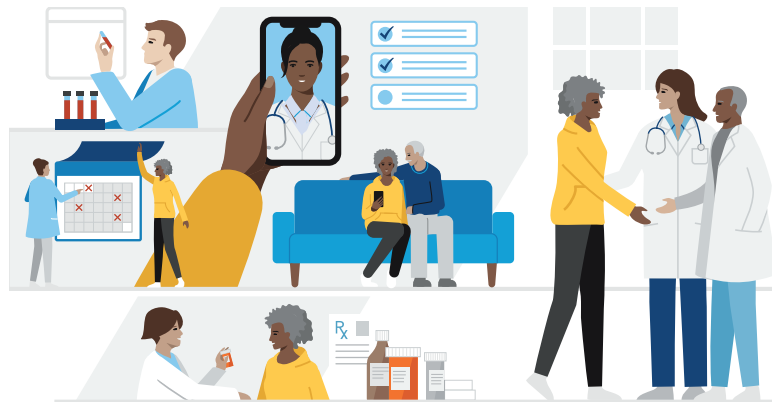




# Health care options for all that is you

A guide to getting the care  
you and your family need

# How care works at Kaiser Permanente



## Table of contents

|  |    |
|--|----|
| <b>How care and coverage work at Kaiser Permanente</b> ..... | 2  |
| <b>Your care options</b>                                     |    |
| Online and mobile .....                                      | 3  |
| In person.....   | 4  |
| <b>Pharmacy and other services</b>                           |    |
| Pharmacy.....  | 6  |
| Wellness coaching.....                                       | 7  |
| Medical financial counseling.....                            | 7  |
| <b>In-person care locations</b>                              |    |
| Map .....  | 8  |
| Medical offices.....   | 9  |
| Urgent care.....   | 10 |
| Emergency care .....   | 11 |
| Extended hours.....  | 12 |
| Behavioral health.....                                       | 13 |
| Inpatient hospital care .....                                | 13 |
| <b>Notices and references</b> .....                          | 14 |

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 your electronic health record and have instant access to your recorded medical history – including prescriptions, X-rays, labs, and test results.<sup>1</sup> This enables them to coordinate your care – so you don't have to. Learn more at [kp.org/myhealthyplace](https://kp.org/myhealthyplace).

## Member Services

**303-338-3800 or 1-800-632-9700 (TTY 711),**  
Monday-Friday, 8 a.m.–6 p.m.

## Clinical Contact Center (24/7 medical advice)

For appointments, book online at [kp.org/appointments](https://kp.org/appointments)  
or call **303-338-4545 or 1-800-218-1059 (TTY 711),**  
Monday-Friday, 6 a.m.–7 p.m.

# Online and mobile care options



## Online chat<sup>2</sup>

Chat live online with a clinician for answers to routine or urgent medical questions. Available 7 days a week on **kp.org**.



## Scheduled phone or video visits<sup>2,3,4</sup>

Schedule time to talk with a Kaiser Permanente clinician by phone or video. With most plans, there's no cost.



## 24/7 advice

Speak to a registered nurse anytime, day or night, for routine or urgent medical or mental health advice.

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



## 24/7 virtual care<sup>2,4</sup>

Fast, personalized support around the clock – no appointment needed. Get 24/7 care by phone or video from a Kaiser Permanente clinician across the U.S.



## E-mail

Message your Kaiser Permanente doctor's office with nonurgent medical questions and get a reply, usually within 3 business days.



## E-visit

Answer a few questions on **kp.org** or our app for 24/7 self-care advice. In some cases, a Kaiser Permanente clinician will get back to you with a care plan – usually within 4 hours.

To access these care options and more, visit [kp.org/getcare](https://kp.org/getcare).



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

- Schedule or cancel routine appointments<sup>3</sup>
- Refill prescriptions
- View most lab results<sup>3</sup>
- Pay medical bills
- And more!

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

# Care that meets your needs



## Expanded mental health services

Get care for depression, substance use, eating disorders, anxiety, medication evaluation and management, and more. No referral is required for routine outpatient mental health services.

