

# Healthy together

See how our care and coverage can help you thrive



# Get to know Kaiser Permanente

If you've never experienced our unique model of care, we encourage you to not only review the pages that follow, but to ask around. With 31 years serving Georgians, it's not hard to find a friend or neighbor who has experienced the Kaiser Permanente difference. And we really are different - in all the right ways.

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

By choosing Kaiser Permanente, you get access to our own, board-certified and carefully selected doctors at any one of our 26 medical offices conveniently located throughout metro Atlanta. At most of our facilities, you can see your doctor, and get your labs, X-rays, and prescriptions all under one roof, all in one visit, and you have a growing number of virtual care options too.

As a member, you'll appreciate how our coordinated care model may break down barriers and eliminate hassles. Your electronic health record is part of the engine that makes that tick. With your care information updated and accessible real-time, your entire care team is always connected and up to date on your unique situation.<sup>1</sup> No more having to be your own interpreter when it comes to your health. We're on it.

Finally, as the largest nonprofit health plan in Georgia, we take health and wellness seriously - not only for our members, but for the communities we serve. And we'll never rest in our ongoing mission to help Georgians thrive.



100 Central Reception










# Why Kaiser Permanente is truly different

	With other health plans...	With Kaiser Permanente <sup>1</sup> ...
 <b>Doctor Choices</b>	The insurance company simply contracts with doctors who accept their insurance. You often pick from only a list of names.	We carefully screen and hire our own doctors (more than 500 of them), many from top schools like Emory and Harvard. You can review credentials on <b>kp.org</b> , choose your own doctor, and can switch at any time, for any reason.
 <b>Getting Care</b>	You drive all around town to see doctors, take lab tests, get X-rays or fill prescriptions.	You can see your doctor or specialist, plus get lab tests, X-rays, and prescriptions all in the same building at most of our 26 locations. You can also see a doctor in another office whenever it's more convenient.
 <b>Coordinating Care</b>	You're on your own to work with unconnected doctors, specialists, pharmacies, hospitals, and other providers. You could repeat the same tests, answer the same questions, and just hope to avoid drug interactions.	Your personal doctor is your advocate and coordinates all your care. All of your providers—across all locations—see your electronic medical record, so you can quickly get the care that's right for you.
 <b>Getting Approval</b>	Your doctor asks the insurance company to approve a test or procedure, which means you may wait days for an answer.	If your doctor thinks you need something, he/she simply orders it on the spot. Referrals are typically not needed to see any Kaiser Permanente specialist.
 <b>Out-of-pocket cost</b>	You're often surprised by the things your insurance doesn't cover. Doctors are unconnected and paid for each service they provide, so you could pay for duplicate tests, X-rays, or other services you don't need.	You'll have coverage that's designed to minimize surprise out-of-pocket costs. And because our providers are all connected, you pay for just the care you need to keep you healthy or get you better.
 <b>In between visits</b>	It's up to you to remember instructions, wait days or weeks for test results, and play phone tag with your doctor to get questions answered.	Details of your visits and lab results are at your fingertips online or through our mobile app. You can refill prescriptions, make appointments, and even email your doctor with questions.

See page 26 for a handy comparison cheat sheet.

# The right choice for your health

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

	<b>Healthy resources</b> ..... P. 5
Take advantage of a wide range of convenient tools to help you stay well.	
	<b>A healthy partnership</b> ..... P. 7
Your care team puts you at the center of everything they do.	
	<b>Great care, great results</b> ..... P. 8
Get the care you need to get and stay healthy.	
	<b>Care for a range of needs</b> ..... P. 9
Get the right care for your situation.	
	<b>Care the way you want it</b> ..... P. 11
Choose how, when, and where to get care for you and your family.	
	<b>Locations near you</b> ..... P. 13
With so many locations to choose from, you can easily find one that works for you.	
	<b>More care options</b> ..... P. 21
Hospitals and urgent care.	

## Once you join ...

Within two weeks of your start date, you should receive your ID Card with your Health Record Number and some tips for getting started. If you need care or have questions before then, don't hesitate to call Member Services at **404-261-2590** or visit **kp.org/newmember** for helpful information.

## Already a member?

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

**NONSTOP  
FLIGHTS  
LEAVING  
DAILY.**



  
**thrive**  
KAISER PERMANENTE®



## Healthy resources

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

### Get the most out of your health plan



#### Online wellness tools

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



#### Healthy lifestyle programs

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



#### On-site health classes

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



#### Personal wellness coaching

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



#### Reduced rates for members

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



### Did you know?

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



# CHOICE = HEALTHY

Choose your doctor. Change any time.

  
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# A healthy partnership

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



## Choose your doctor – and change anytime

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

### You can choose your personal doctor from:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/family medicine (for children up to 18)

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



## Quality care starts with quality doctors

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

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



## Coordinated and connected care

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



## Did you know?

In 2015, Kaiser Permanente led the nation in 21 quality care measures, including controlling high blood pressure, managing diabetes, breast and colon cancer screening, and nutrition and exercise counseling for children.<sup>2</sup> To learn more, visit [thrive.kp.org/quality](https://thrive.kp.org/quality).



# Great care, great results

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

## Preventive care to keep you healthy

We believe prevention plays a vital role in health care. That's why we offer so many resources to help you stay healthy and happy, and avoid getting sick. (For examples, see "Healthy resources" on page 5.)

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

## Comprehensive care when you need it

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

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

Hear from members about their care experiences at [kp.org/carestories](http://kp.org/carestories).

## Advanced research working for you

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

### To make this work possible, we have:

- More than 4,500 studies underway
- 7 regional research centers and 1 national center
- More than 1,200 research staff members

As one of the nation's largest research programs, we conduct and share our learnings from groundbreaking studies and clinical trials. Our areas of focus span a wide range of health issues, including cancer, heart disease, diabetes, childhood obesity, and autism. Learn more at [share.kp.org/research](http://share.kp.org/research).

## Satisfied members, year after year


Highest Member Satisfaction among Commercial Health Plans in the South Atlantic Region, **Seven Years in a Row.**<sup>3</sup>





# Care for a range of needs

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

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

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## Quality care, when and where you need it

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### 24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime. They'll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you, if appropriate. They'll even have access to your medical record.

### Urgent / Same-day care

If you need care quickly, we're here for you. For less serious symptoms, you can schedule a same-day KP Now telephone or video appointment, or visit one of our offices with Express Care. When your needs are more serious, consider our designated Urgent Care locations or affiliates.

### Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.<sup>5</sup> You can get care at any hospital emergency room, even if it's not affiliated with Kaiser Permanente.

### Specialty care

Need to see a specialist? You get great care from Kaiser Permanente experts in more than 40 specialties – most without a referral. If needed, you also have access to certain affiliated specialists.

### Inpatient hospital

You'll have access to inpatient care at several of Atlanta's most well-respected hospitals, such as Gwinnett Medical, Northside, Piedmont, and Children's Healthcare of Atlanta. At many of these locations, you'll get care from a Kaiser Permanente doctor who has access to your medical record.

