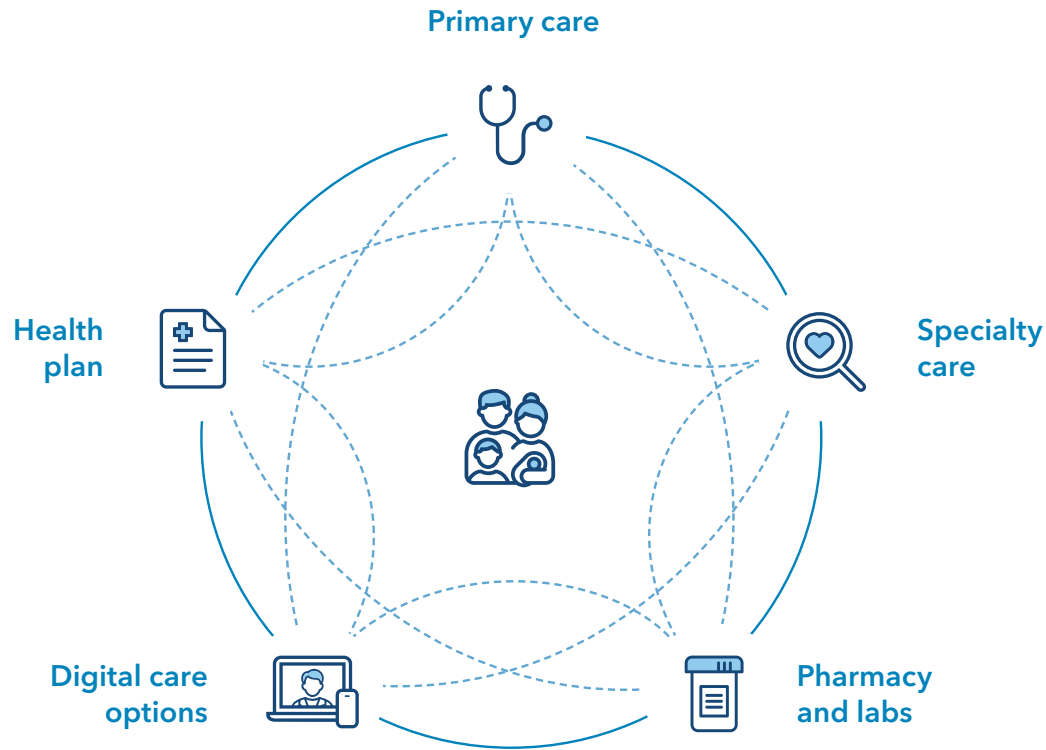


DIFFERENT

for all the right reasons.



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

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



To sign up, contact your employer or call us at **1-888-865-5813 (TTY 711)**. Monday-Friday, 7 a.m.-7 p.m. (closed holidays). Visit my.kp.org/usg to see how we make your care experience better.

WHAT

IF

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

A better experience from the start.....	4
Quality care with you at the center.....	6
Great care, great results.....	8
Convenient ways to get care.....	10
Healthy resources.....	12
A different way to do pharmacy.....	14
Care when and where you need it.....	16



Now that's
DIFFERENT

Because we're one company featuring coverage and care together, you can pretty much say good-bye to filing claims.

A **DIFFERENT** and better experience from the start.

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

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



Choose a doctor who's right for you

Our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs. You're also free to change at any time, for any reason.



Transition your care seamlessly

Easily move prescriptions and find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, get a lab test, and pick up prescriptions – all in one trip.



Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor? Want your prescription refill mailed to your home? After you enroll, register for an online account at kp.org or get our mobile app and find out just how easy DIFFERENT can be.



Want to talk?
We're here to help.

You don't have to choose a health plan alone. A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what extra perks are included. Call **1-888-865-5813** (TTY 711), Monday through Friday, 7 a.m. to 7 p.m.



Now that's
DIFFERENT

Get an idea of what you'll pay before you come in with a personalized cost estimate based on your plan details.

Quality care with you at the center. That's **DIFFERENT.**

As your biggest health advocate, your doctor - not some faceless administrator - should coordinate your care journey. You'll work closely together to make decisions about your health.