- Appointments with a mental health clinician through phone,<sup>4</sup> video,<sup>4</sup> or in-person visits
- Online chat with a mental health clinician
- 24/7, one-on-one emotional support through the Headspace Care app<sup>5</sup>
- Tips for meditation, improved sleep, and mental resilience through the Calm app<sup>5</sup>

Schedule appointments at [kp.org/appointments](https://kp.org/appointments), or call **303-471-7700** or **1-866-359-8299** (TTY **711**). In Southern Colorado, call **1-866-702-9026** (TTY **1-866-835-2755**).

Visit [kp.org/getcare](https://kp.org/getcare) for more information about all of your mental health care options.



### Routine care

Routine care consists of visits to your clinician for a checkup, preventive screenings, or nonurgent 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 isn't needed to see most specialists. However, many health conditions can be treated by your primary care provider.



### Pediatric care

Routine pediatric care (for children up to 18 years old) is provided by appointment only.



### Schedule an appointment<sup>3</sup>

Schedule routine, specialty, and pediatric appointments at [kp.org](https://kp.org), through the mobile app, or by calling **303-338-4545** or **1-800-218-1059** (TTY **711**), Monday-Friday, 6 a.m.-7 p.m.



### Inpatient 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

This can include minor injuries, backaches, earaches, sore throats, coughs, upper respiratory symptoms, and frequent urination or a burning sensation when urinating. See page 10 for Kaiser Permanente urgent care locations that offer evening, weekend, and holiday hours.



### Emergency care

Emergency care is for medical or psychiatric conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness
- Severe shortness of breath
- Severe, persistent bleeding
- Broken bones and head injuries
- Severe fever, violent vomiting

(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](http://kp.org/eoc).



### Urgent care at home

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, 7 a.m.-10 p.m., **720-588-9686 (TTY 711)**.



### 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.<sup>6</sup> Call Member Services with questions at **303-338-3800** or **1-800-632-9700 (TTY 711)**.

# Pharmacy and other services

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



## Prescription delivery<sup>7</sup>

Get most medications delivered. Standard delivery is 5 to 7 days at no extra cost. You can fill prescriptions online at [kp.org](https://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).



## In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Order refills or new prescriptions at [kp.org/rxrefill](https://kp.org/rxrefill) for pickup usually within 24 hours, or select priority pickup and get your refill usually within 30 minutes. 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](https://kp.org).



## Same-day/next-day delivery

Request same-day/next-day delivery on most 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](https://kp.org/pharmacy).



## 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 any Kaiser Permanente medical offices in Colorado.



## 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:

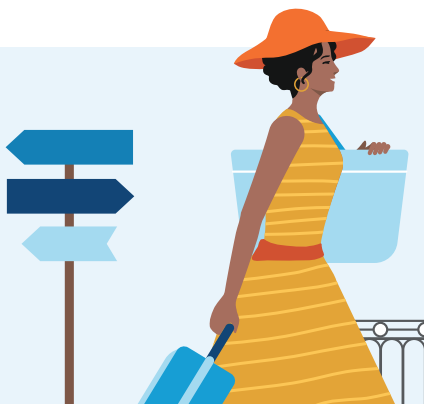
- Review your *Evidence of Coverage, Membership Agreement, or Certificate of Insurance* at **kp.org/eoc**.
- Call Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, Monday-Friday, 8 a.m.–6 p.m.



## 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.



## Need care when traveling?

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900 (TTY 711)** for all your options.<sup>8</sup> Urgent and emergency care are available anywhere in the world.