### Away from home care

If you get sick or injured while traveling or away at school, we can help you get care. We can also help you prepare for travel by checking if you need a vaccination, getting you a prescription refill before you leave, and more. Just call our 24/7 Away From Home Travel Line at **951-268-3900**<sup>6</sup> or visit [kp.org/travel](https://www.kp.org/travel).

# CALL IN. CLICK IN. OR COME IN.

Care, the way you want it.



  
**thrive**

KAISER PERMANENTE®



# Care the way you want it

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

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## Choose how you connect to care



### In person

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



### By phone

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



### By email

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



### By video

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

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## Choose how you manage your care



### At home

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



### On the go

Wherever you are, you can access most of the features of My Health Manager on any mobile device through the KP app.<sup>4</sup> You can also find a facility near you and get directions. Learn more at **kp.org/mobile**.

# CARE COULDN'T BE CLOSER.

26 convenient locations in Atlanta.



  
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## Locations near you

With 26 Kaiser Permanente offices and over 500 doctors throughout Metro Atlanta – plus pharmacy, lab, and X-ray usually right in the same building – you'll enjoy convenience you won't find with other plans. Plus, you won't have to pay for parking.

### Athens-Clarke County



#### **ATHENS MEDICAL OFFICE**

**2142 West Broad St., Building 200, Athens, GA 30606**

Phone: **706-583-5000**

Services: Adult Medicine, Health Education, Lab Services, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

### Cherokee County



#### **HOLLY SPRINGS MEDICAL OFFICE**

**684 Sixes Road, Suite 275, Holly Springs, GA 30115**

Phone: **770-852-2440**

Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine and Pharmacy

### Clayton County



#### **24/7 URGENT CARE**

#### **SOUTHWOOD COMPREHENSIVE MEDICAL CENTER**

**2400 Mt. Zion Parkway, Jonesboro, GA 30236**

Phone: **770-603-3649**

Services: Adult Medicine, Advanced Care (24/7), Behavioral Health and Chemical Dependency, Cardiology, Endocrinology, Geriatrics, Health Education, Infectious Diseases, Lab Services, Maternal Child Health/Lactation, Neurology, Nutrition, Obstetrics-Gynecology, Oncology and Infusion, Ophthalmology, Optometry, Orthopedics, Pain Management, Palliative Care, Pediatrics/Adolescent Medicine, Pharmacy, Podiatry, Pulmonology, Surgery, Urgent Care, Urogynecology, Urology, Vascular Surgery, and X-ray

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



### **KAISER PERMANENTE SOUTHWOOD SPECIALTY CENTER**

**2470 Mt. Zion Parkway, Jonesboro, GA 30236**

Phone: **404-365-0966**

Services: Audiology; Dermatology; Ear, Nose, and Throat; Gastroenterology; Geriatrics; Nephrology; Orthopedics; and Rheumatology

## **Cobb County**



### **CUMBERLAND MEDICAL CENTER**

**2525 Cumberland Parkway SE, Atlanta, GA 30339**

Phone: **770-431-4235**

Services: Adult Medicine, Behavioral Health, Endocrinology, Geriatrics, Health Education, Infectious Diseases, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Nutrition, Obstetrics-Gynecology, Palliative Care, Pediatrics/Adolescent Medicine, Pharmacy, Rheumatology, and X-ray

### **24/7 URGENT CARE**



### **TOWNPARK COMPREHENSIVE MEDICAL CENTER**

**750 Townpark Lane, Kennesaw, GA 30144**

Phone: **770-514-5401**

Services: Advanced Care (24/7), Adult Medicine, Behavioral Health, Cardiology, Dermatology, Gastroenterology, Health Education, Lab Services, Maternal Child Health/Lactation, Nutrition, Obstetrics-Gynecology, Oncology and Infusion, Ophthalmology, Optometry, Orthopedics, Pediatrics/Adolescent Medicine, Pharmacy, Podiatry, Pulmonology, Surgery, Urgent Care, and X-ray

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



### **WEST COBB MEDICAL CENTER**

**3640 Tramore Pointe Parkway, Austell, GA 30106**

Phone: **770-439-4700**

Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray



## Coweta County



### NEWNAN MEDICAL OFFICE

**203 Newnan Crossing Bypass, Newnan, GA 30263**

Phone: **770-304-4400**

Services: Adult Medicine, Health Education, Lab Services, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

## DeKalb County



### CRESCENT MEDICAL CENTER

**200 Crescent Centre Parkway, Tucker, GA 30084**

Phone: **770-496-3414**

Services: Adult Medicine, Behavioral Health, Dermatology, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray



### DOWNTOWN DECATUR MEDICAL OFFICE

**201 W. Ponce de Leon Ave., Suite A, Decatur, GA 30030**

Phone: **404-687-7700**

Services: Adult Medicine, Gynecology, Lab Services, Maternal Child Health/Lactation, Pediatrics/Adolescent Medicine, and Pharmacy



### PANOLA MEDICAL CENTER

**5440 Hillandale Drive, Lithonia, GA 30058**

Phone: **770-322-2777**

Services: Adult Medicine, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray



### STONECREST MEDICAL CENTER

**8011 Mall Parkway, Lithonia, GA 30038**

Phone: **678-323-7500**

Services: Adult Medicine, Behavioral Health, Gynecology, Lab Services, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

**Douglas  
County**



**DOUGLASVILLE MEDICAL OFFICE**

**6875 Douglas Blvd., Suite A, Douglasville, GA 30135**

Phone: **678-838-2225**

Services: Adult Medicine, Gynecology, Lab Services, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

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**Fayette  
County**



**FAYETTE MEDICAL OFFICE**

**101 Banks Road, Fayetteville, GA 30214**

Phone: **678-610-3700**

Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine, and Pharmacy

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**Forsyth  
County**



**FORSYTH MEDICAL OFFICE**

**1400 Northside Forsyth Drive, Suite 350**

**Cumming, GA 30041**

Phone: **678-455-1407**

Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine, and Pharmacy

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**Fulton  
County**



**ALPHARETTA MEDICAL CENTER**

**3550 Preston Ridge Road, Alpharetta, GA 30005**

Phone: **770-663-3110**

Services: Adult Medicine, Behavioral Health, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

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**BROOKWOOD AT PEACHTREE MEDICAL OFFICE**

**1745 Peachtree Road, Suite U, Atlanta, GA 30309**

Phone: **404-888-7688**

Services: Adult Medicine, Behavioral Health, Cosmetic Dermatology, Infectious Disease, Lab Services, Maternal Fetal Medicine (Perinatology), Pharmacy, and Pulmonology



### **CASCADE MEDICAL CENTER**

**1175 Cascade Parkway, Atlanta, GA 30311**

Phone: **404-505-4006**

Services: Adult Medicine, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nephrology, Nutrition, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray



