

Health care options for all that is you

A guide to getting the care you and your family need.

kp.org/getcare

KAISER PERMANENTE®

On the cover:
Amy N. Duckro, DO
Executive Director,
Population Management

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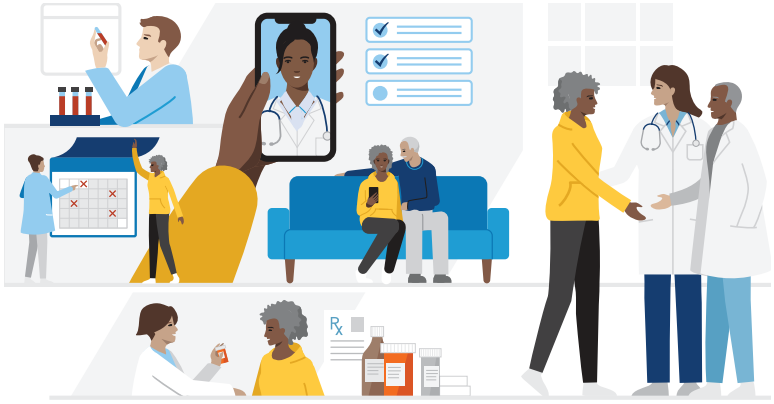
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How care works at Kaiser Permanente



Thank you for choosing Kaiser Permanente. We combine care and coverage in an integrated care delivery system—which makes us different than other health care providers. Your doctors are connected to each other across different specialties and locations through one computer system called an electronic health record and have instant access to your recorded medical history—including prescriptions, X-rays, labs, and test results.[1] This enables them to coordinate your care—so you don't have to! Learn more at **kp.org/myhealthyplace**.

Member Services

303-338-3800 or **1-800-632-9700** (TTY **711**),
Monday–Friday, 8 a.m.–6 p.m.

Clinical Contact Center (24/7 medical advice)

For appointments, book online at **kp.org/appointments** or call **303-338-4545** or **1-800-218-1059** (TTY **711**),
Monday–Friday, 6 a.m.–7 p.m.

See numbered references on page 15.

Online/mobile care options

Online chat[2]

Chat live online with a clinician for answers to routine or urgent medical questions. Available 7 days a week on **kp.org**.

Scheduled phone or video visits[2,3]

Schedule time to talk with a clinician by phone or video. With most plans, there's no cost.

24/7 nurse advice

Speak to a registered nurse anytime, day or night, for routine or urgent medical or mental health advice. Call **303-338-4545** or **1-800-218-1059** (TTY **711**).

24/7 virtual care[2,4]

Fast, personalized support around the clock – no appointment needed. Get 24/7 care by phone or video from a Kaiser Permanente clinician across the U.S.

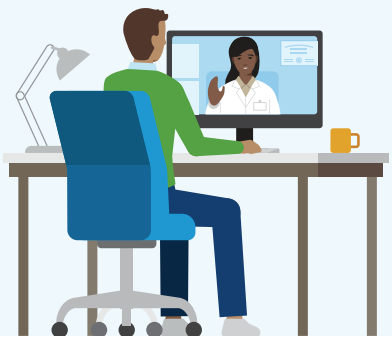
E-mail[3]

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply, usually within 2-3 business days.

E-visit

Answer a few questions on **kp.org** or our app for 24/7 self-care advice. In some cases, a Kaiser Permanente clinician will get back to you with a care plan – usually within 4 hours.

To access these care options and more visit **kp.org/getcare.**



With the Kaiser Permanente app and kp.org you can:

- Schedule or cancel appointments[3]
- Refill prescriptions
- View lab results[3]
- Pay medical bills
- And more!

Set up your account at **kp.org/register**, then download our app onto your mobile device.

See numbered references on page 15.

Care that meets your needs



Expanded mental health services

Get care for depression, substance use, eating disorders, anxiety, medication evaluation and management, and more—without a referral!

- Appointments with a mental health clinician through phone, video, and in-person visits
- Online chat with a mental health clinician
- 24-7, one-on-one emotional support through the Ginger app[5]
- Tips for meditation, improved sleep, and mental resilience through the Calm App
- Help managing depression, stress, anxiety, addiction, and more through the myStrength app[6]

Schedule appointments at **kp.org/appointments**, or call **303-471-7700** or **1-866-359-8299** (TTY **711**). In Southern Colorado, call **1-866-702-9026** (TTY **1-866-835-2755**). Visit **kp.org/getcare** for more information about all of your mental health care options.