# In-person care locations

## Colorado medical facilities

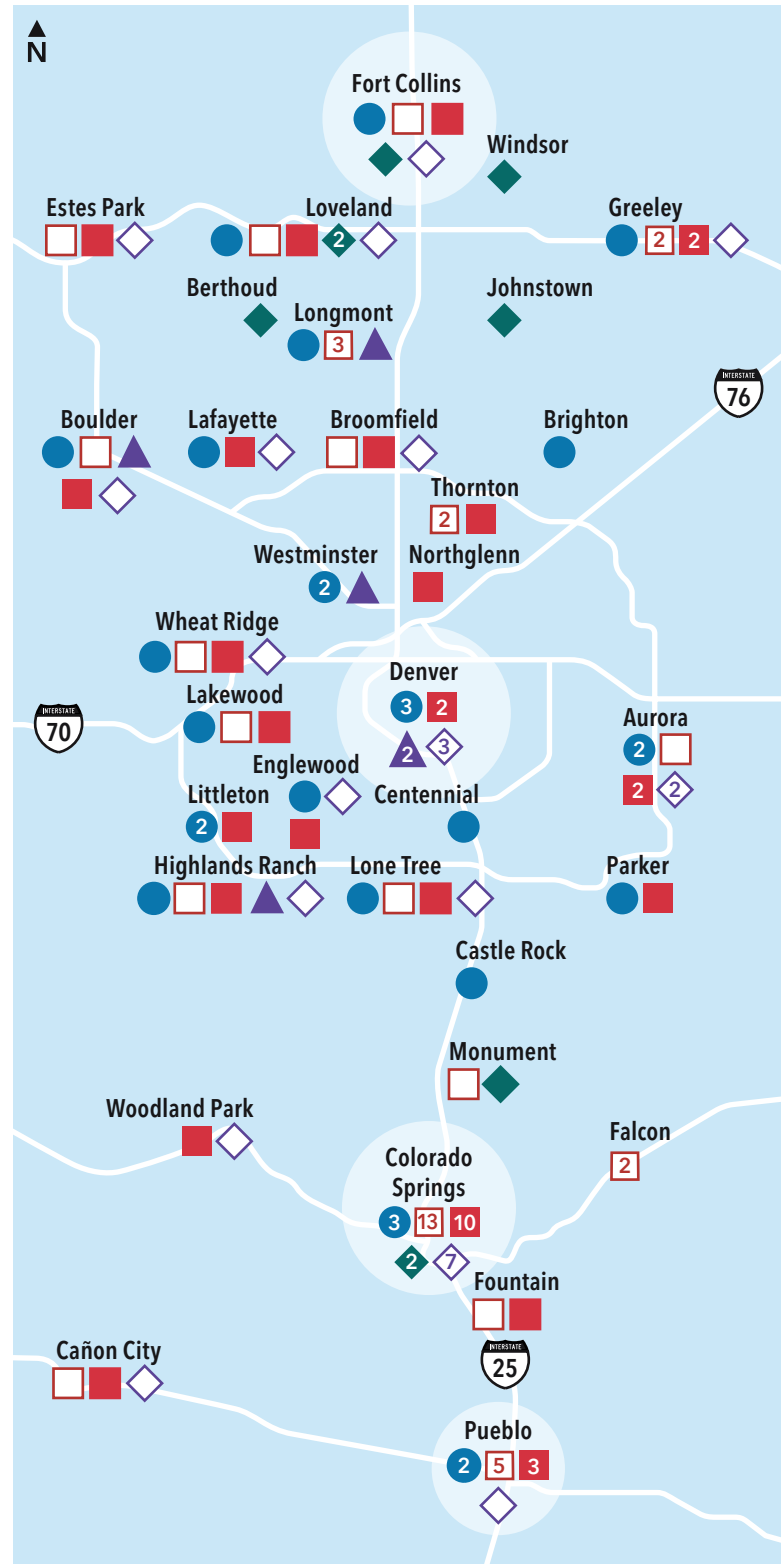
|    |  |   |
|----|--|---|
| 29 | Kaiser Permanente medical offices        | ● |
| 41 | Urgent care facilities                   | □ |
| 37 | Emergency care facilities                | ■ |
| 6  | Behavioral health offices                | ▲ |
| 9  | Affiliated providers with extended hours | ◆ |
| 26 | Affiliated hospital/inpatient care       | ◇ |

There are **1,300+** Kaiser Permanente physicians and **14,000+** affiliated plan providers at locations across Colorado.