### **GLENLAKE COMPREHENSIVE SPECIALTY CENTER**

**20 Glenlake Parkway, Sandy Springs, GA 30328**

Phone: **770-677-6075**

Services: Audiology (Hearing Aids); Breast Care Center; Cardiology; Diagnostic Imaging (CT, MRI); Ear, Nose, and Throat; Gastroenterology; General Surgery; Health Education; Lab Services; Mammography; Maternal Child Health/Lactation; Maternal Fetal Medicine (Perinatology); Neurology; Nuclear Medicine; Nutrition; Obstetrics-Gynecology; Ophthalmology; Optometry; Orthopedics; Pain Management; Pharmacy; Plastic Surgery; Podiatry; Pulmonology; Urodynamics; Urogynecology; Urology; Vascular Surgery; Wound Care; and X-ray

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



### **SANDY SPRINGS MEDICAL OFFICE**

**1100 Lake Hearn Drive NE, Suites 250 and 500**

**Sandy Springs, GA 30342**

Phone: **404-845-4500**

Services: Adult Medicine, Behavioral Health and Chemical Dependency, Dermatology, Lab Services, Maternal Child Health/Lactation, Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

## Gwinnett County



### LAWRENCEVILLE MEDICAL OFFICE

455 Philip Blvd., Suite 130, Lawrenceville, GA 30046

Phone: 678-985-5000

Services: Adult Medicine, Gynecology, Lab Services, and Pharmacy

### URGENT CARE



### GWINNETT COMPREHENSIVE MEDICAL CENTER

3650 Steve Reynolds Blvd., Duluth, GA 30096

Phone: 770-931-6012

Services: Audiology; Adult Medicine; Behavioral Health; Cardiology; Dermatology; Ear, Nose, and Throat; Endocrinology; Gastroenterology; General Surgery; Health Education; Infectious Disease; Lab Services; Maternal Child Health/Lactation; Nephrology; Neurology; Nutrition; Obstetrics-Gynecology; Oncology; Ophthalmology; Optometry; Orthopedics; Pain Management; Palliative Care; Pediatrics/Adolescent Medicine; Pharmacy; Podiatry; Pulmonology; Rheumatology; Urgent Care; Urology; and X-ray

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



### SNELLVILLE MEDICAL OFFICE

2240 Fountain Drive, Snellville, GA 30078

Phone: 770-978-5400

Services: Adult Medicine, Lab Services, Maternal Child Health/Lactation, Obstetrics-Gynecology, Pediatrics/Adolescent Medicine, and Pharmacy



### **SUGAR HILL-BUFORD MEDICAL CENTER**

**1435 Broadmoor Blvd., Sugar Hill, GA 30518**

Phone: **678-765-5700**

Services: Adult Medicine, Gynecology, Health Education, Lab Services, Maternal Child Health/Lactation, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

### **Henry County**



### **HENRY TOWNE CENTRE MEDICAL CENTER**

**1125 Towne Centre Village Drive, McDonough, GA 30253**

Phone: **678-583-6600**

Services: Adult Medicine, Gynecology, Health Education, Lab Services, Mammography, Maternal Child Health/Lactation, Nutrition (limited), Pediatrics/Adolescent Medicine, Pharmacy, and X-ray

### **Rockdale County**



### **CONYERS MEDICAL OFFICE**

**1478 Dogwood Drive, Conyers, GA 30013**

Phone: **678-413-4320**

Services: Adult Medicine, Lab Services, Pediatrics/Adolescent Medicine, and Pharmacy

**FEWER HEART  
ATTACKS. MORE  
HUG ATTACKS.**



  
**thrive**  
KAISER PERMANENTE®



## More care options when you need them

Kaiser Permanente has partnered with several leading hospitals and many urgent care facilities. In fact, our own doctors practice at some of Atlanta's top hospitals. For medical emergencies, you have access to any hospital emergency room, even if it's not affiliated with Kaiser Permanente.<sup>5</sup>

### Our hospital partners include:<sup>7</sup>

#### Metro Atlanta

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

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

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

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

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

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

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

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

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

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

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

#### Athens

**Piedmont Athens Regional Medical Center**  
1199 Prince Avenue  
Athens, GA 30606  
**706-475-7000**

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

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

## Kaiser Permanente Urgent Care

### **Gwinnett Comprehensive Medical Center**

3650 Steve Reynolds Blvd.  
Duluth, GA 30096  
Monday – Friday  
Noon to 10 p.m.  
Saturday and Sunday,  
10 a.m. to 6 p.m.

### **Southwood Comprehensive Medical Center**

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

### **TownPark Comprehensive Medical Center**

750 Townpark Lane  
Kennesaw, GA 30144  
24 hours a day,  
7 days a week

Plus additional affiliated community urgent care locations throughout Metro Atlanta:

## Affiliated Community Urgent Care Locations

### **Barrow County**

#### **Regional First Care**

340 Exchange Blvd.  
Bethlehem, GA 30620  
**678-963-7171**

### **Carroll County**

#### **Physicians Family Medicine**

209 Cooley Drive  
Suite 101  
Villa Rica, GA 30180  
**770-456-0911**

### **Cherokee County**

#### **MedPost Urgent Care**

12201 Hwy. 92, Suite D  
Woodstock, GA 30188  
**770-517-4621**

#### **Northside Urgent Care**

684 Sixes Road, Suite 125  
Canton, GA 30115  
**678-426-5450**

### **Clayton County**

#### **Concentra Urgent Care**

4223 Moreland Ave.  
Hwy. 42  
Conley, GA 30288  
**404-366-2900**

#### **Concentra Urgent Care**

1368 Southlake  
Professional Plaza Dr.  
Morrow, GA 30260  
**678-422-8824**

#### **Concentra Urgent Care**

5044 Clark Howell Hwy.  
Atlanta, GA 30349  
**404-765-2400**

### **Cobb County**

#### **Children’s Healthcare of Atlanta**

625 Big Shanty Rd. NW  
Kennesaw, GA 30144  
**404-785-8010**

#### **Concentra Urgent Care**

220 N. Cobb Pkwy.  
Suite 400  
Marietta, GA 30062  
**770-424-7125**

#### **East Cobb Urgent Care**

1401 Johnson Ferry Rd.  
Suite 390  
Marietta, GA 30062  
**770-971-5494**

#### **Northside Urgent Care**

1121 Johnson Ferry Rd.  
Suite 100  
Marietta, GA 30068  
**770-509-1025**



## Cobb County (cont.)

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

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

## Dawson County

**Northside Family Medicine  
and Urgent Care of Dawson**  
81 Northside Dawson Dr.  
Suite 100-A  
Dawsonville, GA 30534  
**706-216-6000**

