

Welcome to Kaiser Permanente

Get started in 3 easy steps



Welcome!

Get started in 3 easy steps

Complete all 3 by visiting kp.org/newmember.



For help in your language, you may request language assistance at no cost to you by calling our Member Service Contact Center (see phone numbers on inside back cover).

Please refer to your *Evidence of Coverage* (EOC) or Combined Membership Agreement, Evidence of Coverage and Disclosure Form (EOC) for more details on your plan or for specific limitations and exclusions.

Step 1

Create your online account

Go to kp.org/newmember or use the Kaiser Permanente app.

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your **Health Record Number** to create your account, which you can find on your member ID card.



You can also access your digital member ID card with the Kaiser Permanente app.

Online or on the app, stay on top of your health anytime, anywhere¹

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Manage a family member's health care²

Step 2

Choose your doctor – and change anytime

Go to kp.org/newmember or call us at **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you.

Each covered family member may choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)
- Obstetrics-gynecology

Women 18 and older can choose an ob-gyn as well as a personal doctor.



1. These features are available when you get care from Kaiser Permanente facilities. 2. Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

Step 3

Get prescriptions

Go to kp.org/newmember and follow the steps to transition your prescriptions or call us at **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

You have options to help transition your prescriptions to a Kaiser Permanente pharmacy near you. Since this transition can take 2 or more business days, make sure to contact us before your first appointment or before you need a refill.

Get prescriptions by mail

Once you've transitioned your prescriptions, you can sign in to your online account and click "Pharmacy" to order refills.

For certain prescriptions, you can get refills delivered to you, usually within 2 to 3 days, through our mail-order pharmacy. Delivery is available at no extra cost. And at most of our facilities, many services are often under one roof, making it easier to see your doctor and pick up prescriptions – all in one trip.



Resources for healthy living¹

- Go to kp.org/selfcareapps to learn about Calm and myStrength, two self-care apps available at no cost to adult members. They're just some of the many health and wellness resources to help keep you informed, inspired, and feeling your best.
- For additional resources, including wellness coaching, health education classes, and more, go to kp.org/classes.

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

1. The services described are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.

It's easy to get the care you need

Call us at **303-338-4545** or **1-800-218-1059 (TTY 711)** to make an appointment or get medical advice. You can also schedule routine appointments by signing in to your online account from your computer or the Kaiser Permanente app.¹

If you believe you have an emergency medical condition, call **911** or go to the nearest hospital.

Convenient care options

You've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit kp.org/getcare to learn more.

- **In-person:** Most locations offer many services under one roof, so you'll save time with a single trip.
- **Chat Services:** Chat online with a Kaiser Permanente clinician, pharmacist, financial counselor, member services, or a mental health specialist.²
- **Video visit:** Meet face-to-face with a doctor or nurse by video, straight from your smartphone, tablet, or computer.^{1,2,3}
- **Phone appointment:** Talk with a doctor or nurse over the phone for the same high-quality care as an in-person visit.^{1,2,3}
- **Away from home:** Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900** for travel support.⁴

Seeing a specialist

You don't need a referral for obstetrics-gynecology, optometry, mental health services, or treatment for substance use disorders. For other types of specialty care, your doctor will refer you.

Support for mental health

Everyone's mental health and wellness journey is different. We're committed to helping you find the best path for you. Services include:

- Online self-assessments
- Counseling and therapy
- Personalized healthy lifestyle programs
- Classes and support groups⁵

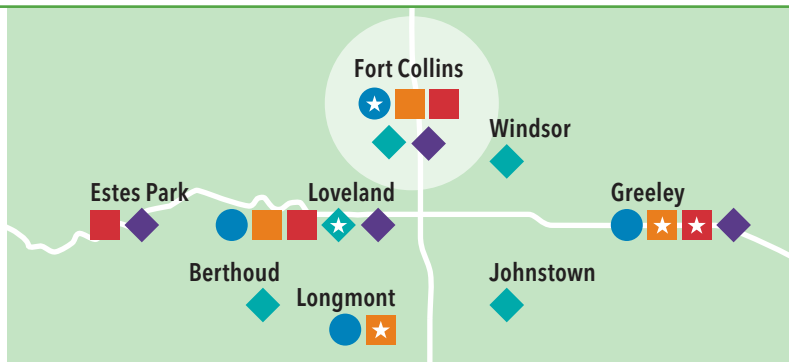


1. These features are available when you get care from Kaiser Permanente facilities. 2. Online chat as well as video and phone services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance or deductible first before being provided at no additional cost. Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance, or call Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, Monday through Friday, from 8 a.m. to 6 p.m., for your plan details. 3. When appropriate and available. 4. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 11 p.m. Mountain Time (MT), and it reopens the day after a holiday at 5 a.m. MT. 5. Classes may vary by location, and some may require a fee.