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. For the most up-to-date list of providers and facilities included in your plan, visit [kp.org/locations](http://kp.org/locations).



Maps not to scale





## 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

**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

#### Longmont

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

#### 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

#### Greeley

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

#### 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. Most locations have extended hours. Call **303-338-4545** or **1-800-218-1059 (TTY 711)** for the latest hours of operation.

### Central

#### Aurora

##### Aurora Centrepont Medical Offices<sup>9,10,11</sup>

14701 E. Exposition Ave.  
Aurora, CO 80012

#### Boulder

##### Concentra Urgent Care<sup>9,10,11</sup>

3300 28th St.  
Boulder, CO 80301  
**303-541-9090**

#### Lakewood

##### Lakewood Medical Offices<sup>9,10,11</sup>

8383 W. Alameda Ave.  
Lakewood, CO 80226

#### Lone Tree

##### Lone Tree Medical Offices<sup>9,10,11</sup>

10240 Park Meadows Drive  
Lone Tree, CO 80124

#### Longmont

##### NextCare Urgent Care<sup>10,11</sup>

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

##### UCHealth Urgent Care—Main Street<sup>9,10,11</sup>

2101 Main St.  
Longmont, CO 80501  
**720-745-8030**

##### Orthopaedic & Spine Center of the Rockies—Urgent Care<sup>10,11</sup> (orthopedics only)

1610 Dry Creek Drive  
Longmont, CO 80503  
**303-772-1600**

#### Thornton

##### Concentra Urgent Care<sup>9,10,11</sup>

500 E. 84th Ave., Suite B14  
Thornton, CO 80229  
**303-287-7070**

##### Concentra Urgent Care<sup>9,10,11</sup>

550 E. Thornton Pkwy, Suite 110  
Thornton, CO 80229  
**720-872-0399**

### Pediatric care (only) available at the following facilities

#### Children's Hospital Colorado<sup>9,10,11</sup>

**North Campus, Broomfield**  
469 State Highway 7  
Broomfield, CO 80023  
**720-777-1340**

#### Children's Hospital Colorado<sup>9,10,11</sup>

**South Campus, Highlands Ranch**  
1811 Plaza Drive  
Highlands Ranch, CO 80219  
**720-478-1234**

#### Children's Hospital Colorado<sup>9,10,11</sup>

**Wheat Ridge**  
3455 N. Lutheran Parkway, Suite 230  
Wheat Ridge, CO 80033  
**720-777-1370**

### Urgent care at home<sup>9,11</sup>

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, 7 a.m.–10 p.m., **720-588-9686 (TTY 711)**.

### Mountain

#### Dillon

##### Peaks Urgent Care<sup>9,10,11</sup>

956 W. Anemone Trail  
Dillon, CO 80435  
**970-485-6826**

### Northern

#### Estes Park

##### Estes Park Urgent Care Center<sup>10,11</sup>

420 Steamer Drive  
Estes Park, CO 80517  
**970-577-4500**

#### Fort Collins

##### Banner Urgent Care<sup>10,11</sup>

110 E. Boardwalk  
Fort Collins, CO 80525  
**970-821-1500**

#### Greeley

##### Banner Urgent Care<sup>10,11</sup>

2015 35th Ave.  
Greeley, CO 80634  
**970-810-4155**

##### NextCare Urgent Care<sup>10,11</sup>

1011 39th Ave., Suite A  
Greeley, CO 80634  
**970-351-8181**

#### Loveland

##### Banner Health Clinic—Skyline Urgent Care<sup>10,11</sup>

2555 E. 13th St., Suite 110  
Loveland, CO 80537  
**970-820-4264**

### Southern

#### Cañon City

**Centura Health Urgent Care<sup>10,11</sup>**  
3245 East US Highway 50, Unit E  
Canon City, CO 81212  
**719-285-2888**

#### Colorado Springs

**Alliance Urgent Care<sup>9,10,11</sup>**  
9320 Grand Cordera Parkway  
Suite 100  
Colorado Springs, CO 80924  
**719-282-6337**