Routine care

Routine care consists of visits to your clinician for a checkup, preventative screenings, or non-urgent health issues.

Specialty care

Specialty care involves services from doctors trained in specific areas of care, such as cardiology, dermatology, orthopedics, and more. A referral is not needed to see many specialists.

Pediatric care

Routine pediatric care (for children up to 18 years old) is provided by appointment only.

Schedule an appointment[3]

Schedule routine, specialty, and pediatric appointments at **kp.org**, through the mobile app, or by calling **303-338-4545** or **1-800-218-1059** (TTY **711**), Monday–Friday, 6 a.m.–7 p.m.

Inpatient hospital care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of many hospitals that are in-plan with Kaiser Permanente. See page 13 for a list of these in-plan hospitals.

See numbered references on page 15.

Urgent care

Urgent care is for illnesses or injuries that require prompt attention but are not medical or psychiatric emergencies. This can include abdominal pain, asthma, cough, fever, sore throat, earaches, headaches, migraines, minor lacerations, ankle sprains, and other urgent conditions. See page 10 for Kaiser Permanente urgent care locations that offer evening, weekend, and holiday hours.

Emergency care

Emergency care is for when your health is in danger and you require immediate care. For example, you feel like you're having a heart attack, have severe difficulty breathing, cannot talk or move one side of your body, develop slurred speech, have a sudden change of consciousness, or have serious wounds, injuries, or a psychiatric emergency (see locations on pages 11-12).

For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at **kp.org/eoc**.

Urgent care at home

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, from 7 a.m.-10 p.m., **720-588-9686** (TTY **711**).

Care outside the Colorado Service Area

You have many care options:

- Online and mobile care (see page 3)
- Urgent and emergency care
- Certain services at any Kaiser Permanente medical offices in California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia, and the District of Columbia.

Out-of-Area Benefit

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 Benefit.[7] Call Member Services with questions at **303-338-3800** or **1-800-632-9700**.

See numbered references on page 15.

Pharmacy and other services

You have many ways to fill and manage your prescriptions—when it's most convenient for you.

Prescription Delivery[8]

Get most prescriptions delivered within a few days with no shipping costs. You can fill them online at **kp.org**, through the mobile app, or by calling the pharmacy at a Kaiser Permanente medical office of your choice at **1-866-523-6059** (TTY **711**), or at **kp.org/refill**.

In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Order refills at **kp.org/refill** for pickup within 24 hours— or select priority pickup and get your refill in 30 minutes. Eligible members can choose to use an affiliated pharmacy.

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**.

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.

Manage your prescriptions or learn more

To manage your prescriptions or learn more about our pharmacy services, visit **kp.org/pharmacy**.



Kaiser Permanente Medical Offices

At most Kaiser Permanente medical offices, **you can see a doctor, fill a prescription, and have lab and imaging services done in the same place**. You can get care from any Kaiser Permanente medical offices in Colorado.

See numbered references on page 15.

Wellness coaching

Get one-on-one guidance and support from a dedicated wellness coach who can help you set goals, stick to them and, most importantly, see results. And you can do it all from the comfort of home. For more information and to make an appointment, call **720-536-7753**, Monday through Friday, or visit **kp.org/coaching**. Wellness coaching by phone is available at no cost to Kaiser Permanente members—and no referral is required.

Answers to benefits questions

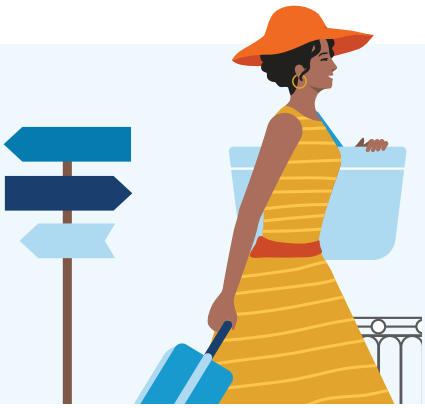
If you have questions about your benefits or cost of care:

- Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at **kp.org/eoc**
- Call Member Services at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday–Friday, 8 a.m.-6 p.m.

