

CARE OPTIONS TO FIT YOUR LIFESTYLE

AT WORK

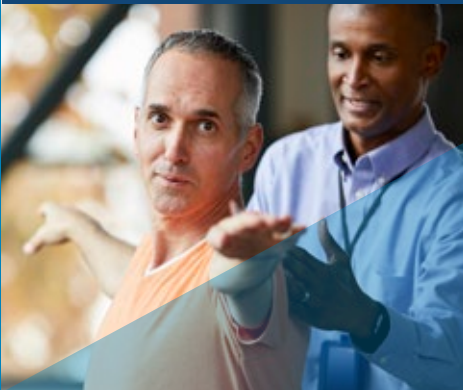


ON THE GO



A guide for getting
the care you and
your family need

IN PERSON



AT HOME



MAKING HEALTH CARE WORK FOR YOU



MEMBER
SERVICES

303-338-3800
or 1-800-632-9700

TTY 711

GET THE CARE YOU NEED, HOW YOU WANT IT – PHONE, ONLINE, FACE-TO-FACE, OR AT HOME.

GET CARE WHEN IT'S CONVENIENT FOR YOU

Thank you for choosing Kaiser Permanente for your health care and coverage. We offer many ways for you to get the care you need when it's convenient for you. In this guide, you'll find explanations of all your care options, their locations, and instructions on how to access them, including:

- Chat with a doctor, pharmacist or financial counselor
- 24/7 medical advice
- In-person mental health care services
- 24/7, on-demand phone and video visits



HOW CARE WORKS AT KAISER PERMANENTE

We are an **integrated care delivery system**, which means all Kaiser Permanente primary care providers, specialists, and other care team members are connected to each other through one computer system called an electronic health record.¹ They have instant access to your complete medical history—including prescriptions, X-rays, labs and test results. This allows them to coordinate your care—so you don't have to!



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 all Kaiser Permanente medical offices in Colorado.



YOUR CARE OPTIONS



At Kaiser Permanente, you have many ways to get care, including in-person, online, and by phone. With most plans, there is no additional cost for phone and online care options. 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)
- Chat with a Financial Counselor online at kp.org or call **303-338-3025** or **1-877-803-1929** (TTY 711)

Chat, video, and phone services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance or deductible first before being provided at no additional cost.

Online/mobile

CHAT

Chat with a Kaiser Permanente doctor from 6 a.m. to 10 p.m., 7 days a week. You can also chat with a pharmacist and financial counselor. Online chat is for routine and urgent medical advice. If needed, doctors will refer you for in-person care and order prescriptions.

E-MAIL²

Get answers to non-urgent medical questions by emailing your doctor's office through our secure message center, typically within 24 hours.

E-VISIT

Get a personalized care plan from a Kaiser Permanente nurse after filling out a brief questionnaire about your symptoms. The typical response time is within 4 hours.

SCHEDULED PHONE OR VIDEO VISITS¹

Schedule a video or phone visit with your Kaiser Permanente doctor or mental health provider for the same high-quality care as an in-person visit.

24/7 ADVICE

You can call the Appointment and Advice Contact Center 24/7 if you need routine or urgent medical or mental health advice or need help choosing the right care option.

24/7, ON-DEMAND PHONE & VIDEO VISITS

Visit with a doctor anytime, day or night, by video or phone. Get routine or urgent medical advice, referrals, prescriptions and more.



Routine Care

Regular visits to your doctor for preventive screenings and checkups.



Specialty Care

Services from doctors with training in specific areas of care, such as obstetrics-gynecology, dermatology, cardiology, mental health, and more.

CARE & CO

In Person

DOCTOR'S VISIT

See your primary care provider or a specialist. Schedule a visit through **kp.org**, the mobile app, or the Appointment and Advice Contact Center.²

MENTAL HEALTH SERVICES

Get care for a wide range of mental health and addiction services, including treatment for depression, substance use, eating disorders, medication evaluation and management, and more.

To connect with a mental health care provider, call **303-471-7700** (TTY **711**), or toll free at **1-866-359-8299** (TTY **711**). Those who live in Southern Colorado can call **1-866-702-9026** (TTY **1-866-835-2755**).

IN-PATIENT 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 hospitals.

URGENT CARE

For illnesses or injuries requiring 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.

