

# Experience care for all that is you

Easy. Personalized. Connected.  
The way it's meant to be.



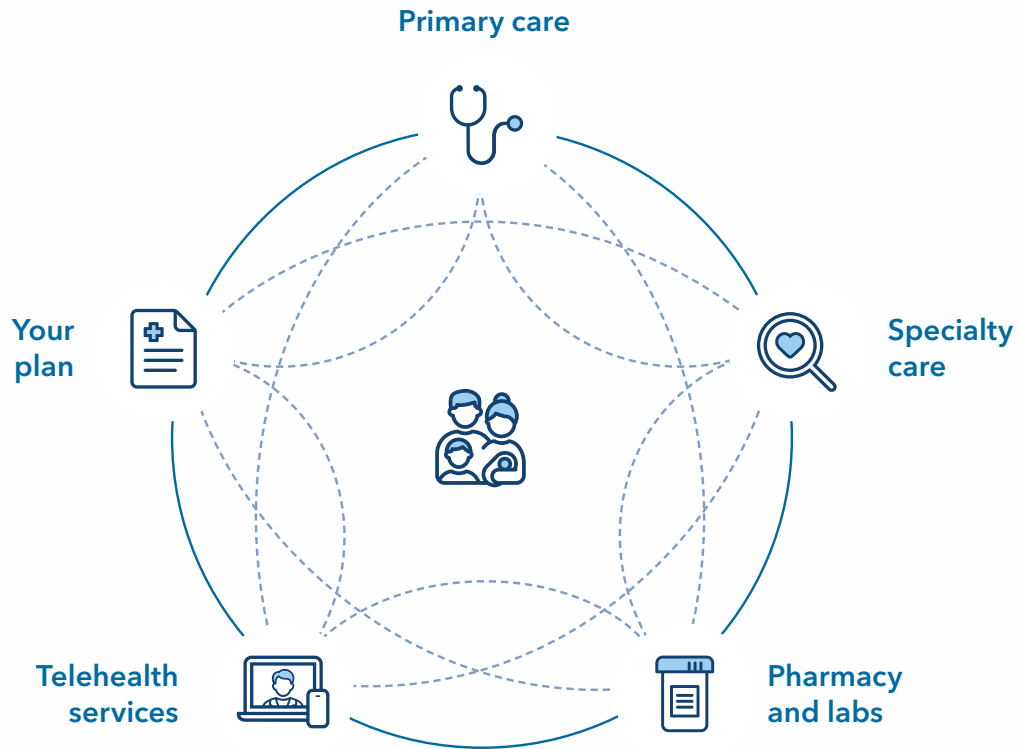
DENVER  
PUBLIC  
SCHOOLS

Discover a World of Opportunity™

## Kaiser Permanente 2023 Enrollment Guide

[kp.org](https://kp.org)

 **KAISER PERMANENTE®**  
Kaiser Permanente Insurance Company



## Connected care makes your life easier

High-quality care, combined with our integrated care delivery system, make us different. Your doctors, hospitals, and pharmacists work together to make getting the right care more convenient. Your care meets you where you are, because it's centered around you.



# Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. With connected caregivers, more ways to get care at home or on the go, and support for your total health, care at Kaiser Permanente feels easier and faster. Welcome to care that fits your life.

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# A better experience from the start

We guide you through each step of Kaiser Permanente, so you can get started in no time.

Visit [kp.org/newmember](https://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 choose Kaiser Permanente knowing you've found a doctor who fits your needs. You're also free to change doctors 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's office? Want your prescription refill mailed to your home? After your plan is effective, register for an online account at **kp.org** or get the Kaiser Permanente app and easily manage your health online—whenever, wherever. You can also access a digital version of your ID card when you download our mobile app.



## Have questions?

If you want more information about what your plan covers before you receive care, please contact Customer Service at **1-877-883-6698** (TTY 711).

# Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care – whether in person or virtually.



## 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

Your doctor, 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. That way, you get personalized care that's right for you.



## Personalized care

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 tailor care delivery for people of all cultural backgrounds



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

# Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



## Preventive care to keep you healthy

We focus on preventive care to 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 and sends reminders when you're due for your next screening so you're free to focus on living your life.



## Specialty care when you need it

We're also here when you get sick or need specialized care. As one of the largest multispecialty medical practices in Colorado, we can conveniently connect you with the right specialists – and in most cases a referral isn't needed.