Medical financial counseling

- Price estimates for upcoming services and procedures
- Payment plan options
- General counseling or questions

Call Financial Counseling at **303-338-3025** or **1-877-803-1929** (TTY **711**), Monday–Friday, 8 a.m.–6 p.m.



Need care when traveling?

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900** (TTY **711**) for all your options. Urgent and emergency care are available anywhere in the world.

See numbered references on page 15.

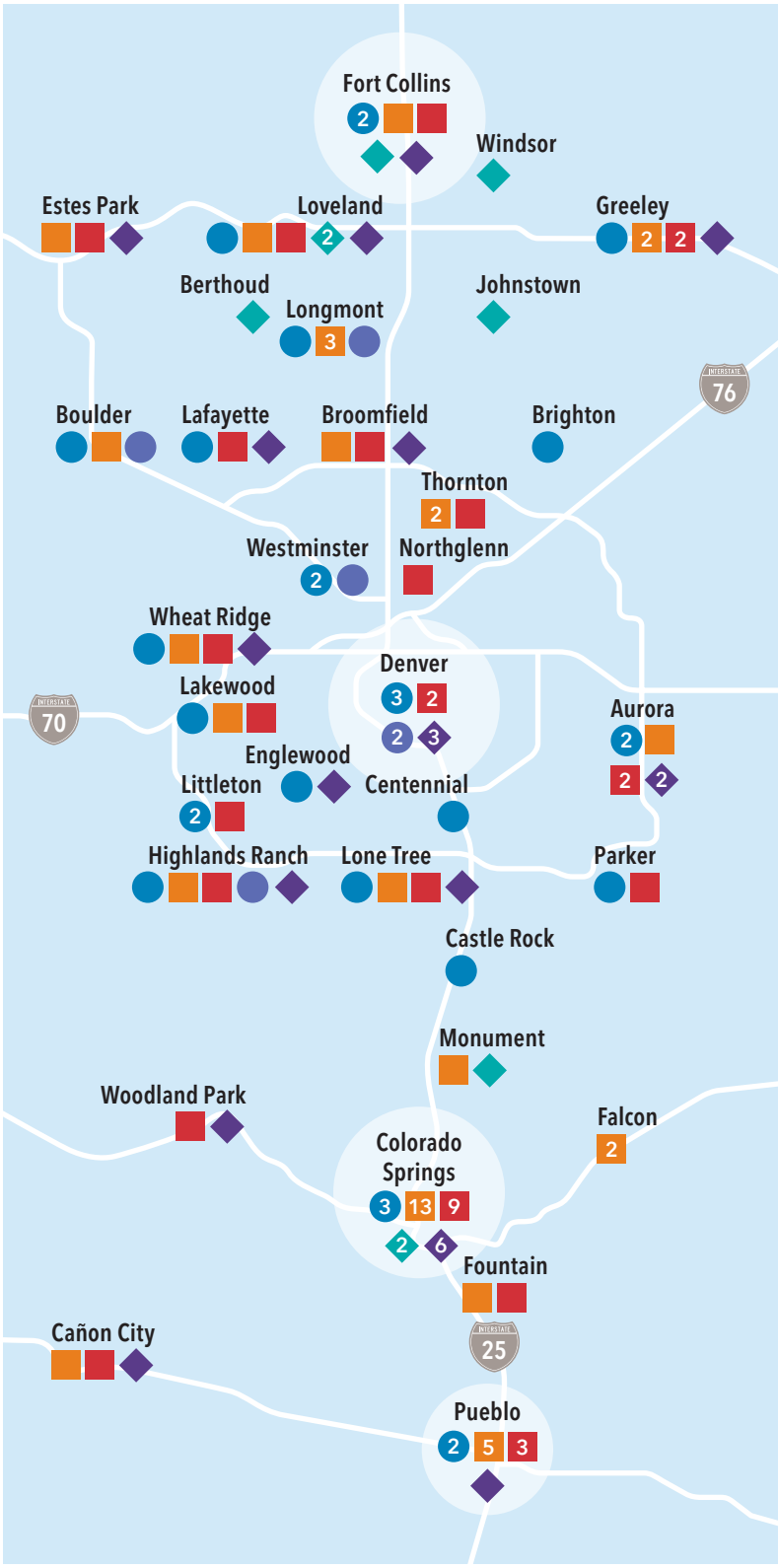
In-person care locations

Colorado medical facilities

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

There are **1,100+** Kaiser Permanente physicians, and **12,300** affiliated plan providers at locations across Colorado.