## DeKalb County

**MedPost Urgent Care**  
3979 Buford Hwy. NE  
Atlanta, GA 30345  
**404-679-0337**

**Physicians Immediate Med**  
1834 Clairmont Rd.  
Decatur, GA 30033  
**404-634-4443**

## Douglas County

**Get Well Urgent Care**  
2022 Fairburn Rd., Suite D  
Douglasville, GA 30135  
**404-937-3508**

**Physicians Family  
Medicine of Canton**  
720 Transit Ave., Suite 101  
Canton, GA 30114  
**770-720-7000**

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

## Fayette County

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

## Forsyth County

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

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

**Physicians Immediate Med**  
2575 Peachtree Pkwy.  
Cumming, GA 30041  
**770-888-8777**

## Fulton County

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

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

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

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

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

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

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

**MedPost Urgent Care**  
5655 Atlanta Hwy.  
Suite A  
Alpharetta, GA 30004  
**770-343-6364**

**MedPost Urgent Care**  
12460 Crabapple Rd.  
Suite 901  
Alpharetta, GA 30004  
**678-762-0574**

**North Atlanta Urgent Care**  
2701 Holcomb Bridge Rd.  
Alpharetta, GA 30022  
**770-998-7611**

**Physicians Immediate Med**  
10905 Haynes Bridge Rd.  
Alpharetta, GA 30022  
**770-505-3000**

**Physicians Immediate Med**  
3425 Buford Dr.  
Buford, GA 30519  
**678-546-0200**

**Midtown Acute Care**  
3465 Macon Rd.  
Columbus, GA 31907  
**706-243-3051**

## Gwinnett County

**Children's Healthcare  
of Atlanta**  
2660 Satellite Blvd.  
Duluth, GA 30096  
**404-785-8330**

**ChoiceOne Urgent Care  
of Gwinnett**  
2690 Hamilton Mill Rd.  
Suite 100  
Buford, GA 30519  
**470-326-7300**

**ChoiceOne Urgent Care  
of Gwinnett**  
5910 Suwanee Dam Rd.  
Suite 100  
Sugar Hill, GA 30518  
**470-326-7600**

**Concentra Urgent Care**  
6475 Jimmy Carter Blvd.  
Suite 200  
Norcross, GA 30071  
**770-242-7744**

**Concentra Urgent Care**  
755 Lawrenceville Suwanee  
Rd, Suite 1600  
Lawrenceville, GA 30043  
**770-995-1500**

**Gwinnett Urgent Care**  
1300 Peachtree Industrial  
Blvd, Suite 4101  
Suwanee, GA 30024  
**770-831-5525**

**Physicians Immediate Med**  
3720 Holcomb Bridge Rd.  
Norcross, GA 30092  
**770-263-1000**

**Physicians Immediate Med**  
3551 Satellite Blvd.  
Duluth, GA 30096  
**770-476-3000**

**Premier Immediate Care**  
289 Grayson Hwy.  
Lawrenceville, GA 30046  
**678-376-1300**

**Premier Immediate Care**  
2696 Lawrenceville  
Suwanee Rd.  
Suwanee, GA 30024  
**678-376-1300**

## Henry County

**Children's Healthcare  
of Atlanta**  
1510 Hudson Bridge Rd.  
Stockbridge, GA 30281  
**404-785-8660**

## Muscogee County

**Concentra Urgent Care**  
1051 Talbotton Rd.  
Columbus, GA 31904  
**706-322-2511**

**Med Care Urgent Care**  
5612 Whitesville Rd.  
Columbus, GA 31904  
**706-322-2223**

**Pediatric After Hours**  
705 17th St., Suite 107  
Columbus, GA 31901  
**706-571-1665**

**Regional Urgent Care Center**  
616 19th Street  
Columbus, GA 31901  
**706-320-8687**

**Regional Urgent Care Center**  
101 13th St., Suite 200  
Columbus, GA 31901  
**706-494-4949**

**Rivertown Medical Clinic**  
4328 Armour Rd.  
Columbus, GA 31904  
**706-507-1213**

## Oconee County

**Regional First Care**  
1010 Village Dr.  
Watkinsville, GA 30677  
**706-769-0000**

## Paulding County

**Physicians Immediate Med**  
3827 Jimmy Lee Smith Pkwy.  
Hiram, GA 30141  
**770-222-8900**

## Rockdale County


**Concentra Urgent Care**  
1680 GA Hwy. 138  
Suites E and F  
Conyers, GA 30013  
**770-760-0066**



# Compare your options

Use this handy tool to help you choose the best plan for you and your family.

↓ Compare other plans ↓

Plan name	 <b>KAISER PERMANENTE®</b>	Option B	Option C
<b>Compare out-of-pocket costs</b>			
<ul style="list-style-type: none"> <li>• <b>Deductible (individual/family)</b> A set dollar amount you pay before a plan pays for certain services, like inpatient hospital services</li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Annual out-of-pocket max (individual/family)</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Coinsurance</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Primary/specialty care office visit</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Lab tests</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>X-rays</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Urgent care</b></li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Inpatient hospital services</b> Include professional and facility charges</li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Prescription drugs (generic/brand)</b> (30-day supply at Kaiser Permanente pharmacy. Mail order: up to a 90-day supply for two copays)</li> </ul>			
<ul style="list-style-type: none"> <li>• <b>Prescription drugs (specialty)</b></li> </ul>			
<b>Compare features</b>			
<ul style="list-style-type: none"> <li>• <b>One location for physician visits, pharmacy, lab tests, X-rays, and more at most locations</b></li> </ul>	✓		
<ul style="list-style-type: none"> <li>• <b>24-hour advice from registered nurses</b></li> </ul>	✓		
<ul style="list-style-type: none"> <li>• <b>No need for paperwork when you get care at Kaiser Permanente facilities</b></li> </ul>	✓		
<ul style="list-style-type: none"> <li>• <b>Email your doctor, make appointments, and refill prescriptions online or using the mobile app</b></li> </ul>	✓		
<ul style="list-style-type: none"> <li>• <b>Electronic health record that connects your doctors, nurses, and specialists, so they can work together to deliver great care that's right for you</b></li> </ul>	✓		

If you need more information, call us at **404-261-2590**.

This is a summary of some of the features of the plan options offered by Kaiser Foundation Health Plan of Georgia, Inc. Before making a final decision, please read your Employee Enrollment Guide. All benefits are subject to the definitions, limitations, and exclusions contained in the Group Agreement we have with your employer and the Evidence of Coverage you will receive. In the case of a conflict between this summary and the Evidence of Coverage, the Evidence of Coverage will prevail.

## Want to learn more?

Call us at

**404-261-2590** or **1-888-865-5813**

Or visit

**kp.org/georgia**

<sup>1</sup> These features are available when you get care at Kaiser Permanente facilities.

<sup>2</sup> Kaiser Permanente 2015 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2015 and is used with the permission of NCQA. Quality Compass 2015 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

<sup>3</sup> Kaiser Foundation Health Plans, Inc. received the highest numerical score among commercial health plans in the South Atlantic region in the J.D. Power 2008-2016 U.S. Member Health Plan Studies. 2016 study based on 31,867 responses from eight plans measuring experiences and perceptions of members surveyed October-December 2015. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)

<sup>4</sup> To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](http://kp.org).