##### Centura Health Penrose Community 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  
**719-776-3851**

##### Concentra Urgent Care<sup>9,10,11</sup>

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

##### Concentra Urgent Care<sup>9,10,11</sup>

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

##### Concentra Urgent Care<sup>9,10,11</sup>

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

##### Concentra Urgent Care<sup>9,10,11</sup>

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

##### Concentra Urgent Care<sup>9,10,11</sup>

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

##### UCHealth Urgent Care<sup>9,10,11</sup>

1035 Garden of the Gods Road  
Suite 120  
Colorado Springs, CO 80907  
**719-365-3200**

##### UCHealth Urgent Care<sup>9,10,11</sup>

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

**UCHealth Urgent Care<sup>9,10,11</sup>**  
2767 Janitell Road  
Colorado Springs, CO 80906  
**719-365-2888**

**UCHealth Urgent Care<sup>9,10,11</sup>**  
13445 Voyager Parkway  
Colorado Springs, CO 80921  
**719-365-3200**

### **Falcon**

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

**UCHealth Urgent Care<sup>9,10,11</sup>**  
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<sup>9,10,11</sup>**  
4117 N. Elizabeth St.  
Pueblo, CO 81008  
**719-545-0788**

**Concentra Urgent Care<sup>9,10,11</sup>**  
4112 Outlook Blvd., Suite 325  
Pueblo, CO 81008  
**719-562-6300**

**Southern Colorado Clinic, PC<sup>10,11</sup>**  
3676 Parker Blvd.  
Pueblo, CO 81008  
**719-553-2208**

**Southern Colorado Clinic, PC<sup>10,11</sup>**  
3937 Ivywood Lane  
Pueblo, CO 81005  
**719-553-0111**

**Southern Colorado Clinic, PC<sup>10,11</sup>**  
109 S Burlington Drive  
Pueblo West, CO 81007  
**719-553-2205**

## **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<sup>11</sup>**  
1501 S. Potomac St.  
Aurora, CO 80012  
**303-695-2600**

### **Boulder**

**Boulder Community Foothills  
Hospital<sup>9,11</sup>**  
4747 Arapahoe Ave.  
Boulder, CO 80303  
**303-415-7000**

### **Denver**

**Intermountain Health  
Saint Joseph Hospital<sup>9,10,11</sup>**  
1375 E. 19th Ave.  
Denver, CO 80218  
**303-812-2000**

### **Englewood**

**HealthONE Swedish Medical Center<sup>11</sup>**  
501 E. Hampden Ave.  
Englewood, CO 80113  
**303-788-6555**

### **Lafayette**

**Intermountain Health  
Good Samaritan Medical Center<sup>9,10,11</sup>**  
200 Exempla Circle  
Lafayette, CO 80026  
**303-689-4000**

### **Lakewood**

**HealthONE Swedish Belmar ER<sup>11</sup>**  
260 S. Wadsworth Blvd.  
Lakewood, CO 80226  
**720-417-7200**

### **Littleton**

**HealthONE Swedish  
Southwest ER<sup>11</sup>**  
6196 S. Ammons Way  
Littleton, CO 80123  
**303-788-6911**

### **Lone Tree**

**HealthONE Sky Ridge  
Medical Center<sup>11</sup>**  
10101 Ridgeway Parkway  
Lone Tree, CO 80124  
**720-225-5362**

### **Northglenn**

**Intermountain Health Saint  
Joseph Hospital Northglenn ER<sup>9,10,11</sup>**  
11900 Grant St.  
Northglenn, CO 80233  
**720-812-5095**

### **Parker**

**HealthONE Sky Ridge  
South Parker ER<sup>11</sup>**  
12223 Pine Bluffs Way  
Parker, CO 80134  
**720-347-6100**

### **Thornton**

**HealthONE North Suburban  
Northeast ER<sup>11</sup>**  
12793 Holly St.  
Thornton, CO 80241  
**303-280-6640**

### **Wheat Ridge**

**Intermountain Health  
Lutheran Medical Center<sup>9,10,11</sup>**  
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<sup>9,10,11</sup>**  
13123 E. 16th Ave.  
Aurora, CO 80045  
**720-777-1234**