In-person care options for you

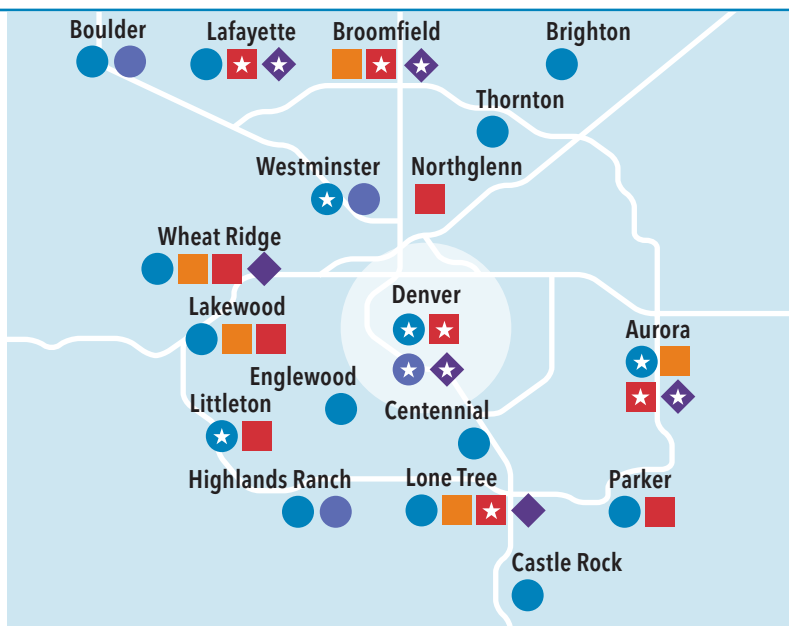
Northern

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	◆



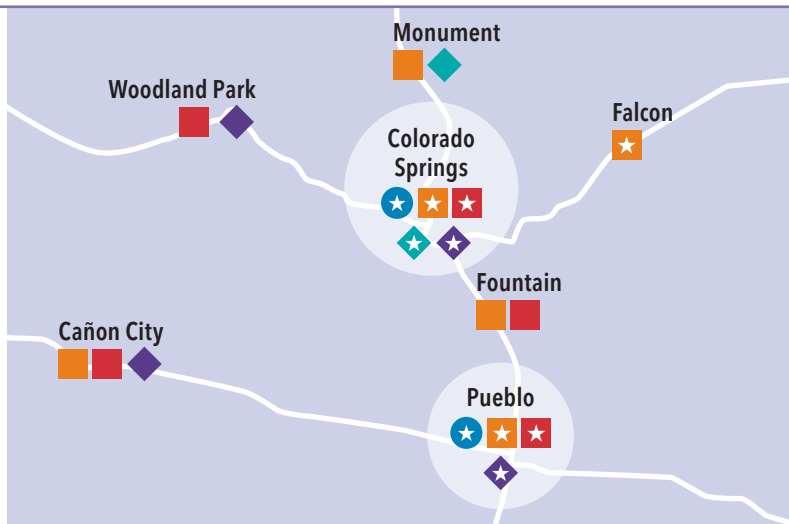
Find doctors and locations across Colorado



There are **1,200+** Kaiser Permanente providers, and **12,300** affiliated providers at locations across Colorado.¹ 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: If you have a KP Select Plan, look for the 1 on the locations to determine if this provider is in-network for your plan. All Kaiser Permanente Medical Offices are in-network for KP Select plans.

1. 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.

Kaiser Permanente Medical Offices

All Kaiser Permanente Medical Offices are in-network for KP Select plans.

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

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 80534-6426

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, Broomfield¹
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado, Wheat Ridge¹
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)

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

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 Care¹
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 Care¹
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

Concentra Urgent Care¹
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

Concentra Urgent Care¹
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

Concentra Urgent Care¹
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care¹
6011 E Woodmen Road, Suite 100
Colorado Springs, CO 80923
719-571-8888

UCHealth Urgent Care¹
1035 Garden of the Gods Road,
Suite 120
Colorado Springs, CO 80907
719-329-1000

UCHealth Urgent Care¹
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

UCHealth Urgent Care¹
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care¹
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 Care¹
7475 McLaughlin Road
Falcon, CO 80831
719-495-9994

UCHealth Urgent Care¹
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 Care¹
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., 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