<sup>5</sup> If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

<sup>6</sup> This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for land lines and "+1" for mobile before the phone number. Long-distance charges may apply, and we cannot accept collect calls. This phone line is closed on major holidays.

<sup>7</sup> 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.

Note: If your health benefits are self-insured by your employer, Kaiser Permanente Insurance Company (not Kaiser Foundation Health Plan) provides certain administrative services for the Plan, but is not an insurer of the Plan or financially liable for health care benefits under the Plan. Not all the information in this brochure (such as nonprofit status, health plan awards received, and your phone number for customer service) may apply.

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 the number provided below.

Georgia      **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 with the Kaiser Civil Rights Coordinator:

Nine Piedmont Center  
3495 Piedmont Road, NE  
Atlanta, GA 30305-1736  
**1-888-865-5813**

You can file a grievance by mail or phone. If you need help filing a grievance, the Kaiser Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at: <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  
**1-800-868-1019**  
**1-800-537-7697** (TTD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

# Help in your Language

**English:** You have the right to get help in your language at no cost. If you have questions about your application or coverage through Kaiser Permanente, or if this is a notice that requires you to take action by a specific date, call the number provided for your state or region to talk to an interpreter.

**አማርኛ (Amharic):** ያለምንም ክፍያ በራስዎ ቋንቋ እገዛ የማግኘት መብት አለዎት። ስለ መመልከቻዎ ወይም ከኬሲር ፐርማኒንቲ Kaiser Permanente ስለሚያገኙት ሽፋን ማንኛውም ጥያቄዎች ካሉዎት፣ ወይም ይህ ማሳወቂያ በግልፅ በተጠቀሰ ቀን ማድረግ ያለብዎ ነገር እንዳለ የሚያስገድድዎ ከሆነ፣ በተጠቀሰው የስልክ ቁጥር ለስቴትዎ ወይም ለክልልዎ ደውለው ከአስተርጓሚ ጋር ይነጋገሩ።

**العربية (Arabic):** لك الحق في الحصول على المساعدة بلغتك دون تحمل أي تكاليف. إذا كانت لديك استفسارات بشأن طلبك أو تغطيتك التي تقدمها Kaiser Permanente، أو إذا كان هذا الإشعار الذي يتطلب منك اتخاذ إجراء خلال تاريخ محدد، يُرجى الاتصال بالرقم المخصص لولايتك أو منطقتك للتحدث إلى مترجم فوري.

**Հայերեն (Armenian):** Դուք ունեք Ձեր լեզվով անվճար օգնություն ստանալու իրավունք: Եթե Դուք հարցեր ունեք Ձեր դիմումի կամ Kaiser Permanente-ի միջոցով Ձեր ծածկույթի վերաբերյալ, կամ եթե սա ծանուցում է, որը պարտադրում է Ձեզ, որպեսզի գործուղություններ ձեռնարկեք մինչև որոշակի ամսաթիվ, ապա զանգահարեք Ձեր նահանգի կամ շրջանի համար տրամադրված հեռախոսահամարով՝ թարգմանչի հետ խոսելու համար:

**Bàsòò Wùdù (Bassa):** Ɔ mò nì kpé bé m̄ ké gbo-kpá-kpá dyé dé nì miòùn niìn bídí-wùdù mú pídyi. Ɔ jũ ké m̄ dyi dyi-diè-dè bé béde bá nì céè-dè m̄ tò bó de zò jè dyíe ní, m̄o jũ bá nì kũùn kpõ jè dyi dyiìn dé Kaiser Permanente múe ní, m̄o Ɔ dyi bõ dò jũ bé m̄ ké de dò nyu bó wé jéé dò k̄ò nì, nií, dá n̄bà bé wa tòà bó nì bóqòò m̄o nì gbèèò biie, ké nì mu nyo-wuquún-zà-nyò dò gbo wùdùùn.

**বাংলা (Bengali):** বিনা খরচে আপনার নিজের ভাষায় সাহায্য পাওয়ার অধিকার আপনার আছে। আপনার যদি আপনার আবেদন বা Kaiser Permanente-এর মাধ্যমে পাওয়া কভারেজ নিয়ে কোনো প্রশ্ন থাকে বা এটি যদি কোনো নোটিস হয় যার ফলে আপনার একটি নির্ধারিত দিনের মধ্যে কোনো পদক্ষেপ গ্রহণ করার প্রয়োজন হয়, তাহলে দোভাষীর সাথে কথা বলতে আপনার রাজ্য বা অঞ্চলের জন্য প্রদত্ত নম্বরটিতে ফোন করুন।

California	1-800-464-4000
Colorado	1-800-632-9700
District of Columbia	1-800-777-7902
Georgia	1-888-865-5813
Hawaii	1-800-966-5955
Maryland	1-800-777-7902
Oregon	1-800-813-2000
Virginia	1-800-777-7902
Washington	1-800-813-2000
TTY	711

Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232

**Cebuano (Bisaya):** Anaa moy katungod nga mangayo og tabang sa inyo pinulongan ug kini walay bayad. Kung naa mo pangutana bahin sa inyo aplikasyon o coverage sa Kaiser Permanente, o kung kaniing pahibalo nanginahanglan sa inyo paglihok sa dili pa usa ka piho nga petsa, palihug lang pagtawag sa mga numero sa telepono nga gihatag sa imong estado ("state") o rehiyon ("region") para makigstorya sa usa ka interpreter.

**中文 (Chinese):** 您有權免費以您的語言獲得幫助。如果您對您的Kaiser Permanente申請或承保有任何疑問，或者如果本通知要求您在具體日期之前採取措施，請致電您所在的州或地區的電話，與口譯員進行溝通。

**Chuuk (Chukese):** Mei wor omw pwuung omw kopwe angei aninis non foosun fonuomw (Chuukese), ese kamo. Ika mei wor omw kapas eis usun omw apilikeison me/ika policy fan nemenien Kaiser Permanente, are ika ei esinesin a erenuk pwe kopwe fori pwan ekoch fofor, ka tongeni omw kopwe kori ewe nampa mei kawor faniten omw state ika fonu (asan) iwe eman chon chiakku epwe anisuk non kapasen fonuomw.

**Français (French):** Une assistance gratuite dans votre langue est à votre disposition. Si vous avez des questions à propos de votre demande d'inscription ou de la couverture par Kaiser Permanente, ou si cet avis vous demande de prendre des mesures à une date précise, appelez le numéro indiqué pour votre Etat ou votre région pour parler à un interprète.

**Deutsch (German):** Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache zu erhalten. Falls Sie Fragen bezüglich Ihres Antrags oder Ihres Krankenversicherungsschutzes durch Kaiser Permanente haben oder falls Sie aufgrund dieser Benachrichtigung bis zu bestimmten Stichtagen handeln müssen, rufen Sie die für Ihren Bundesstaat oder Ihre Region aufgeführte Nummer an, um mit einem Dolmetscher zu sprechen.