**Children's Hospital Colorado  
North Campus<sup>9,10,11</sup>**  
469 State Highway 7  
Broomfield, CO 80023  
**720-777-1340**

**Children's Hospital Colorado  
South Campus<sup>9,10,11</sup>**  
1811 Plaza Drive  
Highlands Ranch, CO 80129  
**720-478-1234**

**Rocky Mountain  
Hospital for Children<sup>9,10,11</sup>**  
2001 N. High St.  
Denver, CO 80205  
**720-754-1000**

## Northern

### Estes Park

**Estes Park Medical Center**<sup>10,11</sup>  
555 Prospect Ave.  
Estes Park, CO 80517  
970-586-2317

### Fort Collins

**Banner Fort Collins**<sup>10,11</sup>  
**Medical Center**  
4700 Lady Moon Drive  
Fort Collins, CO 80528  
970-821-4000

### Greeley

**Banner North Colorado**  
**Emergency Care**<sup>10,11</sup>  
2000 70th Ave.  
Greeley, CO 80634  
970-810-2636

**Banner North Colorado**  
**Medical Center**<sup>10,11</sup>  
1801 16th St.  
Greeley, CO 80631  
970-810-4121

### Loveland

**Banner McKee Medical Center**<sup>10,11</sup>  
2000 N. Boise Ave.  
Loveland, CO 80538  
970-820-4640

## Southern

### Cañon City

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

### Colorado Springs

**Centura St. Francis Hospital –**  
**Interquest**  
10860 New Allegiance Drive  
Colorado Springs, CO 80921  
719-757-7000

**Centura Health Penrose Hospital**  
2222 N. Nevada Ave.  
Colorado Springs, CO 80907  
719-776-5000

**Centura Health St. Francis**  
**Medical Center**  
6001 E. Woodmen Road  
Colorado Springs, 80923  
719-571-1000

**UCHealth ER**<sup>9,10,11</sup>  
3790 E. Woodmen Road  
Colorado Springs, CO 80920  
719-364-7080

**UCHealth Memorial**  
**Hospital Central**<sup>9,10,11</sup>  
1400 E. Boulder St.  
Colorado Springs, CO 80909  
719-365-5000

**UCHealth Memorial**  
**Hospital North**<sup>9,10,11</sup>  
4050 Briargate Parkway  
Colorado Springs, CO 80920  
719-364-5000

**UCHealth ER**<sup>9,10,11</sup>  
13510 Meadowgrass Drive  
Colorado Springs, CO 80921  
719-364-7010

**UCHealth ER**<sup>9,10,11</sup>  
2770 N. Powers Blvd.  
Colorado Springs, CO 80922  
719-364-7030

**UCHealth Grandview Hospital**<sup>9,10,11</sup>  
5623 Pulpit Peak View  
Colorado Springs, CO 80918  
719-272-3600

### Fountain

**UCHealth ER**<sup>9,10,11</sup>  
7890 Fountain Mesa Road  
Fountain, CO 80817  
719-390-2680

### Pueblo

**Centura Health St. Mary-Corwin**  
**Medical Center**<sup>10,11</sup>  
1008 Minnequa Ave.  
Pueblo, CO 81004  
1-800-228-4039

**Parkview Medical Center**<sup>10,11</sup>  
400 W. 16th St.  
Pueblo, CO 81003  
719-584-4000

**Parkview – Pueblo West**  
**Emergency Services**<sup>10,11</sup>  
899 E. Industrial Blvd.  
Pueblo West, CO 81007  
719-288-2100

### Woodland Park

**UCHealth Pikes Peak**  
**Regional Hospital**<sup>9,10,11</sup>  
16420 W. U.S. Highway 24  
Woodland Park, CO 80863  
719-374-6060