For the most up-to-date list of providers and facilities included in your plan, visit **kp.org/locations**.



See numbered references on page 15.

Kaiser Permanente Medical Offices

Central

Aurora

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

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

Boulder

Baseline
580 Mohawk Drive
Boulder, CO 80303

Brighton

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

Castle Rock

Castle Rock
4318 Trail Boss Drive
Castle Rock, CO 80104

Centennial

Arapahoe
5555 E. Arapahoe Road
Centennial, CO 80122

Denver

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

Franklin
2045 Franklin St.
Denver, CO 80205

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

Englewood

Englewood
2955 S. Broadway
Englewood, CO 80113

Highlands Ranch

Highlands Ranch
9285 Hepburn St.
Highlands Ranch, CO 80129

Lafayette

Rock Creek
280 Exempla Circle
Lafayette, CO 80026

Lakewood

Lakewood
8383 W. Alameda Ave.
Lakewood, CO 80226

Littleton

Ken Caryl
7600 Shaffer Parkway
Littleton, CO 80127

Southwest
5257 S. Wadsworth Blvd.
Littleton, CO 80123

Lone Tree

Lone Tree
10240 Park Meadows Drive
Lone Tree, CO 80124

Longmont

Longmont
2345 Bent Way
Longmont, CO 80503

Parker

Parker
10168 Parkglenn Way
Parker, CO 80138

Westminster

Hidden Lake
7701 Sheridan Blvd.
Westminster, CO 80003

Westminster
11245 Huron St.
Westminster, CO 80234

Wheat Ridge

Wheat Ridge
4803 Ward Road
Wheat Ridge, CO 80033

Northern

Fort Collins

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

Greeley
2429 35th Ave.
Greeley, CO 80634

Loveland

Loveland
4901 Thompson Parkway
Loveland, CO 80534

Southern

Colorado Springs

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

Acero
2625 W. Pueblo Blvd.
Pueblo, CO 81004

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

See numbered references on page 15.

Urgent Care

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. Most locations have extended hours. Call **303-338-4545** or **1-800-218-1059** (TTY **711**) for the latest hours of operation.

Central

Aurora

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

Boulder

Concentra Urgent Care
3300 N. 28th St.
Boulder, CO 80301
303-541-9090

Lakewood

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

Lone Tree

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

Longmont

NextCare Urgent Care
2144 Main St., Suite 8
Longmont, CO 80501
303-772-0041

UCHealth Urgent Care – Main Street
2101 Main St.
Longmont, CO 80501
720-745-8030

Orthopaedic & Spine Center of the Rockies – Urgent Care (orthopedics only)
1610 Dry Creek Dr.
Longmont, CO 80503
303-772-1600

Thornton

Concentra Urgent Care
500 E. 84th Ave., Suite B14
Thornton, CO 80229
303-287-7070

Concentra Urgent Care
550 E. Thornton Pkwy, Suite 110
Thornton, CO 80229
720-872-0399

Pediatric care (only) available at the following facilities

Children's Hospital Colorado[9]
North Campus, Broomfield
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado[9]
South Campus, Highlands Ranch
1811 Plaza Dr.
Highlands Ranch, CO 80219
720-478-1234

Children's Hospital Colorado[9]
Wheat Ridge
3455 N. Lutheran Parkway, Suite 230
Wheat Ridge, CO 80033
720-777-1370

Urgent Care at Home[9]

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, from 7 a.m.–10 p.m., **720-588-9686** (TTY **711**).