**ગુજરાતી (Gujarati):** તમને કોઈ પણ ખર્ચ વગર તમારી ભાષામાં મદદ મેળવવાનો અધિકાર છે. જો તમને Kaiser Permanente મારફતે તમારી અરજી અથવા કવરેજ વિશે પ્રશ્નો હોય, અથવા જો આ નોટિસ હોય જેમા તમને કોઈચોક્કસ તારીખથી પગલાં લેવાની જરૂર હોય, તો દુભાષિયા સાથે વાત કરવા તમારા સ્ટેટ અથવા રીજીયન માટે પૂરા પાડવામાં આવેલ નંબર પર ફોન કરો.

**Kreyòl Ayisyen (Haitian Creole):** Ou gen dwa pou jwenn èd nan lang ou gratis. Si ou gen nenpòt kesyon sou aplikasyon ou an oswa asirans ou ak Kaiser Permanente, oswa si nan avi sa a gen bagay ou sipoze fè sa a avan yon sèten dat, rele nimewo nou mete pou Eta ouwa rejyon ou a pou w ka pale ak yon entèprèt.

**‘ōlelo Hawai‘i (Hawaiian):** He pono a ua loa‘a no kekahi kōkua me kāu ‘ōlelo inā makemake a he manuahi no ho‘i. Inā he mau nīnau kāu e pili ana i kāu palapala noi ‘inikua ola kino a i ‘ole i kōkua ma‘ō ka polokalamu kōkua ola kino Kaiser Permanente, a i ‘ole inā ke ha‘i nei paha kēia leka nei iā‘oe e hana koke aku i kēia ma mua o kekahi lā i waiho ‘ia, e kelepona aku i ka helu i loa‘a ma kēia leka nei no kāu moku‘āina a i ‘ole pana‘āina no ka wala‘au ‘ana me kekahi kanaka unuhi ‘ōlelo.

**हिन्दी (Hindi):** आपको बिना किसी कीमत चुकाए आपकी भाषा में सहायता पाने का अधिकार है। यदि आप आपके आवेदन पत्र के विषय में या Kaiser Permanente के कवरेज के विषय में कुछ पूछना चाहते हैं या यदि यह एक नोटिस है जिसके कारण आपको किसी विशेष तिथि तक कारवाई करनी पड़ेगी तो आपके राज्य या क्षेत्र के लिए दिए गए नंबर पर फोन करके किसी दुभाषिये से बात करें।

**Hmoob (Hmong):** Koj muaj cai kom tau txais kev pab uas hais koj hom lus yam tsis tau them nqi. Yog koj muaj lus nug txog koj daim ntawv thov los yog cov kev pab them nyiaj tim Kaiser Permanente, los yog tias daim ntawv no yog ib tsab ntawv ceebtoom uas yuav kom koj ua ib yam dabtsi raws li hnuv tau teev tseg, hu rau tus nab npawb xovtooj uas tau muab rau koj lub xeev lossis cheeb tsam kom tau tham nrog tus kws txhais lus.

**Igbo (Igbo):** ! nwere ikike inweta enyemaka n'asusụ gi na akwughị ugwo ọ bụla. Ọ bụrụ na ! nwere ajujọ gbasara akwukwo anamachoihe gi ma ọ bụ mkpuchi si na Kaiser Permanente, ma ọ bụ ọ bụrụ na nke bụ ọkwa a choro ka ! mee ihe tupu otu ubochi, kpoọ nomba enyere maka steeti ma ọ bụ mpaghara gi iji kwukorita okwu n'etiti onye okwa okwu.

**Iloko (Ilocano):** Adda ti karbenganyo a dumawat iti tulong iti pagsasaoyo nga awan ti bayadanyo. No addaankayo kadagiti saludsod maipanggep ti aplikasionyo wenno coverage babaen ti Kaiser Permanente, wenno no daytoy ket maysa a pakdaar a kalikagumanna a rumbeng nga aramidenyo ti addang iti espesipiko a petsa, tawagan ti numero nga inpaay para ti estado wenno rehon tapno makipatang ti maysa mangipatarus iti pagsasao.



**Italiano (Italian):** Hai il diritto di ricevere assistenza nella tua lingua gratuitamente. In caso di domande riguardanti la tua richiesta o la copertura attraverso Kaiser Permanente, o se occorre intervenire entro una data specifica secondo quanto indicato in questa comunicazione, chiama il numero fornito per il tuo stato o la tua regione per parlare con un interprete.

**日本語 (Japanese):** あなたは、費用負担なしでご使用の言語で支援を受ける権利を保持しています。お申し込みまたはKaiser Permanenteの担保範囲に関してご質問があるか、または本通知により、あなたが特定の日付までに行動を起こすよう依頼されている場合、お住まいの州または地域に対して提供された電話番号に電話して、通訳とお話ください。

**ខ្មែរ (Khmer):** អ្នកមានសិទ្ធិទទួលបានជំនួយជាភាសារបស់អ្នកដោយឥតគិតថ្លៃ។ បើសិនអ្នកមានសំណួរណាមួយអំពីពាក្យស្នើសុំឬការធានារ៉ាប់រងតាមរយៈ Kaiser Permanente ឬប្រសិនបើគឺជាលិខិតជូនដំណឹងដែលតម្រូវឲ្យអ្នកចាត់វិធានការត្រឹមកាលបរិច្ឆេទជាក់លាក់ សូមទូរស័ព្ទទៅលេខដែលបានផ្តល់ជូនសម្រាប់រដ្ឋឬតំបន់របស់អ្នកដើម្បីនិយាយទៅកាន់អ្នកបកប្រែ។

**한국어 (Korean):** 귀하에게는 한국어 통역서비스를 무료로 받으실 수 있는 권리가 있습니다. Kaiser Permanente를 통한 귀하의 보험 신청서나 보험 보장 범위에 관해 질문이 있을 경우 또는 이 통지서의 요구대로 어느 날짜까지 조치를 취해야만 하는 경우, 귀하의 주 및 지역의 제공된 전화번호로 연락해 통역사와 통화하십시오.

**ລາວ (Laotian):** ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໂດຍບໍ່ເສັຽຄ່າ. ຖ້າວ່າ ທ່ານມີຄໍາຖາມກ່ຽວກັບການສະໝັກຂອງທ່ານ ຫຼື ການຄຸ້ມຄອງຜ່ານ Kaiser Permanente, ຫຼື ຖ້າອັນນີ້ເປັນແຈ້ງການທີ່ຮຽກຮ້ອງໃຫ້ທ່ານດໍາເນີນການພາຍໃນວັນທີ່ຈະຈົງໃດໜຶ່ງ, ໃຫ້ໂທຕາມໝາຍເລກທີ່ໃຫ້ໄວ້ສໍາລັບລັດ ຫຼື ເຂດຂອງທ່ານ ເພື່ອຂໍລິມັດຖານພາສາ.