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands - and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



Better care with a connected team

We pioneered one of the largest and most comprehensive electronic medical record systems in the world for a reason. So your doctor, nurses, and other specialists are connected to each other, and to you, through your real-time electronic health record - not bits and pieces of disconnected medical data painfully tracked and gathered by...you.



Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to your culture, ethnicity, and lifestyle, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of diverse backgrounds
- Have improved health outcomes among diverse populations for conditions, such as high blood pressure, diabetes, and colon cancer¹



Now that's
DIFFERENT

You and your doctor get the final say on your treatment plan. Not some administrator behind a desk.

DIFFERENT approach. Better results.

Our world-class board-certified doctors have chosen Kaiser Permanente because they know our model works.



Preventive care to keep you healthy

Preventive care is key to how we practice medicine. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends reminders when you're due for your next screening. We'll let you know when to come in, so you're free to focus on living your life.



Specialty care when you need it

We're also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.



Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. 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.



A leader in clinical quality

In 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan.² These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health
- Maternity care



Hear care stories from real Kaiser Permanente members at [kp.org/carestories](https://www.kp.org/carestories).



Now that's
DIFFERENT

Get convenient care and save money with video, phone, and virtual care – at no co-pay!

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

Choose how you get care



Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online.^{3,4} Ask your doctor if video visits are available to you.



Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente clinician.^{3,4}



In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.

Other ways to get care in the moment



E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.



Online

Chat live online with a Kaiser Permanente doctor to get advice, referrals, prescriptions, and more.



24/7 care and advice by phone

Call us for advice when you need it most. We'll help you find out what care is right for you, schedule appointments, and more.



Email

Message your doctor's office anytime with nonurgent health questions.⁴ You'll get a response usually within 2 business days, if not sooner.



App

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{4,5} You can also keep up with your care at [kp.org](https://www.kp.org).



Now that's
DIFFERENT

Most certified wellness classes are free.

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

Get the most out of your membership perks



Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture, massage therapy, and chiropractic care.



Self-care apps

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no cost to adult members. Visit kp.org/selfcareapps.



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Health classes

Sign up for our Healthy Living classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.



 KAISER PERMANENTE
750 TownPark Ln
Kennesaw, GA 30144

John Smith
123 Main Street
Atlanta, GA 30327

Now that's
DIFFERENT

Pharmacy by mail. No extra cost.

A **DIFFERENT** way to do pharmacy.

Our award-winning pharmacy system is the very heart of our 'under one roof' care experience. In most of our 26 medical offices, you can pick up your prescription or consult a Kaiser Permanente pharmacist on your way out the door. No more traffic. No more stops.



Getting started

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



Step 1 - Make the call

Once you get your Kaiser Permanente ID Card, call the dedicated New Member Desk number indicated on the sticker. If you can't find your sticker, no problem. You can always call **404-365-0966**. Either way, we'll help schedule your first office visit with your new Kaiser Permanente doctor. If you need medication to last until then, we can usually help with that, too. After scheduling your doctor visit, we'll also arrange for a pharmacy telephone consult (before you run out of your current medications).



Step 2 - Visit your doctor

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



Step 3 - Fill your prescription

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



Getting Refills

You have three easy options for getting refills:

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

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



Questions

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



KAISER PERMANENTE

Now that's
DIFFERENT

Never pay for parking at a Kaiser Permanente facility.

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

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



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁷ You can also see different doctors at different locations – whatever works best for you.



