



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

 KAISER PERMANENTE®

On the cover:
 Sarah M. Richey, MD,
 Sleep Medicine specialist,
 Kaiser Permanente Colorado;
 5280 Magazine Top Doctor.

How care works at Kaiser Permanente

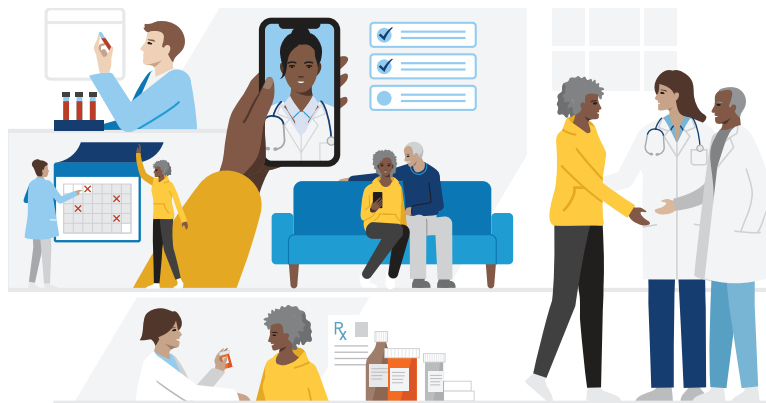


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Thank you for choosing Kaiser Permanente. We combine care and coverage in an integrated care delivery system – which makes us different than other health care providers. Your doctors are connected to each other across different specialties and locations 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).

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 options



Online chat²

Chat with a Kaiser Permanente clinician, financial counselor, mental health specialist, or pharmacist.



24/7 on-demand video and phone visits²

Visit with a clinician anytime by video or phone for routine or urgent advice – no appointment needed – at kp.org/getcare.



Scheduled phone or video visits^{2,3}

Schedule a video or phone visit with your Kaiser Permanente clinician or mental health provider.



E-mail³

Get answers to non-urgent medical questions by emailing your clinician's office.



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).



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 results³
- Pay medical bills
- And more!

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

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 appointment³

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.

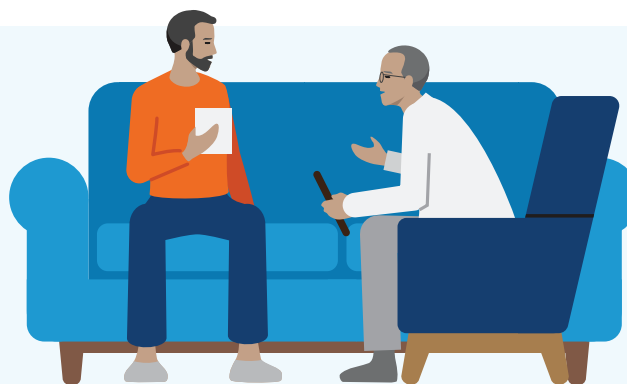


Urgent care

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.⁴ 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 Delivery⁵

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 online for pickup at any medical office at 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.



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.



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 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!**

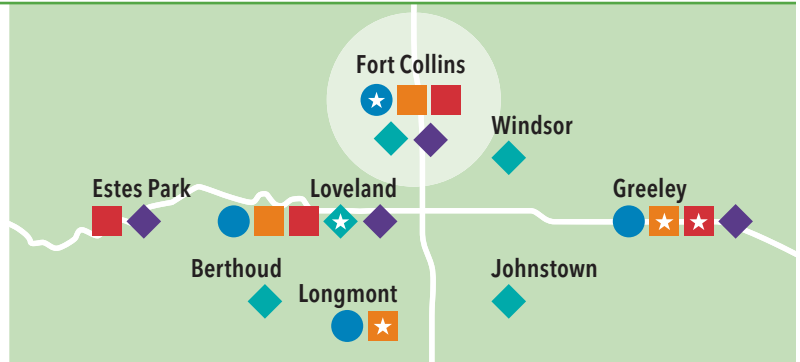
Call the Clinical Contact Center 24/7:
303-338-4545 or **1-800-218-1059** TTY 711