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

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

Denver

HealthONE Presbyterian/ St. Luke's Medical Center
1719 E. 19th Ave.
Denver, CO 80218

SCL Health Saint Joseph Hospital¹
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 Center¹
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 Ridgeway Parkway
Lone Tree, CO 80124

Northglenn

SCL Health Saint Joseph Emergency Northglenn¹
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 Center¹
8300 W. 38th Ave
Wheat Ridge, CO 80033

Pediatric care (only) available at the following facilities

Children's Hospital Colorado Anschutz Medical Campus¹
13123 E. 16th Ave.
Aurora, CO 80045

Children's Hospital North Campus¹
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

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

Southern

Cañon City

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

Colorado Springs

**Children's Hospital
Colorado, Colorado Springs¹**
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

Penrose Hospital²
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

St. Francis Medical Center²
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-5000

UCHealth ER¹
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

UCHealth Memorial Hospital Central¹
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-6820

UCHealth Memorial Hospital North¹
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-3368

UCHealth ER¹
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER¹
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital¹
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Fountain

UCHealth ER¹
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 Hospital¹**
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 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 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)¹
1633 Medical Center Point
Colorado Springs, CO 80907
719-636-2999

Optum Medical Group (DaVita)¹
600 S. 21st St.
Colorado Springs, CO 80903
719-635-5900

Monument

Optum Medical Group (DaVita)¹
15909 Jackson Creek Parkway
Monument, CO 80132
719-488-9933

1. In-network for members on KP Select plans.
2. Medicare not accepted at these locations.

● 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 8-9 for hospital addresses.

Central

Aurora

Children's Hospital Colorado
Anschutz Medical Campus¹
HealthONE The Medical Center of Aurora

Broomfield

Children's Hospital Colorado
North Campus¹

Denver

Rocky Mountain Hospital for Children
SCL Health Saint Joseph Hospital – Denver¹

Englewood

HealthONE Swedish Medical Center

Lafayette

SCL Health Good Samaritan Medical Center¹

Lone Tree

HealthONE Sky Ridge Medical Center

Wheat Ridge

SCL Health Lutheran Medical Center¹

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 Springs¹
Penrose Hospital²

St. Francis Medical Center²

UCHealth Grandview Hospital¹

UCHealth Memorial Hospital Central¹

UCHealth Memorial Hospital North¹

Pueblo

Parkview Medical Center

Woodland Park

UCHealth Pikes Peak Regional Hospital¹



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

1. In-network for members on KP Select plans.
2. Medicare not accepted at these 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) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶቻችን በነጻ ሊያግዙዎት 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)**

Bàsó ò Wù dù (Bassa) Dè dɛ nià kɛ dyédé gbo:
Ɔ jũ ké m̀Bàsóò-wùdù-po-nyò jũ ní, níí, à wudu kà kò dò po-poò b́é in m̀gbo kpáa. Đá **1-800-632-9700 (TTY 711)**

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

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

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

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

Igbo (Igbo) NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịjiri 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'déé', t'áá jiik'eh, éí ná hól'ó, koj'í' hódííłnih **1-800-632-9700 (TTY 711)**.

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

Afaan Oromoo (Oromo) XIYYEEFFANNA:
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)**.

Notes

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Important Member Information

CLINICAL CONTACT CENTER

Call **303-338-4545** or **1-800-218-1059** (TTY **711**), for medical advice any time, day or night.

For appointments, call Monday through Friday, 6 a.m. to 7 p.m. If you see a affiliated provider, please contact that provider directly to schedule an appointment.

MEMBER SERVICES CONTACT CENTER

We're here to help. Call us at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m., with questions about your benefits and coverage or to request a copy of your Evidence of Coverage, Membership Agreement, or Certificate of Insurance, which have a complete list of the services covered in your plan.

Members on a KP Select plan may also visit kp.org/kpselect/co for plan details.

BE INFORMED

Your Annual Notices Guide includes important information about quality, utilization management, and your member rights and responsibilities. You can view this guide at kp.org/formsandpubs. You can also view quality and utilization management information at kp.org/quality, and you can view your member rights and responsibilities in full at kp.org/memberrights-co. For utilization management process or referral inquiries, call **1-877-895-2705** (TTY **711**), Monday through Friday, 8:30 a.m. to 4:30 p.m. If you speak limited or no English, staff will provide a telephone interpreter to assist with utilization management questions, at no cost to you.



Kaiser Foundation Health Plan of Colorado
Communications
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Aurora, CO 80014

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Let's get started

Your quick-start guide is inside.