### Pediatric care (only) available at the following facilities

**Children's Hospital**  
**Colorado, Colorado Springs**<sup>9,10,11</sup>  
4090 Briargate Parkway  
Colorado Springs, CO 80920  
719-305-1234

## Extended hours

*from affiliated providers*

## Northern

### Berthoud

**Banner Health Clinic – Berthoud**<sup>10,11</sup>  
401 10th St.  
Berthoud, CO 80513  
970-532-4910

### Fort Collins

**Banner Health Clinic – Family**  
**Practice**<sup>10,11</sup>  
702A W. Drake Road  
Fort Collins, CO 80526  
970-821-4600

### Johnstown

**Banner Health Clinic – Family**  
**Practice**<sup>10,11</sup>  
222 Johnstown Center Drive  
Johnstown, CO 80534  
970-587-4974

### Loveland

**Banner Health Clinic –**  
**Southwest Loveland**<sup>10,11</sup>  
1230 14th St. SW  
Loveland, CO 80537  
970-820-3999

**Banner Health Clinic – Columbine**<sup>10,11</sup>  
2701 Madison Square Drive  
Loveland, CO 80538  
970-820-5000

### Windsor

**Banner Health Clinic – Windsor**<sup>10,11</sup>  
1300 Main St.  
Windsor, CO 80550  
970-686-5646

## Southern

### Colorado Springs

**Optum Medical Group**<sup>9,10,11</sup>  
1633 Medical Center Point  
Colorado Springs, CO 80907  
719-598-9446

**Optum Medical Group**<sup>9,10,11</sup>  
600 S. 21st St.  
Colorado Springs, CO 80904  
719-522-1133

### Monument

**Optum Medical Group**<sup>9,10,11</sup>  
15909 Jackson Creek Parkway  
Monument, CO 80132  
719-522-1133

## ▲ Behavioral health

Visit [kp.org/getcare](https://kp.org/getcare) for more information about all your mental health care options. You can schedule appointments at [kp.org/appointments](https://kp.org/appointments) or by calling the appropriate number for the area where you live.

### Central

Call **303-471-7700** (TTY **711**), Monday-Friday, 7 a.m.-7 p.m.

#### Boulder

**Baseline Behavioral Health**<sup>9,10,11</sup>  
580 Mohawk Drive  
Boulder, CO 80303

#### Denver

**Highline Behavioral Health**<sup>9,10,11</sup>  
10350 E. Dakota Ave.  
Denver, CO 80247  
*Entrance located on east side of building*

#### Skyline Medical Offices

<sup>9,10,11</sup>  
1375 E. 20th Ave.  
Denver, CO 80205  
*Addiction Medicine services only*

#### Highlands Ranch

**Ridgeline Behavioral Health**<sup>9,10,11</sup>  
9139 S. Ridgeline Blvd.  
Highlands Ranch, CO 80129

#### Longmont

**Longmont Medical Offices**<sup>9,10,11</sup>  
2345 Bent Way  
Longmont, CO 80503

#### Westminster

**Hidden Lake Behavioral Health**<sup>9,10,11</sup>  
7701 Sheridan Blvd.  
Westminster, CO 80003

### Northern

Call **1-866-359-8299** (TTY **711**), Monday-Friday, 7 a.m.-7 p.m.

### Southern

Call **1-866-702-9026** (TTY **1-866-835-2755**), anytime day or night.

## ◆ Inpatient 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*.

### Central

#### Aurora

Children's Hospital Colorado Anschutz Medical Campus<sup>9,10,11</sup>  
HealthONE The Medical Center of Aurora<sup>11</sup>