Finding the right location

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

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.⁸



Getting care anytime, anywhere

Urgent care⁹

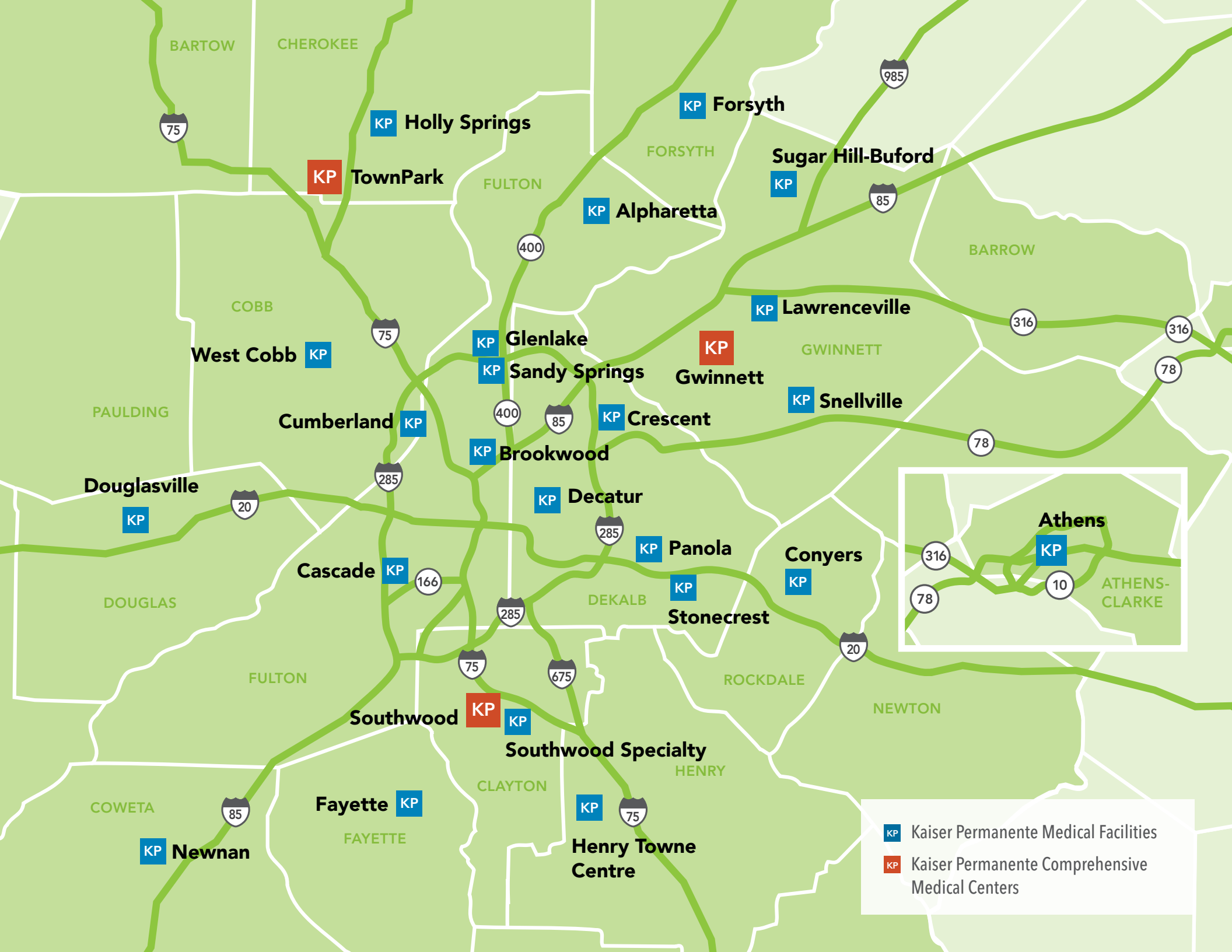
Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.¹⁰

Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.¹¹

Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line¹² at **951-268-3900** or visit kp.org/travel.