## 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.



## Mental health care

Because your physical and mental health are connected, we offer a wide range of mental health and addiction services, with no referral required. To schedule an appointment, call our Behavioral Health Access Center at **303-471-7700** (TTY **711**).

Kaiser Permanente has teamed up with Amwell<sup>1</sup> to offer access to mental health services.

In addition to our existing in-person and virtual options for mental health care, you can schedule a one-on-one video counseling session with an Amwell mental health therapist.

We also offer no-cost mental health and wellness apps to help manage anxiety, depression, sleeplessness, and more.



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

# Convenient ways to get care

Get care where, when, and how you want it. With an enhanced suite of virtual care choices that are easy to access, you can get care in even more ways – and more places – than ever before.

## Choose how you get care



### Online chat<sup>1</sup>

Message in real time with a clinician, mental health specialist, and more.



### 24/7 on-demand video visits<sup>1</sup>

Talk to a clinician for quality care when you need it – no appointment needed.



### 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.



### 24/7 medical advice

Call for answers to routine or urgent medical questions.



### Scheduled phone/video visits<sup>1</sup>

Set up a time that's convenient for you to talk to a Kaiser Permanente clinician via phone or video.



### E-visit

Complete a brief, online questionnaire about your symptoms to receive a care plan or advice about seeking in-person care.



To access these and other care options, go to [kp.org/getcare](https://kp.org/getcare) or download our mobile app.

# Pharmacy services

You have many options for getting your prescriptions at Kaiser Permanente:



## Mail Order Pharmacy<sup>2</sup>

Get your prescriptions delivered with no shipping costs. You can fill them through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, by calling **1-866-523-6059** (TTY **711**), or at [kp.org/rxrefill](https://kp.org/rxrefill).



## In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible participants can choose to use an affiliated pharmacy. Refer to [kp.org/locations](https://kp.org/locations) to find all pharmacies available to you.



## By phone

Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under "Pharmacy Services" on each medical office's page at [kp.org](https://kp.org).



## Online

Order refills online for pickup at any medical office via [kp.org/refill](https://kp.org/refill).



## Same-day/next-day delivery

Request same-day/next-day delivery of your prescriptions for a flat fee. Simply call **1-888-626-0454** to check for eligibility. Same-day deliveries must be within 15 miles of a participating pharmacy.



For pharmacy benefits or questions, see your Summary Plan Description or contact OptumRx at **1-866-427-7701**. For our formulary, or list of covered drugs, go to [kp.org](https://kp.org).



# Resources for healthy mind, body, and spirit

Good health goes beyond the doctor's office. Explore some of the convenient resources available to you and choose the ones that fit your life.<sup>3</sup>

## Get the most out of your plan with these healthy extras

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### Self-care apps



Tap into the power of self-care with these apps, available to adult members at no cost:

**Ginger:** for emotional support coaching via text<sup>4</sup>

**Calm:** for meditation, mental resilience, and sleep

**myStrength:** for managing depression, stress, anxiety, addiction, and more

Adults can get these apps at [kp.org/selfcareapps](https://kp.org/selfcareapps).

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### Special rates



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

Read more at [kp.org/exercise](https://kp.org/exercise).

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### 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](https://kp.org/healthylifestyles).

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### 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](https://kp.org/wellnesscoach).

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### Online wellness tools



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

# Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.



## 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. You can also see different doctors at different locations—whatever works best for you.



## Getting care anytime, anywhere

### Urgent care<sup>5</sup>

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention—open 7 days a week. If you live in the Denver/Boulder area or Longmont, you can get urgent care at home through DispatchHealth.

### Emergency care<sup>6</sup>

If you ever need emergency care, you're covered. Call **911**, or if time and safety permit, go to the nearest emergency room.

### Convenient access to care while traveling

We make it easy to get care even when you're on the road. Just call our 24-hour Away from Home Travel Line<sup>7</sup> at **951-268-3900** for help getting care, or visit [kp.org/travel](http://kp.org/travel) to learn more.

Within Kaiser Permanente states (Colorado, California, Hawaii, Oregon, Washington, Georgia, Maryland, Virginia, and the District of Columbia), you can get routine, urgent, and emergency care at our facilities or get 24/7 care by phone or video.