Kaiser Permanente urgent care centers at the Lakewood, Lone Tree, and Aurora Centrepont Medical Offices offer evening, weekend, and holiday hours. Our providers can see patients of all ages and have access to your electronic medical record. Each location offers imaging, lab, and pharmacy services. See all Colorado urgent care locations on pages 9-12.

If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate for your condition/symptom or help you schedule an appointment, if appropriate. To get advice or schedule an appointment, call **303-338-4545** or **1-800-218-1059** (TTY **711**).

Urgent Care At Home

Members who live in Denver/Boulder or Colorado Springs can also get in-home urgent care from DispatchHealth:

8 a.m. to 10 p.m., 7 days a week.

Denver/Boulder: **303-500-1518**

Colorado Springs: **719-270-0805**
TTY **711**

EMERGENCY CARE

When your health is in danger and you require immediate care. For example, if you feel like you are having a heart attack, have severe difficulty breathing, lose the ability to talk or to move one side of the body, develop slurred speech, experience a sudden change in consciousness, have serious wounds or injuries, or have a psychiatric emergency.

If you think you are experiencing an emergency medical condition, call **911** or, if time and safety permit, go to the nearest emergency room (see locations on pages 11-12). 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 at **kp.org/eoc**.



Kaiser Permanente offers medical financial counseling, including:

- 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.

COVERAGE FOR YOU

CARE SERVICES THAT FIT YOUR BUSY LIFE

Primary and pediatric care

Office hours vary by location. Visit kp.org/locations for department and specialty listings, as well as hours of operation.

Routine primary and pediatric care is provided by appointment only, but same-day appointments are often available. To schedule an appointment, go to kp.org/appointments or call **303-338-4545** or **1-800-218-1059** (TTY **711**), Monday through Friday, from 6 a.m. to 7 p.m.



Get medical advice any time, day or night – at no additional cost!

Call the Appointment and Advice Contact Center 24/7: **303-338-4545** or **1-800-218-1059** TTY **711**

Care outside of the Colorado Service Area

If you're outside the service area, you still have many options for getting care in person.

- Online and mobile care options (see page 4).
- Urgent and emergency care are covered anywhere in the world.
- Certain services are available at any Kaiser Permanente medical offices in the 7 states where Kaiser Permanente operates, as well as the District of Columbia (California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia).
- Covered family members who live outside of any Kaiser Permanente service area (either in Colorado or another state without Kaiser Permanente providers) are covered for certain routine, continuing and follow-up care through our Out-of-Area Benefit.³

Call Member Services for questions about the Out-of-Area Benefit at **303-338-3800** or **1-800-632-9700**.



Planning for a trip?

Let us help you plan for potential health care needs before you travel.

Visit kp.org/travel or call **951-268-3900** (TTY **711**) to learn what you need to know, to get claim forms for reimbursement after your trip, or for convenient care guidance.

CARE SERV

Pharmacy Services

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

MAIL ORDER PHARMACY⁴

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, **1-866-523-6059** (TTY **711**), or at **kp.org/rxrefill**.

IN PERSON

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible members can choose to use an affiliated pharmacy. Refer to **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**.

ONLINE

Order refills online for pick-up at any medical office via **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 a 15-mile radius of a participating pharmacy.

Manage your health through the Kaiser Permanente mobile app and **kp.org**

With the Kaiser Permanente mobile app, or through **kp.org**, you can:

- Email your doctor's office¹
- View most lab and test results¹
- Refill most prescriptions
- Schedule or cancel routine appointments¹
- Get medical advice
- Manage the health of a family member
- Pay your Kaiser Permanente medical bills

Registering is Easy

Go to **kp.org/register** and follow the sign-on instructions. You'll need your health record number, which you can find on your member ID card.



Resources at **kp.org**

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

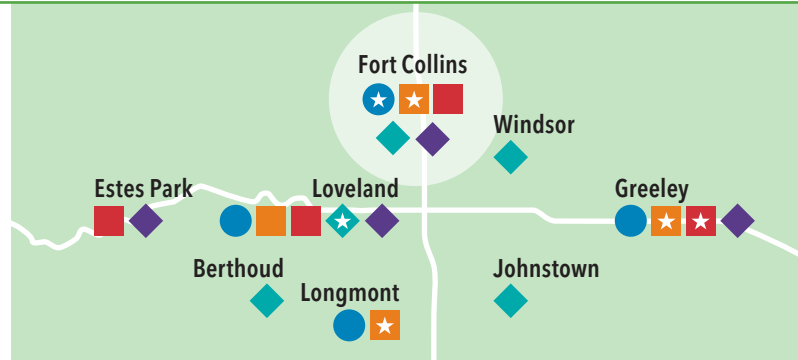
- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Planning for travel and vaccinations for international travel
- Life care planning
- And more

