

Preparing for your appointment with a non- Kaiser Permanente provider

For members

As a Kaiser Permanente Added Choice, Point of Service (POS) member, you can get care from contracted providers in the Added Choice Network or any licensed provider you choose.

Help your appointment go smoothly:

1. You have access to more than 3,000 Added Choice contracted providers in Hawaii and more than 160 contracted hospitals and care facilities in Hawaii.¹ To check if your doctor and medical facility participate in the Added Choice Network before getting care, click here or go to **choiceproducts-hawaii.kaiserpermanente.org**. Or call **1-800-238-5742**.²
2. You can also see any licensed non-contracted providers for care; however, you may be required to pay the full amount when you receive care. If so, you will need to submit a claim form with an itemized bill for reimbursement. The form is available **here**. Or go to **choiceproducts-hawaii.kaiserpermanente.org**.
3. Bring a copy of this form to your appointment and keep a copy for your records. Remember to let your provider know you have Kaiser Permanente's Added Choice (POS) Plan.

Don't forget your ID card

Your ID card has important information, including the name of your health plan and medical record number on the front and back. This will help you check in for your appointment.

Added Choice POS Plan		Customer Service 1-800-238-5742 TTY 711
ADDCHOICE2, NEW		
MEDICAL RECORD NUMBER:	BIRTH DATE:	
67 58 41 2	07/03/1976	
RXBIN: 003585 RXPCN: 70000		
For Providers and Pharmacies:		
This member has a POS plan, which lets them get care for covered services from any licensed provider or pharmacy they choose.		
For questions about network participation, benefits, or precertification, please call Customer Service at the number above.		

Sample image. Your card(s) may vary.

For providers

This member has Kaiser Permanente's Added Choice (POS) plan, which lets them get care from participating providers in the Added Choice Network or any licensed provider they choose. Please don't send them to Kaiser Permanente facilities to get care.

To help them during their visit:

- Check their Kaiser Permanente Medical ID card and call **1-800-238-5742** to make sure they're eligible.
- Submit claims for this member to: Kaiser Foundation Health Plan, Inc. Hawaii Claims Administration P.O. Box 378021, Denver, CO 80237.
- If they require specialty care, refer them to a participating Added Choice Network provider or they may contact Authorization and Referral Management at **1-808-432-5687** if they wish to access their KP in-network HMO coverage.
- Collect only payments the member is responsible for, including copays, coinsurance, deductible payments, and noncovered expenses.
- Keep in mind that all hospitalizations and certain medical services require precertification.³ Please call **1-888-529-1553**, (TTY **711**) Monday through Friday, 6 a.m. to 4:30 p.m. HST, 3 days before any scheduled admissions or services that require precertification. For a list of these services, find the Certificate of Insurance at **kp.org/kpic** or call the number listed on the members ID card.
- If Added Choice (POS) members need emergency care, call the number listed Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m. For all members, please call within 24 hours of any emergency admission. Please put this form in the member's medical record or billing files for reference.

Questions? Call Added Choice Customer Service: **1-800-238-5742**, (TTY **711**) Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m. HST

² Contracted providers, hospitals and care facilities in Hawaii as of 2020. ² If what your provider tells you conflicts with the information you got online or by phone, call Customer Service at 1-800-238-5742.

³ For pharmacy prior authorizations, call MedImpact at 1-800-788-2949, 24 hours a day, 7 days a week. Be sure to have the members full name, date of birth, and medical record number ready when you call. Kaiser Foundation Health Plan, Inc. underwrites the Kaiser Permanente provider option of this plan. The contracted and non-contracted provider options of this plan are underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc. (KFHP).