You can also get emergency and urgent care anywhere you need it in the United States or around the world. At many locations outside Kaiser Permanente states (Cigna PPO Network<sup>8</sup> providers, MinuteClinic<sup>®</sup> locations, and Concentra clinics), you'll just pay your usual cost share—no need to file a claim.<sup>9</sup>

### Kids off to college in another state? They're covered!

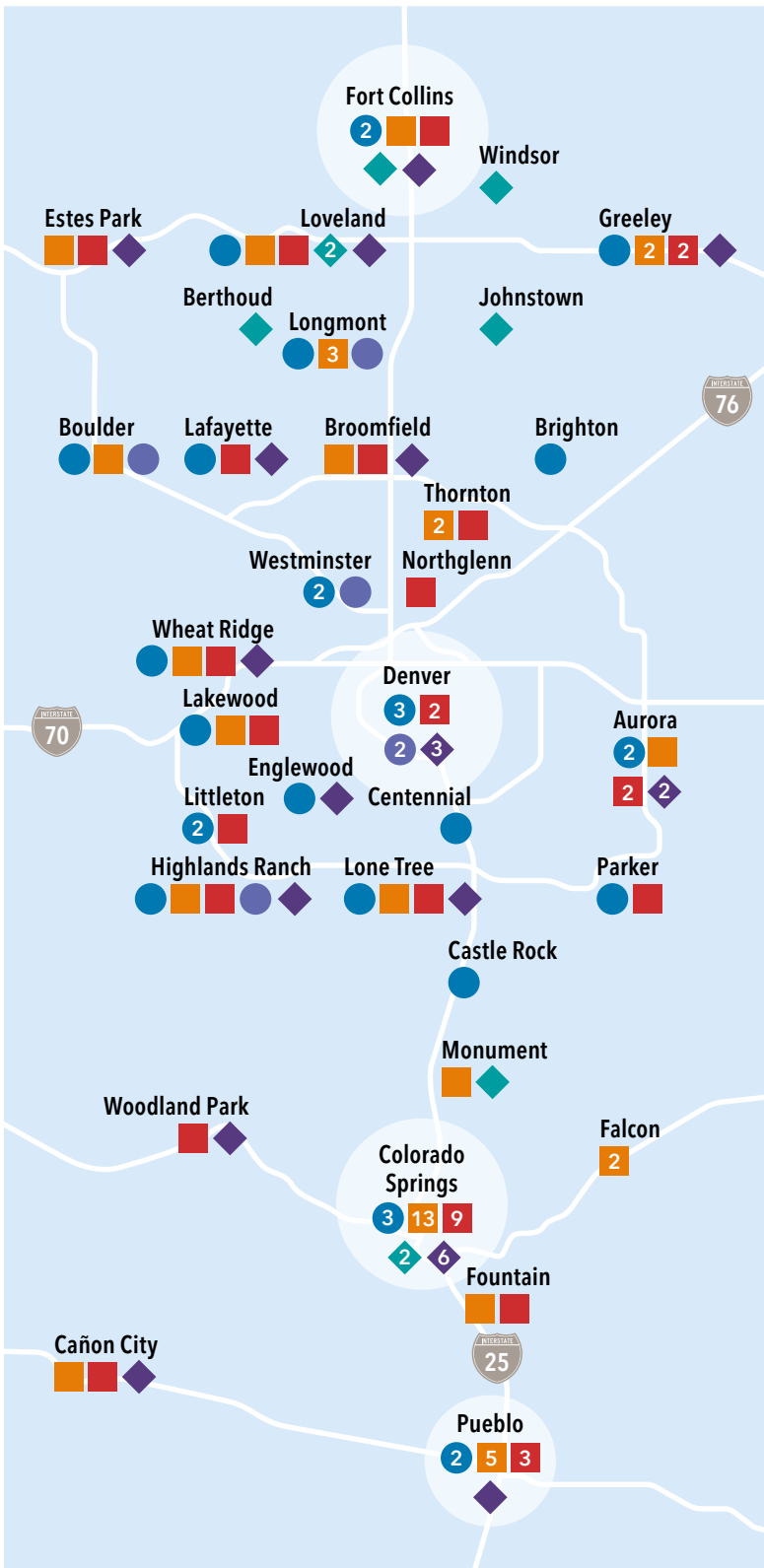
Covered dependents up to age 26 who live outside the Colorado service area are covered for certain routine, continuing, or follow-up care through our out-of-area care. See your Summary Plan Description or call Customer Service at **1-877-883-6698** (TTY **711**).