SERVICES & RESOURCES

IN-PERSON CARE OPTIONS FOR YOU

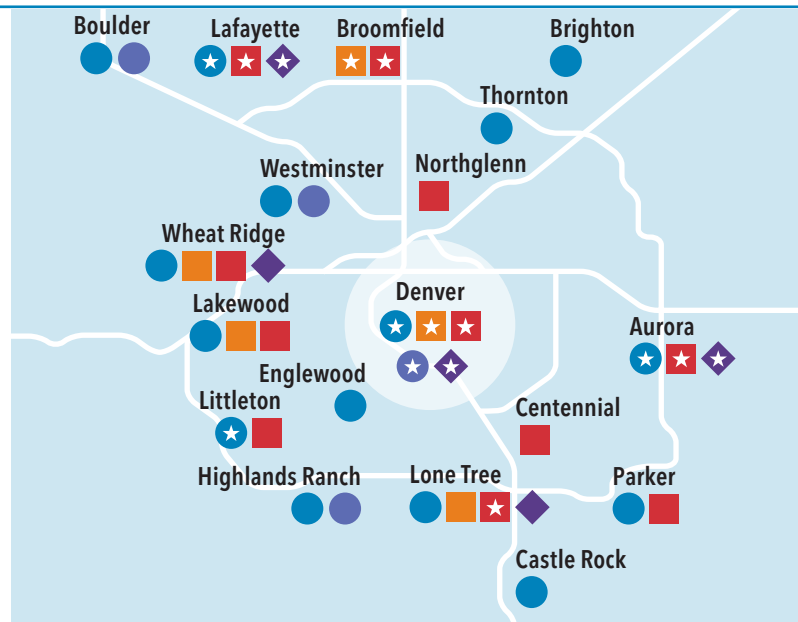
Northern

| | | |
|---|--|---|
| 5 | Kaiser Permanente medical offices | ● |
| 6 | Affiliated providers with extended hours | ◆ |
| 7 | Urgent care facilities | ■ |
| 5 | Emergency care facilities | ■ |
| 4 | Affiliated hospital/in-patient care | ◆ |



Central

| | | |
|----|-------------------------------------|---|
| 20 | Kaiser Permanente medical offices | ● |
| 5 | Urgent care facilities | ■ |
| 17 | Emergency care facilities | ■ |
| 5 | Behavioral health offices | ● |
| 8 | Affiliated hospital/in-patient care | ◆ |



Find doctors and locations across Colorado



There are **1,200+** Kaiser Permanente physicians, and **12,300** affiliated providers at locations across Colorado.⁵ For a full list of providers included in your plan, visit kp.org/locations.

Southern

| | | |
|----|--|---|
| 5 | Kaiser Permanente medical offices | ● |
| 3 | Affiliated providers with extended hours | ◆ |
| 21 | Urgent care facilities | ■ |
| 15 | Emergency care facilities | ■ |
| 8 | Affiliated hospital/in-patient care | ◆ |



★ Indicates multiple facilities

Kaiser Permanente Medical Offices

Central

Aurora

Aurora Centrepont

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

Midtown Med. Office Building

1960 N. Ogden St.
Denver, CO 80218

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

Ken Caryl

7600 Shaffer Parkway
Littleton, CO 80127

Littleton

Southwest

5257 S. Wadsworth Blvd.
Littleton, CO 80123

Lone Tree

Lone Tree

10240 Park Meadows Drive
Lone Tree, CO 80124

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

Longmont

Longmont

2345 Bent Way
Longmont, CO 80503

Loveland

Loveland

4901 Thompson Parkway
Loveland, CO 80534-6426

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

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, if appropriate. Call **303-338-4545** or **1-800-218-1059 (TTY 711)**.