BARTOW CHEROKEE

75

KP Holly Springs

KP Forsyth

985

KP TownPark

FULTON

FORSYTH

Sugar Hill-Buford

KP

85

KP Alpharetta

BARROW

COBB

75

West Cobb KP

KP Glenlake

KP Lawrenceville

316

KP Sandy Springs

KP Gwinnett

316

KP Snellville

78

PAULDING

Cumberland KP

400

85

KP Crescent

78

KP Brookwood

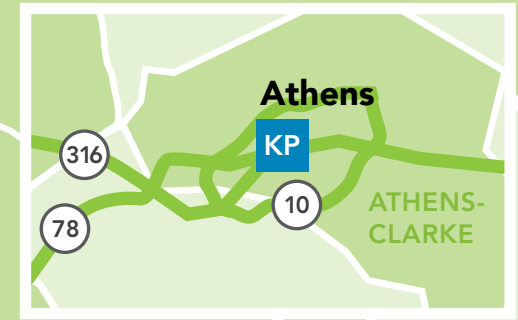
Douglasville

KP

20

KP Decatur

285



Athens

KP

316

78

10

ATHENS-CLARKE

DOUGLAS

Cascade KP

166

KP Panola

Conyers

KP

DEKALB

KP Stonecrest

20

FULTON

285

75

Southwood KP

KP

675

Southwood Specialty

HENRY

ROCKDALE

NEWTON

COWETA

85

Fayette KP

CLAYTON

KP

75

Henry Towne Centre

FAYETTE

KP Newnan

■ KP Kaiser Permanente Medical Facilities
■ KP Kaiser Permanente Comprehensive Medical Centers

Locations near you.

With 26 Kaiser Permanente offices and more than 600 doctors throughout metro Atlanta – plus pharmacy, lab, and X-ray usually right in the same building – you’ll enjoy convenience you won’t find with other plans. Plus, you won't have to pay for parking.

Athens-Clarke County



ATHENS MEDICAL OFFICE
2142 West Broad Street
Building 200, Athens, GA 30606
Phone: **706-583-5000**



SOUTHWOOD SPECIALTY CENTER
2470 Mt. Zion Parkway
Jonesboro, GA 30236
Phone: **770-603-3969**

Cherokee County



HOLLY SPRINGS MEDICAL OFFICE
684 Sixes Road, Suite 275
Holly Springs, GA 30115
Phone: **770-852-2440**

Cobb County



CUMBERLAND MEDICAL CENTER
2525 Cumberland Parkway, SE
Atlanta, GA 30339
Phone: **770-431-4235**

Clayton County




SOUTHWOOD COMPREHENSIVE MEDICAL CENTER
2400 Mt. Zion Parkway
Jonesboro, GA 30236
Phone: **770-603-3649**



TOWNPARK COMPREHENSIVE MEDICAL CENTER
750 TownPark Lane, NW
Kennesaw, GA 30144
Phone: **770-514-5401**



WEST COBB MEDICAL CENTER
3640 Tramore Pointe Parkway
Austell, GA 30106
Phone: **770-439-4700**

 **Skip the trip**
Ask about a video visit. Call **404-365-0966**.

Coweta County



NEWNAN MEDICAL OFFICE
203 Newnan Crossing Bypass
Newnan, GA 30265
Phone: **770-304-4400**

DeKalb County



CRESCENT MEDICAL CENTER
200 Crescent Centre Parkway
Tucker, GA 30084
Phone: **770-496-3414**



**DOWNTOWN DECATUR
MEDICAL OFFICE**
201 W. Ponce de Leon Avenue
Suite A, Decatur, GA 30030
Phone: **404-687-7700**



PANOLA MEDICAL CENTER
5440 Hillandale Drive
Lithonia, GA 30058
Phone: **770-322-2777**



STONECREST MEDICAL CENTER
8011 Mall Parkway
Lithonia, GA 30038
Phone: **678-323-7500**

Douglas County



DOUGLASVILLE MEDICAL OFFICE
6875 Douglas Boulevard, Suite A
Douglasville, GA 30135
Phone: **678-838-2225**

Fayette County



FAYETTE MEDICAL OFFICE
101 Banks Station
Fayetteville, GA 30214
Phone: **678-610-3700**

Forsyth County



FORSYTH MEDICAL OFFICE
1400 Northside Forsyth Drive, Suite 350
Cumming, GA 30041
Phone: **678-455-1407**

Fulton County



ALPHARETTA MEDICAL CENTER
3550 Preston Ridge Road
Alpharetta, GA 30005
Phone: **770-663-3110**

Fulton County (continued)