#### Boulder

Boulder Community Foothills Hospital<sup>9,11</sup>

#### Broomfield

Children's Hospital Colorado North Campus<sup>9,11</sup>

#### Denver

HealthONE Presbyterian/St. Luke's Medical Center<sup>11</sup>

Intermountain Health Saint Joseph Hospital<sup>9,10,11</sup>

Rocky Mountain Hospital for Children<sup>9,10,11</sup>

#### Englewood

HealthONE Swedish Medical Center<sup>11</sup>

#### Highlands Ranch

Children's Hospital Colorado South Campus<sup>9,10,11</sup>

#### Lafayette

Intermountain Health Good Samaritan Medical Center<sup>9,10,11</sup>

#### Lone Tree

HealthONE Sky Ridge Medical Center<sup>11</sup>

#### Wheat Ridge

Intermountain Health Lutheran Medical Center<sup>9,10,11</sup>

### Northern

#### Estes Park

Estes Park Medical Center<sup>10,11</sup>

#### Fort Collins

Banner Fort Collins Medical Center<sup>10,11</sup>

#### Greeley

Banner North Colorado Medical Center<sup>10,11</sup>

#### Loveland

Banner McKee Medical Center<sup>10,11</sup>

### Southern

#### Cañon City

Centura Health St. Thomas More Hospital<sup>10, 11</sup>

#### Colorado Springs

Centura Health Penrose Hospital

Centura St. Francis Hospital - Interquest

Centura Health St. Francis Medical Center

Children's Hospital Colorado, Colorado Springs<sup>9,10,11</sup>

UCHealth Grandview Hospital<sup>9,10,11</sup>

UCHealth Memorial Hospital Central<sup>9,10,11</sup>

UCHealth Memorial Hospital North<sup>9,10,11</sup>

#### Pueblo

Parkview Medical Center<sup>10,11</sup>

#### Woodland Park

UCHealth Pikes Peak Regional Hospital<sup>9,10,11</sup>



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. For the most up-to-date list of providers and facilities included in your plan, visit [kp.org/locations](https://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, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services **1-800-632-9700** (TTY **711**).

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, (TTY **1-800-537-7697**). Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

## 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 ሊያግዝዎት 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**)

**Bàsɔ̀ ò̀ Wù̀ d̀̀ (Bassa) Dè̀ d̀̀ nìà̀ k̀̀ dyé̀d̀̀ gbo:**

Ɔ̀ jũ̀ ké̀ ǹ̀ Bàsɔ̀̀-̀̀ wù̀d̀̀-̀̀ po-nyò̀̀ jũ̀̀ ní,̀̀ nìí,̀̀ à̀̀ wuɔ̀̀ kà̀̀ kò̀̀ d̀̀ po-poò̀̀ bé̀̀ iǹ̀ m̀̀gbò̀ kpáa.̀̀ Đá̀̀ **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.  
**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:** Ọ̀ bụ̀rụ̀ na ị̀ na asụ̀ Igbo, ọ̀rụ̀ enyemaka asụ̀sụ̀, n'efu, diiri gi. Kpọ̀ **1-800-632-9700** (TTY **711**).

**日本語 (Japanese) 注意事項:** 日本語を話さる場合、無料の言語支援をご利用いただけます。1-800-632-9700 (TTY 711) まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'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 सेवाह न 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 record. 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 copay, 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. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. 5. Calm can be used by members 13 and over. The Headspace Care app and services are not available to any members under 18 years old. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 6. Available for members with HMO, DHMO, or high deductible plan 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 Employees Health Benefits Program or Medicare. Medicare and Federal members should consult their *Evidence of Coverage (EOC)* or FEHB Brochure, respectively. 7. 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. 8. 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 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. 9. In-network for members on KP Select plans. 10. In-network for members on KPIF CO Option Plan. 11. In-network for members on Small Group CO Option Plan.

# 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),  
Monday–Friday, 8 a.m.–6 p.m.

## Clinical Contact Center (24/7 medical advice)

For appointments, book online at [kp.org/appointments](https://kp.org/appointments)  
or call 303-338-4545 or 1-800-218-1059 (TTY 711),  
Monday–Friday, 6 a.m.–7 p.m.

## Online/mobile care

[kp.org/getcare](https://kp.org/getcare)

## Resources at [kp.org](https://kp.org)

The Kaiser Permanente website is your health toolbox.  
Go to [kp.org](https://kp.org) to find information about:

- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Life care planning
- And more