CARE OPTIONS TO FIT YOUR LIFESTYLE

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

kp.org/getcare
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-MAIL**
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 VISITS**
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.
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. 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).

**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.


**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 Centrepoint 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.

**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.
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.

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.

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

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.
Pharmacy Services

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

MAIL ORDER PHARMACY
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 office
- View most lab and test results
- Refill most prescriptions
- Schedule or cancel routine appointments
- 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
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

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

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.

★ Indicates multiple facilities
Central

Aurora
Aurora Centrepoint Medical Offices
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 Centrepoint 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 Care**  
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 Care**  
2322 S. Academy Blvd.  
Colorado Springs, CO 80916  
719-390-1727  
**Concentra Urgent Care**  
5320 Mark Dabling Blvd.  
Building 7, Suite 100  
Colorado Springs, CO 80918  
719-592-1584  
**Concentra Urgent Care**  
4083 Austin Bluffs Parkway  
Colorado Springs, CO 80918  
719-594-0046  
**Concentra Urgent Care**  
402 W. Bijou St.  
Colorado Springs, CO 80905  
719-302-6942  
**UCHealth Urgent Care**  
1035 Garden of the Gods Road, Suite 120  
Colorado Springs, CO 80907  
719-329-1000  
**UCHealth Urgent Care**  
4323 Integrity Center Point  
Colorado Springs, CO 80917  
719-591-2558  
**UCHealth Urgent Care**  
2767 Janitell Road  
Colorado Springs, CO 80906  
719-365-2888  
**UCHealth Urgent Care**  
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 Care**  
7475 McLaughlin Road  
Falcon, CO 80831  
719-495-9994  
**UCHealth Urgent Care**  
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 Care**  
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  

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Kaiser Permanente Colorado  
kp.org/getcare
**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. Ridgigate 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

### Greeley

**Banner North Colorado Medical Center**  
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

**Banner McKee Medical Center**  
2000 N. Boise Ave.  
Loveland, CO 80538  
970-820-4640
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<td>401 10th Street</td>
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<td>Berthoud, CO 80513</td>
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<tr>
<td>Fort Collins</td>
<td>Banner Health Clinic – Family Practice</td>
<td>970-821-4600</td>
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<td></td>
<td>702A W. Drake Road</td>
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<td></td>
<td>Fort Collins, CO 80526</td>
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<tr>
<td>Johnstown</td>
<td>Banner Health Clinic – Family Practice</td>
<td>970-587-4974</td>
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<td></td>
<td>222 Johnstown Center Drive</td>
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<td></td>
<td>Johnstown, CO 80534</td>
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<tr>
<td>Loveland</td>
<td>Banner Health Clinic – Southwest Loveland</td>
<td>970-820-3999</td>
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<td></td>
<td>1230 14th St. SW</td>
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<td></td>
<td>Loveland, CO 80537</td>
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<tr>
<td>Windsor</td>
<td>Banner Health Clinic – Windsor</td>
<td>970-686-5646</td>
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<td></td>
<td>1300 Main St.</td>
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<td></td>
<td>Windsor, CO 80550</td>
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<tr>
<td>Southern</td>
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<tr>
<td>Colorado Springs</td>
<td>Optum Medical Group (DaVita)</td>
<td>719-636-2999</td>
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<tr>
<td></td>
<td>1633 Medical Center Point</td>
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<td></td>
<td>Colorado Springs, CO 80907</td>
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<tr>
<td></td>
<td>Optum Medical Group (DaVita)</td>
<td>719-635-5900</td>
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<tr>
<td></td>
<td>600 S. 21st St.</td>
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<td>Colorado Springs, CO 80903</td>
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<tr>
<td>Monument</td>
<td>Optum Medical Group (DaVita)</td>
<td>719-488-9933</td>
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<tr>
<td></td>
<td>15909 Jackson Creek Parkway</td>
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<td></td>
<td>Monument, CO 80132</td>
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</tbody>
</table>
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

Southern

Cañon City
St. Thomas More Hospital

Colorado Springs
Children’s Hospital Colorado,
Colorado Springs
Penrose Hospital
St. Francis Medical Center
UCHealth Memorial Hospital Central
UCHealth Memorial Hospital North

Pueblo
Parkview Medical Center
St. Mary-Corwin Medical Center

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

For the latest information on all of our facilities, including hours and department listings, visit kp.org/locations.
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) ያስቂ በሚስት ያለባል። ዝክ ከለጋ ትርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርjectives. ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርjectives. በተለች ይረዳ እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርጅቶች፣ ይርጉም እርዳታ ድርjectives.

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

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) NRUBAMA: O buru na i na asu Igbo, oru enyemaka asusu, n’efu, diiri gi. Kpoo 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.

- **Email**
  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 visits**
  Save a trip to the doctor’s office by scheduling a video or phone visit with your doctor.

- **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.

**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.