**Kajin Majōl (Marshallese):** Ewōr jimwe eo aṃ in bōk jipañ ilo kajin eo aṃ ejjelōk wōṇāñ. Ñe ewōr aṃ kajitōk kōn peba in aplaiki eo aṃ ak insurance eo aṃ jān Kaiser Permanente, ak ñe enaan in kōjelā in ej aikuj bwe kwōn makūtūt mokta jān juon raan eo eṃōj an kallikkar, kaḷok nōṃba eo ej leḷok ñian state eo aṃ ak jikūṃ bwe kwōn maroñ kōnono ippān juon ri-ukōt.

**Naabeehó (Navajo):** T'áá ni nizaad bee níká i'doolwoł doo bik'é asíníłáágoó éí bee náhaz'á. Kaiser Permanente áká aná'álwo' ná bik'é azláadoo yínikeedgo naaltsoos hadinílaa, éí bína'idíłkik doogo, éí doodago díí naaltsoos haa'ída yoolkáalgo hait'áoda i'díłíł nílñiigo éí nitsaa hahoodzojí éí doodago t'áá aadi nahós'a'di ata' dahalne'ígíí bich'í' hólne'go bee bił ahil hodiłnih.

**नेपाली (Nepali):** तपाईंसँग कुनै शुल्क नदिइ आफ्नो भाषामा सहायता पाउने अधिकार छ । तपाईंसँग आफ्नो आवेदन बारे वा Kaiser Permanente मार्फत कवरज बारेमा कुनै प्रश्नहरू भए, वा यो नोटिस अनुसार तपाईंले कुनै निर्धारित मितिमा कुनै कार्यवाही गर्नु पर्ने आवश्यकता भएमा, दोभाषेसंग कुराकानी गर्न तपाईंको राज्य वा क्षेत्रका लागि दिइएको नम्बरमा कल गर्नुहोस् ।

**Afaan Oromoo (Oromo):** Baasii malee afaan keetiin gargaarsa argachuudhaaf mirga qabda. Waa'ee iyyata keetii yookaan tajaajila Kaiser Permanente hammatu ilaalchisee gaaffii yoo qabaatte, yookaan yoo kun beeksisa guyyaa murtaa'e irratti tarkaanfii akka ati fudhattu gaafatu ta'e, lakkoofsa bilbilaa naannoo yookaan goodina keetiif kenname bilbiluudhaan turjumaana haasofsiisi.

**فارسی (Persian):** شما حق دارید که بدون هیچ هزینه ای به زبان خود کمک دریافت کنید. اگر درباره درخواست یا پوشش خود در Kaiser Permanente سوالی داشته یا بر اساس این اعلامیه باید تا تاریخ مشخصی اقدامی بعمل آورید، برای صحبت با یک مترجم شفاهی با شماره تلفن ارائه شده برای ایالت یا منطقه خود تماس بگیرید.

**lokaiahn Pohnpei (Pohnpeian):** Komw anehki pwung en rapahki sounkawehwe en omw palien lokaia ni sohte isaihs. Ma mie iren owmi kalelapak ohng aplikeisin de iren audepe kan ohng Kaiser Permanente, de ma pakair wet me anahne komwi en mwekid ohng rahn me kileledi, ah komw anahne koahl nempe me sansalehr ohng owmi palien wehi pwe komwi en lokaiaiang owmi tungoal soun kawehwe.

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

**ਪੰਜਾਬੀ (Punjabi):** ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਮੁਲਕ ਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਪਾਉਣ ਦਾ ਹੱਕ ਹੈ। ਜੇਕਰ ਤੁਹਾਡੇ ਆਪਣੀ ਅਰਜ਼ੀ ਜਾਂ Kaiser Permanente ਰਾਹੀਂ ਕਵਰੇਜ ਬਾਰੇ ਸਵਾਲ ਹਨ, ਜਾਂ ਇਸ ਨੋਟਿਸ ਵਜੋਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਨਿਸ਼ਚਿਤ ਮਿਤੀ ਤੱਕ ਕਾਰਵਾਈ ਕਰਨ ਦੀ ਲੋੜ ਪਵੇ, ਤਾਂ ਦੁਬਾਰੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਆਪਣੇ ਰਾਜ ਜਾਂ ਇਲਾਕੇ ਲਈ ਮੁਹੱਈਆ ਕਰਵਾਏ ਗਏ ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ।

**Română (Romanian):** Aveți dreptul de a solicita ajutor care să vă fie oferit în mod gratuit în limba dumneavoastră. Dacă aveți întrebări legate de solicitarea dumneavoastră sau de acoperirea oferită de Kaiser Permanente sau dacă acest aviz vă solicită să luați măsuri până la o anumită dată, sunați la numărul de telefon furnizat pentru statul sau regiunea dumneavoastră pentru a sta de vorbă cu un interpret.

**Русский (Russian):** У вас есть право получить бесплатную помощь на своем языке. Если у вас имеются вопросы относительно вашего заявления или медицинского страхования в Kaiser Permanente, либо если такое уведомление требует от вас каких-либо действий к определенной дате, позвоните по номеру телефона для своего штата или региона, чтобы поговорить с переводчиком.

**Faa-Samoa (Samoan):** E iai lou 'aia e maua se fesoasoani i lou gagana e aunoa ma le totogi. Afai e iai ni fesili e uiga i lou tusi apalai po o puipuiga e ala mai Kaiser Permanente, po o lenei tusi e manaomia ona e gaoioi i se taimi atofaina, vili le numera ua fuafuaina mo lou setete po o oganuu e fesooota'i i se faaliliu.

**Español (Spanish):** Usted tiene derecho a obtener ayuda en su idioma sin costo alguno. Si tiene preguntas acerca de su solicitud o cobertura a través de Kaiser Permanente, o si este es un aviso que requiere que usted tome alguna medida antes de una fecha determinada, llame al número de teléfono que se proporciona para su estado o región para hablar con un intérprete.

**Tagalog (Tagalog):** Mayroon kang karapatang humingi ng tulong sa iyong wika nang walang bayad. Kung mayroon kang mga katanungan tungkol sa iyong aplikasyon o coverage sa pamamagitan ng Kaiser Permanente, o kung ito ay abisong nangangailangan ng iyong aksyon sa tiyak na petsa, tumawag sa numerong ibinigay para sa iyong estado o rehiyon para makipag-usap sa isang interpreter.