Central

Aurora

Aurora Centrepont Medical Offices

14701 E. Exposition Ave.
Aurora, CO 80012

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

Pediatric care (only) available at the following facilities

Children's Hospital Colorado

North Campus, Broomfield

469 W. State Highway 7
Broomfield, CO 80023

720-777-1340

Children's Hospital Colorado,

Wheat Ridge

3455 N. Lutheran Parkway, Suite 230
Wheat Ridge, CO 80033

720-777-1370

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **303-500-1518 (TTY 711)**

Northern

Fort Collins

Banner Urgent Care

3617 S. College Ave., Suite C
Fort Collins, CO 80525
970-821-1500

HealthCare Clinic of Fort Collins

1721 W. Harmony Road, #102
Fort Collins, CO 80526
970-223-1999

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

Longmont

NextCare Urgent Care

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

UCHealth Urgent Care – Main Street

2101 Main Street
Longmont, CO 80501
720-745-8030

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 Care⁶

9320 Grand Cordera Parkway,
Suite 100
Colorado Springs, CO 80924
719-282-6337

Centura Health 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
719-776-3750

Concentra Urgent Care⁶

2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

Concentra Urgent Care⁶

5320 Mark Dabbling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care⁶

4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

Concentra Urgent Care⁶

402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

UCHealth Urgent Care⁶

1035 Garden of the Gods Road,
Suite 120
Colorado Springs, CO 80907
719-329-1000

UCHealth Urgent Care⁶

4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

UCHealth Urgent Care⁶

2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care⁶

13445 Voyager Parkway
Colorado Springs, CO 80921
719-219-0333

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **719-270-0805 (TTY 711).**

Falcon

Falcon Urgent Care⁶

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

UCHealth Urgent Care⁶

11605 Meridian Market View, Suite 184
Falcon, CO 80831
719-364-9560

Fountain

Centura Health Urgent Care Fountain

7955 Fountain Mesa Rd
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 Care⁶

4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

Southern Colorado Clinic, PC

3676 Parker Blvd., Suite 220
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
719-553-2200

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

Centennial

HealthONE Centennial Medical Plaza ER

14200 E. Arapahoe Road
Centennial, CO 80112

Denver

HealthONE Presbyterian/ St. Luke's Medical Center

1719 E. 19th Ave.
Denver, CO 80218

SCL Health

Saint Joseph Hospital

1375 E. 19th Ave.
Denver, CO 80218

Englewood

HealthONE Swedish Medical Center

501 E. Hampden Ave.
Englewood, CO 80113

Lafayette

SCL Health Good Samaritan Medical Center

200 Exempla Circle
Lafayette, CO 80026

Lakewood

HealthONE Swedish Belmar ER

260 S. Wadsworth Blvd.
Lakewood, CO 80226

Littleton

HealthONE Swedish Southwest ER

6196 S. Ammons Way
Littleton, CO 80123

Lone Tree

HealthONE Sky Ridge Medical Center

10101 RidgeGate Parkway
Lone Tree, CO 80124

Northglenn

SCL Health Saint Joseph Emergency Northglenn

11900 Grant St.
Northglenn, CO 80233

Parker

HealthONE Sky Ridge South Parker ER

12223 Pine Bluffs Way
Parker, CO 80134

Thornton

HealthONE North Suburban Northeast ER

12793 Holly St.
Thornton, CO 80241

Wheat Ridge

SCL Health Lutheran Medical Center

8300 W. 38th Ave
Wheat Ridge, CO 80033

Pediatric care (only) available at the following facilities

Children's Hospital Colorado

Anschutz Medical Campus

13123 E. 16th Ave.
Aurora, CO 80045

Children's Hospital

North Campus

469 W. State Highway 7
Broomfield, CO 80023

720-777-1340

Rocky Mountain

Hospital for Children

2001 N. High St.
Denver, CO 80205

HealthONE Sky Ridge Medical Center

Pediatric ER

10101 Ridgeway Parkway
Lone Tree, CO 80124

720-225-5439

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

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

Colorado Springs

Children's Hospital
Colorado, Colorado Springs⁶
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

Penrose Hospital⁷
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

St. Francis Medical Center⁷
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-5000

UCHealth ER⁶
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

UCHealth Memorial Hospital Central⁶
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-6820

UCHealth Memorial Hospital North⁶
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-3368

UCHealth ER⁶
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER⁶
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital⁶
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain

UCHealth ER⁶
7890 Fountain Mesa Ridge
Fountain, CO 80817
719-390-2680

Pueblo

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

St. Mary-Corwin Medical Center
1008 Minnequa Ave.
Pueblo, CO 81004
719-557-4000

Woodland Park

UCHealth Pikes Peak
Regional Hospital⁶
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-687-9999

Extended Hours from Affiliated Providers

Northern

Berthoud

Banner Health Clinic—Berthoud
401 10th Street
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 80537
970-820-5000

Windsor

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

Southern

Colorado Springs

Optum Medical Group (DaVita)⁶
1633 Medical Center Point
Colorado Springs, CO 80907
719-636-2999

Optum Medical Group (DaVita)⁶
600 S. 21st St.
Colorado Springs, CO 80903
719-635-5900

Monument

Optum Medical Group (DaVita)⁶
15909 Jackson Creek Parkway
Monument, CO 80132
719-488-9933

Behavioral Health

Central

To schedule an appointment, call our Behavioral Health Access Center at **303-471-7700** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m.