Northern

Estes Park

Estes Park Urgent Care Center
420 Steamer Dr
Estes Park, CO 80517
970-577-4500

Fort Collins

Banner Urgent Care
110 E. Boardwalk
Fort Collins, CO 80525
970-821-1500

Greeley

Banner Urgent Care
2015 35th Ave.
Greeley, CO 80634
970-810-4155

NextCare Urgent Care
1011 39th Ave., Suite A
Greeley, CO 80634
970-351-8181

Loveland

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

Southern

Cañon City

Centura Health Urgent Care
3245 East US Highway 50, Unit E
Canon City, CO 81212
719-285-2888

Colorado Springs

Alliance Urgent Care[9]
9320 Grand Cordera Parkway
Suite 100
Colorado Springs, CO 80924
719-282-6337

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

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

Centura Health Urgent Care Powers Pointe
5607 Barnes Road, Suite 140
Colorado Springs, CO 80917
719-776-3851

Concentra Urgent Care[9]
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

Concentra Urgent Care[9]
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

Concentra Urgent Care[9]
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

Concentra Urgent Care[9]
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care[9]
6011 E. Woodmen Road, Suite 100
Colorado Springs, CO 80923
719-571-8888

UCHealth Urgent Care[9]
1035 Garden of the Gods Road
Suite 120
Colorado Springs, CO 80907
719-365-3200

UCHealth Urgent Care[9]
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

See numbered references on page 15.

UCHealth Urgent Care[9]
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care[9]
13445 Voyager Parkway
Colorado Springs, CO 80921
719-365-3200

Falcon

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

UCHealth Urgent Care[9]
11605 Meridian Market View, Suite 184
Falcon, CO 80831
719-364-9560

Fountain

Centura Health Urgent Care Fountain
7955 Fountain Mesa Road
Fountain, CO 80817
719-776-3737

Monument

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

Pueblo

Concentra Urgent Care[9]
4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

Concentra Urgent Care[9]
4112 Outlook Blvd., Suite 325
Pueblo, CO 81008
719-562-6300

Southern Colorado Clinic, PC
3676 Parker Blvd.
Pueblo, CO 81008
719-553-2208

Southern Colorado Clinic, PC
3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

Southern Colorado Clinic, PC
109 S Burlington Dr.
Pueblo West, CO 81007
719-553-2205

Emergency Care

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 Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

Central

Aurora

HealthONE The Medical Center of Aurora South Campus
1501 S. Potomac St.
Aurora, CO 80012
303-695-2600

Denver

Intermountain Healthcare (SCL Health) Saint Joseph Hospital[9]
1375 E. 19th Ave.
Denver, CO 80218
303-812-2000

Englewood

HealthONE Swedish Medical Center
501 E. Hampden Ave.
Englewood, CO 80113
303-788-6555

Lafayette

Intermountain Healthcare (SCL Health) Good Samaritan Medical Center[9]
200 Exempla Circle
Lafayette, CO 80026
303-689-4000

Lakewood

HealthONE Swedish Belmar ER
260 S. Wadsworth Blvd.
Lakewood, CO 80226
720-417-7200

Littleton

HealthONE Swedish Southwest ER
6196 S. Ammons Way
Littleton, CO 80123
303-788-6911

Lone Tree

HealthONE Sky Ridge Medical Center
10101 RidgeGate Parkway
Lone Tree, CO 80124
720-225-5362

Northglenn

Intermountain Healthcare (SCL Health) Saint Joseph Emergency Northglenn[9]
11900 Grant St.
Northglenn, CO 80233
720-573-5095

Parker

HealthONE Sky Ridge South Parker ER
12223 Pine Bluffs Way
Parker, CO 80134
720-347-6100

Thornton

HealthONE North Suburban Northeast ER
12793 Holly St.
Thornton, CO 80241
303-280-6640

Wheat Ridge

Intermountain Healthcare (SCL Health) Lutheran Medical Center[9]
8300 W. 38th Ave.
Wheat Ridge, CO 80033
303-425-4500

Pediatric care (only) available at the following facilities

Children's Hospital Colorado Anschutz Medical Campus[9]
13123 E. 16th Ave.
Aurora, CO 80045
720-777-1234

Children's Hospital Colorado North Campus[9]
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado South Campus[9]
1811 Plaza Dr
Highlands Ranch, CO 80129
720-478-1234

Rocky Mountain Hospital for Children[9]
2001 N. High St.
Denver, CO 80205
720-754-1000

See numbered references on page 15.