In-person care locations

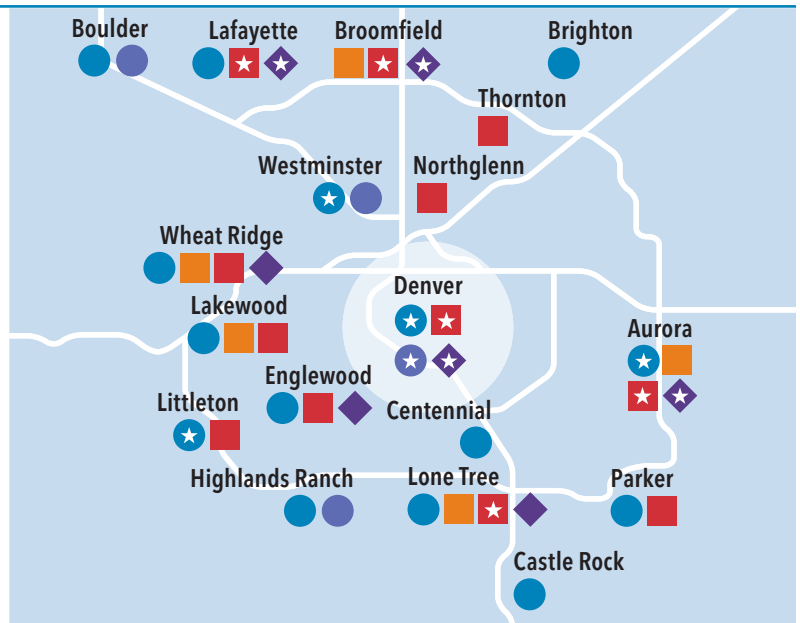
Northern

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	◆



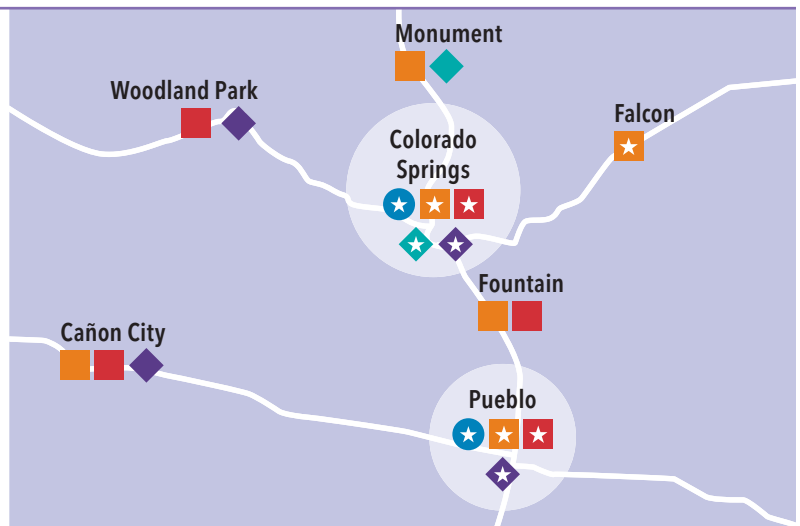
Find doctors and locations across Colorado



There are **1,200+** Kaiser Permanente providers and **12,300** affiliated providers at locations across Colorado.⁶ 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	◆



★ Indicates multiple facilities

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.

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

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

See numbered references on page 15.

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

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

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. 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, Broomfield⁷
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado, Wheat Ridge⁷
3455 N. Lutheran Parkway, Suite 230
Wheat Ridge, CO 80033
720-777-1370

Urgent Care at Home⁷

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

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 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 Care⁷
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 Care⁷
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

Concentra Urgent Care⁷
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

Concentra Urgent Care⁷
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

Concentra Urgent Care⁷
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care⁷
6011 E. Woodmen Road, Suite 100
Colorado Springs, CO 80923
719-571-8888

UCHealth Urgent Care⁷
1035 Garden of the Gods Road
Suite 120
Colorado Springs, CO 80907
719-329-1000

UCHealth Urgent Care⁷
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

UCHealth Urgent Care⁷
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care⁷
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 Care⁷
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 Care⁷
4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

Concentra Urgent Care⁷
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

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 Hospital⁷
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 Center⁷
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 Northglenn⁷
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 Center⁷
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 Campus⁷
13123 E. 16th Ave.
Aurora, CO 80045
720-777-1234

Children's Hospital North Campus⁷
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Rocky Mountain Hospital for Children⁷
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 Springs⁷
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

Penrose Hospital⁸
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

St. Francis Medical Center⁸
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-1000

UCHealth ER⁷
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

UCHealth Memorial Hospital Central⁷
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-5000

UCHealth Memorial Hospital North⁷
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-5000

UCHealth ER⁷
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER⁷
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital⁷
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain

UCHealth ER⁷
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 Hospital⁷
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)⁷
1633 Medical Center Point
Colorado Springs, CO 80907
719-632-5109

Optum Medical Group (DaVita)⁷
600 S. 21st St.
Colorado Springs, CO 80904
719-522-1133

Monument

Optum Medical Group (DaVita)⁷
15909 Jackson Creek Parkway
Monument, CO 80132
719-522-1133

● 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

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 Campus⁷
HealthONE The Medical Center of Aurora

Broomfield

Children's Hospital Colorado North Campus⁷

Denver

Rocky Mountain Hospital⁷ for Children
SCL Health Saint Joseph Hospital – Denver⁷

Englewood

HealthONE Swedish Medical Center

Lafayette

SCL Health Good Samaritan Medical Center⁷

Lone Tree

HealthONE Sky Ridge Medical Center

Wheat Ridge

SCL Health Lutheran Medical Center⁷

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 Springs⁷
Penrose Hospital⁸

St. Francis Medical Center⁸

UCHealth Grandview Hospital⁷

UCHealth Memorial Hospital Central⁷

UCHealth Memorial Hospital North⁷

Pueblo

Parkview Medical Center

Woodland Park

UCHealth Pikes Peak Regional Hospital⁷



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 ድርጅቶቻችን 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 d̀̀ (Bassa) Dè d̀̀ nìà k̀̀ dyédé gbo:
 Ǫ jũ ké m̀̀Bàsò̀̀-wùd̀̀̀-̀̀po-nyò̀̀ jũ ní, níí, à wuđu kà kò d̀̀̀ po-poò̀̀ bé in m̀̀gbo 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. تماس بگیرید. **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) 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 무료로이용 하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínizin:
Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dé'é', t'áá jiik'eh, éí ná hól'ó, koj'í' hódíílnih 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 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. 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.

kp.org/getcare

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