Boulder

Baseline Behavioral Health
580 Mohawk Drive
Boulder, CO 80303

Denver metro area

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

Highlands Ranch

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

Westminster

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

Northern

Call the Kaiser Permanente Behavioral Health Access Center at **1-866-359-8299** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m., for assistance.

Southern

Call **Beacon Health Options** at **1-866-702-9026** (TTY **1-866-835-2755**), anytime, day or night for behavioral health and chemical dependency services.

In-patient 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. See pages 11-12 for hospital addresses.

Central

Aurora

Children's Hospital Colorado
Anschutz Medical Campus
HealthONE The Medical Center of Aurora

Lone Tree

HealthONE Sky Ridge Medical Center

Denver

HealthONE Swedish Medical Center
Rocky Mountain Hospital for Children
SCL Health Saint Joseph Hospital – Denver

Lafayette

SCL Health Good Samaritan Medical Center

Wheat Ridge

SCL Health Lutheran Medical Center

Northern

Estes Park

Estes Park Medical Center

Fort Collins

Banner Fort Collins Medical Center

Loveland

Banner McKee Medical Center

Greeley

Banner North Colorado Medical Center

Southern

Cañon City

St. Thomas More Hospital

Colorado Springs

Children's Hospital Colorado, Colorado Springs⁶

Penrose Hospital⁷

St. Francis Medical Center⁷

UCHealth Memorial Hospital Central⁶

UCHealth Memorial Hospital North⁶

Pueblo

Parkview Medical Center

St. Mary-Corwin Medical Center



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

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, 2500 S. Havana St., Aurora, CO 80014, or by phone at Member Services: **1-800-632-9700**.

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 አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገኙዎት ተዘጋጅተዋል፡ 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)

Básó ò Wù dǔ (Bassa) Dè dɛ nià kɛ dyédé gbo: Ǫ jǔ ké m̀Básò-ò-wùdǔ-po-nyò jǔ ní, níí, à wuɖu kà kò dò po-poò b́é in m̀gbo kpáa. Dá **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, dijiri gi. 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 무료로 이용하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin:
Díí saad bee yáníłt'ígo Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hól'ó, koj'í' hódííłnih 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान दिनुहोस्: तपांले नेपाली बोल्नुहुन्छ भने तपांको ननमतत भाषा सहायता सेवाहन शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गर्नहोस् ।

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. These services are available when you see Kaiser Permanente providers.
3. Available for members with HMO, DHMO, and high-deductible plans with an HSA, and HMO in-plan tier of a point-of-service plan. 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.
4. 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.
5. 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. In an emergency, call 911 or go to the nearest emergency department.
6. In-network for members on KP Select plans.
7. Medicare not accepted at these locations.

GET CARE FROM VIRTUALLY ANYWHERE

Get medical advice or have a doctor's visit – whether you're at home, at work, or on the go.

Convenient care options



Chat online

Get medical advice in real time from a Kaiser Permanente doctor or chat with a financial counselor or pharmacist.



24/7 medical advice

Call the Appointment and Advice Contact Center to get medical guidance any time, day or night.



Email²

Message your doctor's office any time with nonurgent questions.



E-visits

Fill out an online questionnaire for select conditions to receive a care plan or medical advice.



Scheduled video and phone visits²

Save a trip to the doctor's office by scheduling a video or phone visit with your doctor.³



On-demand phone & video visits

Visit with a doctor any time, 24/7, by video or phone.



Accessing your care options

Details about accessing your care options are at kp.org/getcare or on our mobile app.

MEMBER SERVICES

303-338-3800
or 1-800-632-9700
TTY 711

24/7 Medical Advice

303-338-4545 or 1-800-218-1059 (TTY 711).

For appointments call Monday-Friday, 6 a.m.-7 p.m.