Northern

Estes Park

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

Fort Collins

Banner Fort Collins Medical Center
4700 Lady Moon Drive
Fort Collins, CO 80528
970-821-4000

Greeley

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

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

Loveland

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

Southern

Cañon City

Centura Health St. Thomas More Hospital
1338 Phay Ave.
Cañon City, CO 81212
719-285-2000

Colorado Springs

Centura Health Penrose Hospital
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

Centura Health St. Francis Medical Center
6001 E. Woodmen Road
Colorado Springs, 80923
719-571-1000

UCHealth ER[9]
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

UCHealth Memorial Hospital Central[9]
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-5000

UCHealth Memorial Hospital North[9]
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-5000

UCHealth ER[9]
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER[9]
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital[9]
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain

UCHealth ER[9]
7890 Fountain Mesa Road
Fountain, CO 80817
719-390-2680

Pueblo

Centura Health St. Mary-Corwin Medical Center
1008 Minnequa Ave.
Pueblo, CO 81004
1-800-228-4039

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

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

Woodland Park

UCHealth Pikes Peak Regional Hospital[9]
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-374-6060

Pediatric care (only) available at the following facilities

Children's Hospital Colorado, Colorado Springs[9]
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

Extended Hours

from affiliated providers

Northern

Berthoud

Banner Health Clinic—Berthoud
401 10th St.
Berthoud, CO 80513
970-532-4910

Fort Collins

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

Johnstown

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

Loveland

Banner Health Clinic—Southwest Loveland
1230 14th St. SW
Loveland, CO 80537
970-820-3999

Banner Health Clinic—Columbine
2701 Madison Square Drive
Loveland, CO 80538
970-820-5000

Windsor

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

Southern

Colorado Springs

Optum Medical Group[9]
1633 Medical Center Point
Colorado Springs, CO 80907
719-632-5109

Optum Medical Group[9]
600 S. 21st St.
Colorado Springs, CO 80904
719-522-1133

Monument

Optum Medical Group[9]
15909 Jackson Creek Parkway
Monument, CO 80132
719-522-1133

See numbered references on page 15.

Behavioral Health

Visit **kp.org/getcare** for more information about all your mental health care options. You can schedule appointments at k**p.org/appointments** or by calling the appropriate number for the area where you live.

Central

Call **303-471-7700** (TTY **711**), Monday–Friday, 8:30 a.m.–5 p.m.

Boulder

Baseline Behavioral Health
580 Mohawk Drive
Boulder, CO 80303

Denver

Highline Behavioral Health
10350 E. Dakota Ave.
Denver, CO 80247
Entrance located on east side of building

Skyline Medical Offices
1375 E. 20th Ave.
Denver, CO 80205
Addiction Medicine services only

Highlands Ranch
Ridgeline Behavioral Health
9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

Longmont

Longmont Medical Offices
2345 Bent Way
Longmont, CO 80503

Westminster

Hidden Lake Behavioral Health
7701 Sheridan Blvd.
Westminster, CO 80003

Northern

Call **1-866-359-8299** (TTY **711**), Monday–Friday, 8:30 a.m.–5 p.m.

Southern

Call **1-866-702-9026** (TTY **1-866-835-2755**), anytime day or night.

Inpatient Hospital Care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of the following in-plan hospitals. For questions about your hospital admission copayment, deductible, or coinsurance, please review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

Central

Aurora

Children's Hospital Colorado Anschuz Medical Campus[9]

HealthONE The Medical Center of Aurora

Broomfield

Children's Hospital Colorado North Campus[9]

Denver

HealthONE Presbyterian/ St. Luke's Medical Center

Intermountain Healthcare (SCL Health) Saint Joseph Hospital[9]

Rocky Mountain Hospital for Children[9]

Englewood

HealthONE Swedish Medical Center

Highlands Ranch

Children's Hospital Colorado South Campus[9]

Lafayette

Intermountain Healthcare (SCL Health) Good Samaritan Medical Center[9]

Lone Tree

HealthONE Sky Ridge Medical Center

Wheat Ridge

Intermountain Healthcare (SCL Health) Lutheran Medical Center[9]

Northern

Estes Park

Estes Park Medical Center

Fort Collins

Banner Fort Collins Medical Center

Greeley

Banner North Colorado Medical Center

Loveland

Banner McKee Medical Center

Southern

Cañon City

Centura Health St. Thomas More Hospital

Colorado Springs

Centura Health Penrose Hospital

Centura Health St. Francis Medical Center

Children's Hospital Colorado, Colorado Springs[9]

UCHealth Grandview Hospital[9]

UCHealth Memorial Hospital Central[9]

UCHealth Memorial Hospital North[9]

Pueblo

Parkview Medical Center

Woodland Park

UCHealth Pikes Peak Regional Hospital[9]

For the latest information on all of our facilities, including hours and department listings, visit **kp.org/locations.**

See numbered references on page 15.