BROOKWOOD AT PEACHTREE MEDICAL OFFICE

1745 Peachtree Street NE, Suite U
Atlanta, GA 30309
Phone: **404-888-7688**



CASCADE MEDICAL CENTER

1175 Cascade Parkway
Atlanta, GA 30311
Phone: **404-505-4006**



GLENLAKE COMPREHENSIVE SPECIALTY CENTER

20 Glenlake Parkway
Sandy Springs, GA 30328
Phone: **770-677-6075**



SANDY SPRINGS MEDICAL OFFICE

1100 Lake Hearn Drive, NE, Suites 250
and 500, Sandy Springs, GA 30342
Phone: **404-845-4500**

Gwinnett County



LAWRENCEVILLE MEDICAL OFFICE

455 Philip Boulevard, Suite 130
Lawrenceville, GA 30046
Phone: **678-985-5000**



GWINNETT COMPREHENSIVE MEDICAL CENTER

3650 Steve Reynolds Boulevard
Duluth, GA 30096
Phone: **770-931-6012**



SNELLVILLE MEDICAL OFFICE

2240 Fountain Drive
Snellville, GA 30078
Phone: **770-978-5400**



SUGAR HILL-BUFORD MEDICAL CENTER

1435 Broadmoor Boulevard
Sugar Hill, GA 30518
Phone: **678-765-5700**

Henry County



HENRY TOWNE CENTRE MEDICAL CENTER

1125 Towne Centre Village Drive
McDonough, GA 30253
Phone: **678-583-6600**

Rockdale County



CONYERS MEDICAL OFFICE

1478 Dogwood Drive
Conyers, GA 30013
Phone: **678-413-4320**



Now that's
DIFFERENT

When you're one company, referrals are rarely needed.

Specialties, we've got you covered.

Services you can expect at most Kaiser Permanente medical offices:



Primary, Pediatric,
Family Medicine



Pharmacy



Lab



X-Ray

But when your need calls for specialty care, you'll find these services offered in our Medical Centers in and around metro Atlanta.

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

A high-angle photograph of a large, modern multi-story office building with a grid of windows. A prominent blue sign with the word "EMORY" in white capital letters is mounted on the roof. The building is surrounded by other city buildings, including a brick building with a tower on the right and a glass skyscraper in the background.

EMORY

Now that's
DIFFERENT

Kaiser Permanente doctors are on location at Emory University Hospital Midtown and Emory Saint Josephs 24/7 – making sure our members' care journey is seamless.

More care options when you need them.

Kaiser Permanente has partnered with several leading hospitals and many urgent care facilities. For medical emergencies, you have access to any hospital emergency room, even if it's not affiliated with Kaiser Permanente.¹¹

Our hospital partners include:¹³

Athens

Piedmont Athens Regional Hospital
1199 Prince Avenue
Athens, GA 30606
706-475-7000

Metro Atlanta

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



Now that's
DIFFERENT

24/7 Advanced Urgent Care for when it's not quite an emergency (but almost).

Our hospital partners (continued)

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

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

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

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

Kaiser Permanente 24/7 Advanced Urgent Care

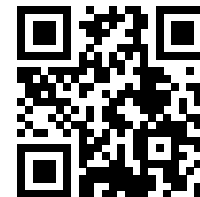
**Gwinnett Comprehensive
Medical Center**
3650 Steve Reynolds Boulevard
Duluth, GA 30096
24 hours a day,
7 days a week

**Southwood Comprehensive
Medical Center**
2400 Mt. Zion Parkway
Jonesboro, GA 30236
24 hours a day,
7 days a week

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

Affiliated Community Urgent Care Locations

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



Endnotes

1. Kaiser Permanente improved blood pressure control in our black/African-American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.
2. Kaiser Permanente 2019 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2019 and is used with the permission of NCQA. Quality Compass 2019 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.
3. When appropriate and available.
4. These features are available when you get care from Kaiser Permanente facilities.
5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.
6. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.
7. In the case of a pandemic, some facilities may be closed or offer limited hours and services.
8. See note 5.
9. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.
10. See note 7.
11. If you believe you have an emergency medical condition, call **911** or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.
12. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the United States. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.
13. The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. Some locations are available only in specific cases. In an emergency, you have access to any hospital emergency room.

