Health care the way it’s meant to be

Care options to fit your lifestyle: a guide for getting the care you and your family need.

kp.org/getcare
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. This enables them to coordinate your care—so you don’t have to! Learn more at kp.org/myhealthyplace.
Online/mobile care options

**Online chat**²
Chat with a Kaiser Permanente clinician, financial counselor, mental health specialist, or pharmacist.

**Scheduled phone or video visits**²,³
Schedule a video or phone visit with your Kaiser Permanente clinician or mental health provider.

**24/7 medical advice**
Call the Clinical Contact Center 24/7 if you need routine or urgent medical or mental health advice or need help choosing the right care option – **303-338-4545** or **1-800-218-1059** (TTY 711).

**24/7 on-demand video and phone visits**²
Visit with a clinician anytime by video or phone for routine or urgent advice – no appointment needed – at **kp.org/getcare**.

**E-mail**³
Get answers to non-urgent medical questions by emailing your clinician’s office.

**E-visit**
Fill out a short questionnaire about your symptoms. You’ll receive self-care instructions or, if needed, be guided to a virtual care channel.

For the latest information on COVID-19 testing, vaccines, and boosters, visit **kp.org/coronavirus**.

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

- Schedule or cancel appointments³
- Refill prescriptions
- View lab results¹
- 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.
In-person 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
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 through Friday, from 6 a.m. to 7 p.m.

In-patient 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.

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 9 for Kaiser Permanente urgent care locations that offer evening, weekend, and holiday hours.

Mental health services
Get care for depression, substance use, eating disorders, medication evaluation and management, and more. Schedule appointments at kp.org/appointments or call 303-471-7700 (TTY 711) or toll free at 1-866-359-8299 (TTY 711). In southern Colorado, call 1-866-702-9026 (TTY 1-866-835-2755).
Urgent care at home
Members who live in Longmont, Colorado Springs, or the Denver/Boulder area can also get in-home urgent care from DispatchHealth, 8 a.m. to 10 p.m., 7 days a week.

Denver/Boulder/Longmont: 303-500-1518
Colorado Springs: 719-270-0805 TTY 711

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.

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. Call Member Services with questions at 303-338-3800 or 1-800-632-9700.

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

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

**Prescription Delivery**
Get most prescriptions delivered within a few days with no shipping costs. You can fill them online at [kp.org](http://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](http://kp.org/refill).

**In person**
Fill your prescription at any Kaiser Permanente medical office pharmacy. Order refills online for pickup at any medical office at [kp.org/refill](http://kp.org/refill). 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](http://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](http://kp.org/pharmacy).

Planning for a trip?
Let us help you plan for potential health care needs before you travel. Visit [kp.org/travel](http://kp.org/travel) or call 951-268-3900 (TTY 711) to learn the latest about COVID-19 requirements for traveling, get claims forms for reimbursement after your trip, or receive care guidance.
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)

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.

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

Get medical advice anytime, day or night—at no additional cost!
Call the Clinical Contact Center 24/7: 303-338-4545 or 1-800-218-1059 TTY 711
In-person care locations

**Northern**
5 Kaiser Permanente medical offices
6 Affiliated providers with extended hours
6 Urgent care facilities
5 Emergency care facilities
4 Affiliated hospital/in-patient care

**Central**
20 Kaiser Permanente medical offices
5 Urgent care facilities
16 Emergency care facilities
5 Behavioral health offices
9 Affiliated hospital/in-patient care

Find doctors and locations across Colorado
There are 1,200+ Kaiser Permanente providers and 12,300 affiliated providers at locations across Colorado. 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
23 Urgent care facilities
15 Emergency care facilities
9 Affiliated hospital/in-patient care

KP Select: Providers noted with a 7 are in-network for KP Select plans. All Kaiser Permanente medical offices are in-network for KP Select plans.

★ Indicates multiple facilities

Member Services: 303-338-3800 or 1-800-632-9700 (TTY 711)
## Kaiser Permanente Medical Offices

### Central

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

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

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

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

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

- **Centennial**
  - **Arapahoe**
    - 5555 E. Arapahoe Road
    - Centennial, CO 80122
  - **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**
  - 2955 S. Broadway
  - Englewood, CO 80113

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

- **Lafayette**

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

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

### Northern

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

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

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

- **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 80108

### 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. 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)

See numbered references on page 15.
Northern

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

Greeley
Banner Urgent Care
205 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 St.
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
719-776-3300

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
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

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

Concentra Urgent Care
601 E. Woodmen Road, Suite 100
Colorado Springs, CO 80923
719-571-8888

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

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

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

Concentra Urgent Care
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
719-553-2200

Member Services: 303-338-3800 or 1-800-632-9700 (TTY 711)
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
303-695-2603

Denver
HealthONE Presbyterian/ St. Luke’s Medical Center
1719 E. 19th Ave.
Denver, CO 80218
303-839-6100

SCL Health
Saint Joseph Hospital
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
SCL Health Good Samaritan Medical Center
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
SCL Health Saint Joseph Emergency Northglenn
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
SCL Health Lutheran Medical Center
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
13123 E. 16th Ave.
Aurora, CO 80045
720-777-1234

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
720-754-1000

HealthONE Sky Ridge Medical Center Pediatric ER
10101 RidgeGate 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

See numbered references on page 15.  

kp.org/getcare  

11
Southern
Cañon City
St. Thomas More Hospital
1338 Phay Ave.
Cañon City, CO 81212
719-285-2000
Colorado Springs
Children's Hospital
Colorado, Colorado Springs
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234
Penrose Hospital
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000
St. Francis Medical Center
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-1000
UCHealth ER
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080
UCHealth Memorial Hospital Central
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-5000
UCHealth Memorial Hospital North
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-5000
UCHealth ER
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060
UCHealth ER
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000
UCHealth Grandview Hospital
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain
UCHealth ER
7890 Fountain Mesa Road
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
1-800-228-4039
Woodland Park
UCHealth Pikes Peak Regional Hospital
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-374-6060

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 (DaVita)
1633 Medical Center Point
Colorado Springs, CO 80907
719-632-5109
Optum Medical Group (DaVita)
600 S. 21st St.
Colorado Springs, CO 80904
719-522-1133
Monument
Optum Medical Group (DaVita)
15909 Jackson Creek Parkway
Monument, CO 80132
719-522-1133

See numbered references on page 15.
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
Highline Behavioral Health
10350 E. Dakota Ave.
Denver, CO 80247
*Entrance located on east side of building*

Skyline Medical Offices
1375 S. 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 80023

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

Broomfield
Children’s Hospital Colorado
North Campus*

Denver
Rocky Mountain Hospital*
for Children

SCL Health Saint Joseph
Hospital – Denver*

Englewood
HealthONE Swedish Medical Center

Lafayette
SCL Health Good Samaritan
Medical Center*

Lone Tree

HealthONE Sky Ridge Medical Center

Wheat Ridge
SCL Health Lutheran Medical Center*

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
St. Thomas More Hospital

Colorado Springs
Children’s Hospital Colorado,
Colorado Springs*

Penrose Hospital*

St. Francis Medical Center*

UColorado Grandview Hospital*

UColorado Memorial Hospital Central*

UColorado Memorial Hospital North*

Pueblo

Parkview Medical Center

Woodland Park

UColorado Pikes Peak
Regional Hospital*

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

See numbered references on page 15.
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, HHB Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/filing-with-ocr.
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. 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.
5. 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.
6. 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.
7. In-network for members on KP Select plans.
8. Medicare not accepted at these locations.
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).

Clinical Contact Center (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.

Online/mobile care
kp.org/getcare

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.