# In-person care locations

## Finding the right location

There are **1,100+** Kaiser Permanente doctors and **12,300** affiliated plan providers at locations across Colorado.<sup>10</sup> Just hop online or grab your smartphone.

- Visit [kp.org/facilities](https://kp.org/facilities) for the most up-to-date list of providers included in your plan. Search by ZIP code, keyword, or the type of service you need.
- You can also search on your smartphone with the location finder on the Kaiser Permanente mobile app.



## Colorado medical facilities

<b>30</b>	Kaiser Permanente medical offices	●
<b>40</b>	Urgent care facilities	■
<b>35</b>	Emergency care facilities	■
<b>6</b>	Behavioral health offices	◆
<b>9</b>	Affiliated providers with extended hours	◆
<b>24</b>	Affiliated hospital/inpatient care	◆

## Kaiser Permanente medical offices

### Central

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#### Aurora

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**Aurora Centrepoint**  
14701 E. Exposition Ave.  
Aurora, CO 80012

**Smoky Hill**  
16290 E. Quincy Ave.  
Aurora, CO 80015

#### Boulder

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**Baseline**  
580 Mohawk Drive  
Boulder, CO 80303

#### Brighton

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**Brighton**  
859 S. 4th Ave.  
Brighton, CO 80601

#### Castle Rock

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**Castle Rock**  
4318 Trail Boss Drive  
Castle Rock, CO 80104

#### Centennial

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**Arapahoe**  
5555 E. Arapahoe Road  
Centennial, CO 80122

#### Denver

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**East Denver**  
10400 E. Alameda Ave.  
Denver, CO 80247

**Franklin**  
2045 Franklin St.  
Denver, CO 80205

**Midtown Med. Office Building**  
1960 N. Ogden St.  
Denver, CO 80218

**Skyline**  
1375 E. 20th Ave.  
Denver, CO 80205

#### Englewood

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**Englewood**  
2955 S. Broadway  
Englewood, CO 80113

#### Highlands Ranch

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**Highlands Ranch**  
9285 Hepburn St.  
Highlands Ranch, CO 80129

#### Lafayette

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**Rock Creek**  
280 Exempla Circle  
Lafayette, CO 80026

#### Lakewood

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**Lakewood**  
8383 W. Alameda Ave.  
Lakewood, CO 80226

#### Littleton

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**Ken Caryl**  
7600 Shaffer Parkway  
Littleton, CO 80127

**Southwest**  
5257 S. Wadsworth Blvd.  
Littleton, CO 80123

#### Lone Tree

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**Lone Tree**  
10240 Park Meadows Drive  
Lone Tree, CO 80124

#### Longmont

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**Longmont**  
2345 Bent Way  
Longmont, CO 80503

#### Parker

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**Parker**  
10168 Parkglenn Way  
Parker, CO 80138

#### Westminster

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**Hidden Lake**  
7701 Sheridan Blvd.  
Westminster, CO 80003

**Westminster**  
11245 Huron St.  
Westminster, CO 80234

#### Wheat Ridge

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**Wheat Ridge**  
4803 Ward Road  
Wheat Ridge, CO 80033

### Northern

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#### Fort Collins

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**Fort Collins**  
2950 E. Harmony Road, Suite 190  
Fort Collins, CO 80528

**Spring Creek**  
1136 E. Stuart St.  
Building 3, Suite 200  
Fort Collins, CO 80525

#### Greeley

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**Greeley**  
2429 35th Ave.  
Greeley, CO 80634

#### Loveland

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**Loveland**  
4901 Thompson Parkway  
Loveland, CO 80534

### Southern

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#### Colorado Springs

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**Briargate**  
4105 Briargate Parkway, Suite 125  
Colorado Springs, CO 80920

**Parkside**  
215 Parkside Drive  
Colorado Springs, CO 80910

**Premier**  
3920 North Union Blvd.  
Colorado Springs, CO 80907

#### Pueblo

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**Acero**  
2625 W. Pueblo Blvd.  
Pueblo, CO 81004

**Pueblo North**  
3670 Parker Blvd., Suite 200  
Pueblo, CO 81008

For a full list of providers included  
in your plan, visit [kp.org/locations](https://kp.org/locations)

# Care is just a click away

Online tools designed to make your life easier

## After choosing Kaiser Permanente

Visit [kp.org/newmember](https://kp.org/newmember) to get started. It's easy to register at [kp.org](https://kp.org), choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

## Already registered?

Manage your care online anytime at [kp.org](https://kp.org). If you haven't already, go to [kp.org/registernow](https://kp.org/registernow) so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.



## NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC 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: **1-866-213-3062** (TTY: **711**)

If you believe that KPIC 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 or phone at: KPIC Civil Rights Coordinator, 3701 Boardman-Canfield Rd, Canfield OH 44406, telephone number 1-866-213-3062.

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>.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-866-213-3062** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-866-213-3062** (TTY: **711**)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-213-3062** (TTY: **711**)።

**Հայերեն (Armenian):** Ուժեղացրե՛ք Ձեր լեզուն. եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք **1-866-213-3062** (TTY **711**):

**Bàsóò Wùdù (Bassa) Dè dɛ nìà kɛ dyédé gbo:** ɔ jũ ké m̀ Bàsóò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béín m̀ gbo kpáa. **Đá 1-866-213-3062 (TTY: 711)**

**বাংলা (Bengali) লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-866-213-3062 (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 **1-866-213-3062 (TTY: 711)**。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید, تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. **با 1-866-213-3062 (TTY: 711) تماس بگیرید.**

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-213-3062 (TTY: 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-213-3062 (TTY: 711)**.

**ગુજરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-866-213-3062 (TTY: 711)**.

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-866-213-3062 (TTY: 711)**.

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-213-3062 (TTY: 711)** पर कॉल करें।

**Hmoob (Hmong) CEEB TOOM:** Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus, uas pab dawb rau koj. Hu rau **1-866-213-3062 (TTY: 711)**.

**Igbo (Igbo) NRUBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, diiri gi. **Kpọọ 1-866-213-3062 (TTY: 711)**.

**Italiano (Italian) ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-866-213-3062 (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。 **1-866-213-3062 (TTY: 711)** まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយគឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-866-213-3062 (TTY: 711)**។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-213-3062 (TTY: 711)** 번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-213-3062 (TTY: 711).

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, koji' hódíłnih **1-866-213-3062** (TTY: 711).

**नेपाली (Nepali) ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । **1-866-213-3062** (TTY: 711) फोन गर्नुहोस् ।

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-866-213-3062** (TTY: 711).

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-866-213-3062** (TTY: 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-866-213-3062** (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-866-213-3062** (TTY: 711).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-213-3062** (TTY: 711).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-213-3062** (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 **1-866-213-3062** (TTY: 711).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-866-213-3062** (TTY: 711).

**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-866-213-3062** (TTY: 711).

**اردو (Urdu) خبردار:** اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-866-213-3062** (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 **1-866-213-3062** (TTY: 711).

**Yorùbá (Yoruba) AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-866-213-3062** (TTY: 711).



## References

1. Chat with a clinician or mental health specialist, video, and phone services are offered at no additional cost for most health plans. These services are subject to a copayment, coinsurance, or deductible before being provided at no additional cost for some high deductible health plans. Review your Summary Plan Description for your plan details.
2. Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail to the following states at this time: Arkansas, Kansas, Louisiana, North Carolina, Nebraska, Oklahoma, South Carolina, and South Dakota.
3. These programs are not insurance. You should check any insurance benefits you have before using a discount program. These programs may be discontinued at any time.
4. The Ginger coaching services are not covered under your health plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Summary Plan Description or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old.
5. If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate or help you schedule an appointment, if appropriate. Call **1-866-311-4464 (TTY 711)**.
6. If you think you are experiencing an emergency medical condition, call 911 or, if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Summary Plan Description.
7. 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 country. 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 4, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 11 a.m., and it reopens the day after a holiday at 5 a.m.
8. The Cigna PPO network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.
9. If you have an HSA-qualified deductible plan, you may need to pay the full charges until you reach your deductible.
10. Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change.





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**1-877-883-6698** (TTY 711)

## Pharmacy Benefits

OptumRx

**1-866-427-7701**

## Appointments, Urgent Care and Medical Advice

**1-866-311-4464** (TTY 711)

To find providers and locations to receive care, visit [kp.org/locations](https://kp.org/locations).



Learn more details about your plan at [kp.org/dps/co](https://kp.org/dps/co).

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