Nondiscrimination Notice

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

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

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

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

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

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

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

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

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

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

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

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

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

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

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

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

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

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

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

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

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

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

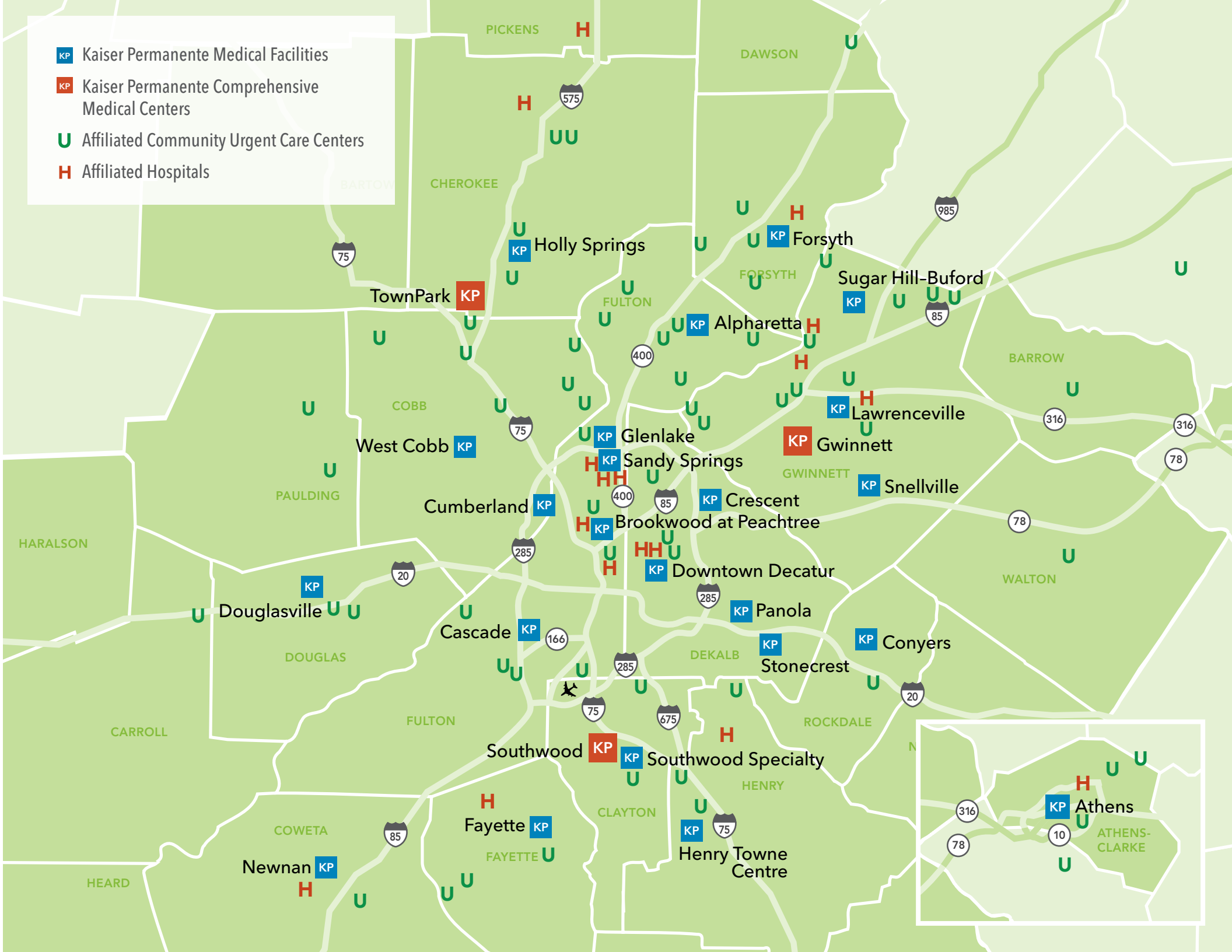
Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-865-5813** (TTY: **711**).

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Current members with questions can call our Member Service Contact Center, Monday-Friday 7 a.m.- 7p.m. (closed holidays)

- **404-261-2590**
- **1-888-865-5813**
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

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