**ไทย (Thai):** ท่านมีสิทธิที่จะได้รับความช่วยเหลือในภาษาของท่านโดยไม่เสียค่าใช้จ่าย หากท่านมีคำถามเกี่ยวกับการสมัครของท่าน หรือความคุ้มครองผ่าน Kaiser Permanente หรือหากนี่คือหนังสือที่ต้องการให้ท่านดำเนินการภายในวันที่ที่กำหนดไว้ โปรดติดต่อหมายเลขที่ให้ไว้สำหรับรัฐหรือเขตพื้นที่ของท่านเพื่อคุยกับล่าม

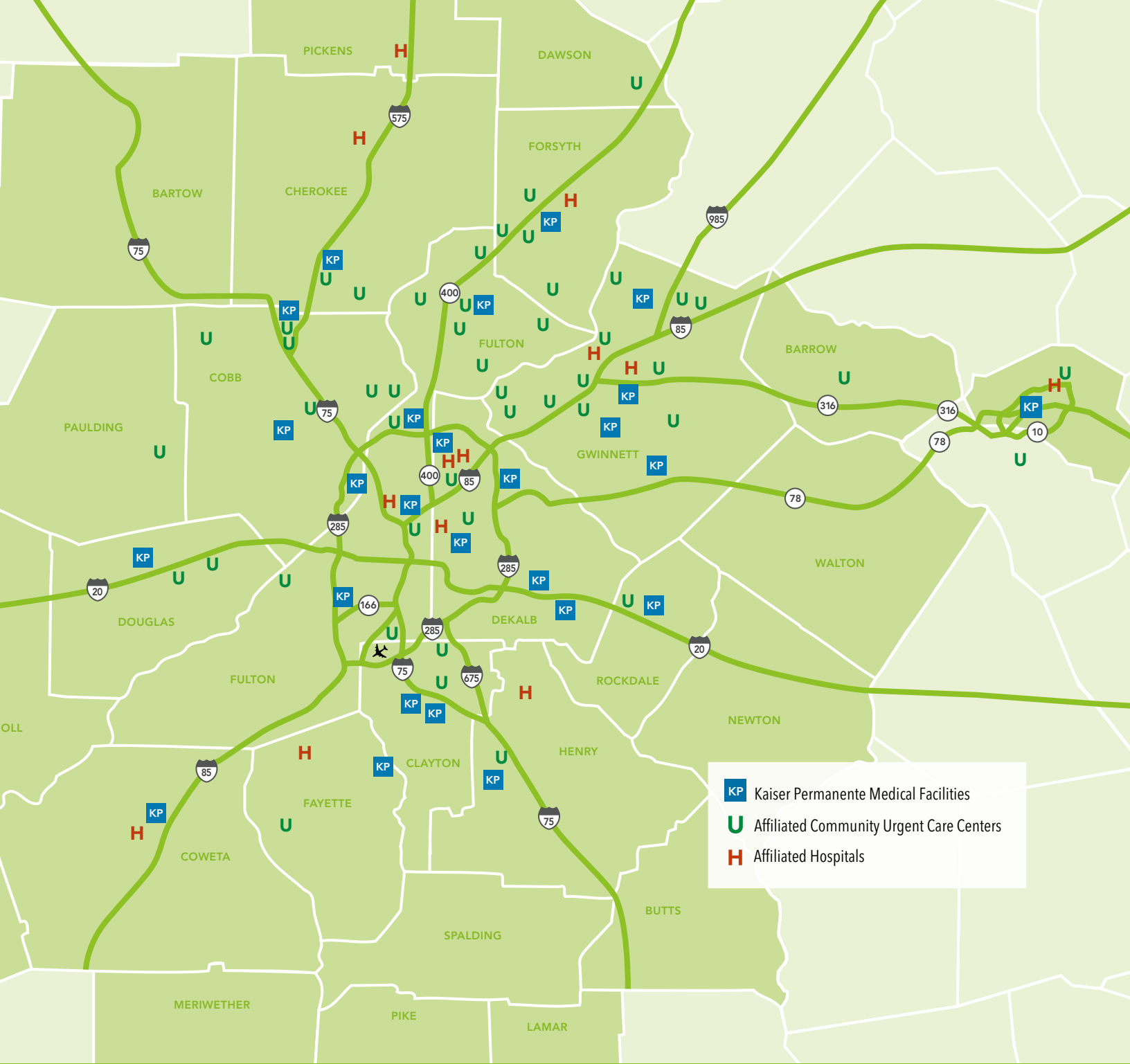
**Lea Faka-Tonga (Tongan):** 'Oku 'ia ho totonu ke ke ma'u ha fakatonulea ta'etotongi. Kapau 'oku 'i ai ha'o fehu'i ki ho tohi kole na'e fakafonu ki he malu'i 'inisiua 'a e Kaiser Permanente, pea kapau ko e tohina 'oku fiema'u keke fai ha me'a ki ai pe ko ha 'aho na'e tuku pau atu ke fai ia, taa ki he fika kuo 'oatu ki ho siteiti pe ko e vahefonua 'oku ke 'i ai ke talanoa mo ha tokotaha tene fakatonu lea atu kiate koe.

**Українська (Ukrainian):** У Вас є право на отримання допомоги безкоштовно на Вашій рідній мові. Якщо Ви маєте питання стосовно Вашого звернення чи страхового покриття в Kaiser Permanente, чи якщо відповідно до такого повідомлення Вам треба буде здійснити певну дію до конкретної дати, подзвоніть по номеру, що відповідає Вашій країні чи регіону, щоб поговорити з перекладачем.

**اردو (Urdu):** آپ کو کوئی بھی قیمت ادا کرنے بغیر اپنی زبان میں مدد حاصل کرنے کا حق ہے۔ اگر آپ کے ذہن میں اپنی درخواست یا Kaiser Permanente کے ذریعہ کوریج کے متعلق کوئی بھی سوالات ہیں، یا اگر اس نوٹس کی وجہ سے آپ کو کسی مخصوص تاریخ تک عمل انجام دینے کی ضرورت ہوگی تو، کسی مترجم سے بات چیت کرنے کے لئے آپ کی ریاست یا علاقہ کے لئے فراہم کئے گئے نمبر پر کال کریں۔

**Tiếng Việt (Vietnamese):** Quý vị có quyền được nhận trợ giúp miễn phí bằng ngôn ngữ của mình. Nếu quý vị có các câu hỏi về mẫu đơn hoặc mức bảo hiểm của mình thông qua Kaiser Permanente, hoặc đây là thông báo yêu cầu quý vị thực hiện vào một ngày cụ thể, hãy gọi đến số điện thoại được cung cấp cho bang hoặc khu vực của quý vị để trò chuyện với phiên dịch viên.

**Yorùbá (Yoruba):** O ní ẹ̀tọ́ láti rí irànlọ́wọ́ gbà nípa èdè rẹ́ láisan owó. Bí o bá ní ibèèrè nípa iwé tí o kọ tàbí ìsedéédé nípaşẹ́ Kaiser Permanente, tàbí ifitonilétí yìí jẹ́ èyí o nílò láti igbésẹ́ kan ní ojọ kan patọ́, pé nọmbà tí a pèsè fún ipínlẹ́ tàbí agbègbè rẹ́ láti bá òhnbifọ́ kan sọrọ́.



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