Notices and references

Nondiscrimination Notice

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

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

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

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services 1-800-632-9700 (TTY 711).

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

Help in Your Language

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

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY **711**).

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

Ɓǎsɔ́ ɔ̀ Wù dù (Bassa) Dè dɛ nìà kɛ dyédé gbo:
Ɔ jǔ ké m̀Ɓàsɔ́ɔ̀-wùdù-po-nyɔ̀ jǔ ní, nìí, à wudu kà kò dò po-poɔ̀ ɓɛ̀ìn m̀gbo kpáa. Đá **1-800-632-9700** (TTY **711**)

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

فارسی (Farsi) توجه:
اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.با **1-800-632-9700** (TTY **711**) تماس بگیرید.

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

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

Igbo (Igbo) NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịịrị gị. Kpọọ **1-800-632-9700** (TTY **711**).

日本語 (Japanese) 注意事項: 日本語を話さる場合、無料の言語支援をご利用いただけます。**1-800-632-9700** (TTY **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로이용 하실 수 있습니다. **1-800-632-9700** (TTY **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin:
Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hól ǫ́, koj į' hódíílnih **1-800-632-9700** (TTY **711**).

नेपाली (Nepali) ध्यान दिनुहोस् : तपा ंले नेपाली बोल्नुहुन्छ भने तपा ंको ननमतत भाषा सहायता सेवाह न शुल्क पमा उपलब्ध छ। **1-800-632-9700** (TTY **711**) फोन गनहोस।

Afaan Oromoo (Oromo) XIYYEEFFANNAA:
Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.
Bilbilaa **1-800-632-9700** (TTY **711**).

Русский (Russian) ВНИМАНИЕ:
если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-632-9700** (TTY **711**).

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

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

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

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

References

1. Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.

2. Online chat with a clinician or mental health specialist, as well as video and phone services, are offered at no additional cost for most health plans. With some PPO or high-deductible health plans, a copayment, coinsurance, or deductible must be met first before these services are provided at no additional cost.

3. These services are available when you see Kaiser Permanente providers.

4: When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

5. The Ginger coaching services described are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not 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. The coaching services are not available to any members under 18 years old. The coaching services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members, aged 18 and older, who become members of Kaiser Permanente. The coaching services are not available to anyone enrolled in the State of Colorado's Fee-for-Service Medicaid program and receiving primary care medical provider services from Kaiser Permanente.

6. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

7. Available for members with HMO, DHMO, or high-deductible plan with an HSA, and HMO in-plan tier of a point-of-service plans. The PPO and POS plans are NOT eligible for the Out-of-Area benefit coverage. Your specific benefits may vary if your membership is through the Federal Employee Health Benefit Program or Medicare. Medicare and Federal members should consult their Evidence of Coverage (EOC) or FEHB Brochure, respectively.

8. 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.

9. In-network for members on KP Select plans.

Thank you for choosing Kaiser Permanente.

We're here to answer your questions—from where to get care to understanding your benefits.



Member Services

303-338-3800 or **1-800-632-9700** (TTY **711**),
Monday–Friday, 8 a.m.-6 p.m.

Clinical Contact Center (24/7 medical advice)

For appointments, book online at **kp.org/appointments** or call **303-338-4545** or **1-800-218-1059** (TTY **711**),
Monday–Friday, 6 a.m.–7 p.m.

Online/mobile care

kp.org/getcare

Resources at kp.org

The Kaiser Permanente website is your health toolbox. Go to **kp.org** to find information about:

- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Life care planning
- And more

Kaiser Foundation Health Plan of Colorado, Inc. (KFHP) underwrites the HMO Network Provider Tier, and Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and Non-Participating Provider Tier of the 3-Tiered POS Plan. Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and the Non-Participating Provider Tier.