



# Welcome to Kaiser Permanente

Get started in 3 easy steps

# Welcome,

## Get started in 3 easy steps

Start online or call **1-855-364-3184** (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.



For help in your language, you may request language assistance at no cost to you by calling Customer Service (see phone numbers on inside back cover). Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the in-network and out-of-network tiers of the PPO plan. First Health is a brand name of First Health Group Corp. For more information, see your *Certificate of Insurance* (COI). To get a copy of your COI, call Customer Service.

# Step 1

## Create your online account

Go to [kp.org/registernow](https://kp.org/registernow) or use the Kaiser Permanente app

If you haven't already, create your online account at [kp.org/registernow](https://kp.org/registernow). Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your medical record number to create your account. You can find your medical record number on your member ID card.



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

### Online or with our app, stay on top of your care from Kaiser Permanente anytime, anywhere:<sup>1</sup>

- View most lab test results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel appointments.
- Manage a family member's care.<sup>2</sup>

No matter which providers you use for care, you can use your online account to view your plan benefits and coverage, get personalized cost estimates for services, and view your claims.

<sup>1</sup> These features are available when you get care from Kaiser Permanente facilities. <sup>2</sup> Online features change when children reach age 13. Teens are entitled to additional privacy protection under state laws. When your child turns 13, you will still be able to manage care for your teen, with modified access to certain features.

# Step 2

## Choose your doctor – and make your first appointment

To find a doctor or facility near you, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado).

To make an appointment, call the doctor or facility directly.

With Choice PPO, you're not required to choose a primary care physician. However, it's a good idea to find a personal (primary care) doctor who can get to know you and your health needs and help coordinate your care. You can change your doctor at any time.

Each time you need care, you can choose from these provider options:

### In-network providers

- **Kaiser Permanente doctors and a statewide network of contracted providers:** Get care from our own, carefully selected doctors. They practice in Kaiser Permanente medical facilities across Colorado, most of which also have lab, pharmacy, and medical imaging services under the same roof.

Or you can get care from a statewide network of contracted providers throughout Colorado.



- **First Health and Cigna Healthcare<sup>SM</sup> PPO Network providers:** You can get care from First Health providers in Kaiser Permanente states outside Colorado (California, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington state, plus the District of Columbia).<sup>1</sup>

Outside Kaiser Permanente states, you can access Cigna Healthcare providers.<sup>2</sup>

- **Coverage anywhere:** With Choice PPO, you'll have in-network coverage when using our network providers nationwide.

### Out-of-network providers

- You can see any licensed out-of-network provider. However, where you go may affect your out-of-pocket costs, and you may pay more at the time of service. Some services may require precertification, and you'll need to file a claim for reimbursement. For questions or help filing a claim, call Customer Service.

### Choose the right doctor

If there's a Kaiser Permanente medical office near you, one of our doctors might be a great option for you. Learn more on page 13. You can also choose a network provider as your personal doctor if you prefer. As a reminder, you aren't required to choose a personal doctor.

To find a doctor or facility near you, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado).

For more information about getting care – including specialty care – see page 5.



**1.** Kaiser Permanente Insurance Company is contracted with First Health. First Health is a brand name of First Health Group Corp. **2.** The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

# Step 3

## Get prescriptions

Have existing prescriptions?\*

To enjoy your Choice PPO plan's lowest prescription drug costs, call us at **1-855-364-3184 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m., to schedule a pharmacy telephone consult.

We'll gather your information and help make sure you're on the most appropriate medication at the lowest cost available through your plan. If it makes sense, we'll help you transition your prescriptions to a Kaiser Permanente pharmacy.

Since a transition can take 2 or more business days, make sure to contact us before your first appointment or before you need a refill.



### Picking up your medications?

As a Choice PPO plan member, you can bring your prescriptions from any provider to any pharmacy where you choose to have them filled. You have 2 options for filling prescriptions at an in-network pharmacy, where your costs will be lower:

- At Kaiser Permanente pharmacies, you'll enjoy the lowest out-of-pocket costs.
- You can also have prescriptions filled at a network pharmacy, which includes pharmacies in the MedImpact pharmacy network. To find a MedImpact pharmacy, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado).

If you fill existing prescriptions at an out-of-network pharmacy, you'll have to pay the full price at the time of purchase. Save your receipt and submit a pharmacy claim for reimbursement.

### New prescriptions, refills, and more

For more information about new prescriptions, what drugs are covered, your pharmacy choices, and refills, see pages 10 and 11.

### Schedule your first appointment

Choosing a Kaiser Permanente doctor? Schedule your appointment online at [kp.org/appointments](http://kp.org/appointments) or call **1-800-218-1059 (TTY 711)**. That way, you can start building a relationship with your new partner in health.

\*For certain drugs, Kaiser Permanente requires the use of similar, alternative medications prior to coverage. See the Choice PPO formulary for more information at [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado).

## Save time and money when you need care quickly<sup>1</sup>

When it's not an emergency, you can take advantage of these options with Kaiser Permanente care teams:

- Schedule a same-day phone or video visit.
- Schedule a same-day appointment at one of our medical offices.
- Walk in to one of our 3 urgent care locations.

With these options, you'll have a lower copay than you would for the emergency room. And you could save hours of wait time.



## Resources for healthy living<sup>2</sup>



When it's not an emergency, you can take advantage of these options through Kaiser Permanente:

- Wellness apps like Calm and Headspace Care are available to help you navigate life's challenges and improve your sleep, mood, and more. Learn more at [kp.org/selfcareapps](https://kp.org/selfcareapps).<sup>3,4</sup>
- For additional resources, including wellness coaching, health education classes, and more, see page 1.<sup>5</sup>



**1.** In an emergency, call 911 or go to the nearest emergency room. **2.** The apps and services described 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. **3.** 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. **4.** 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. **5.** Some classes may require a fee.

# Getting care

No matter what kind of care you need, we've got you covered. Each time you need care – whether it's primary care, specialty care, or urgent care – you can choose from the following provider options:\*

## In-network providers

Lowest out-of-pocket costs for urgent care, primary and specialty office visits, and prescriptions.

**Kaiser Permanente doctors:** Get care from carefully selected doctors in our medical offices.

- Virtually no paperwork or claims to file
- Doctors from some of the top medical schools and training programs in the country
- At most Kaiser Permanente offices, see your doctor plus get labs, X-rays, and prescriptions all under one roof
- Coordinated, personalized care from care teams that are connected to each other and to you through our electronic health record system

Schedule appointments, email your doctor, refill prescriptions, and more – online or with the Kaiser Permanente app.

**Statewide contracted providers:** Get care from our extended open network of providers affiliated with Colorado's top hospitals and health systems.

- No paperwork or claims to file
- Before your visit, confirm that the provider is in our network at [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado)
- Certain services will require that your provider call us at **1-855-364-3184** (TTY **711**) for precertification at least 3 days before the procedure

## First Health and Cigna Healthcare PPO Network providers:

You can get care from First Health providers in Kaiser Permanente states outside Colorado (California, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington state, plus the District of Columbia). Outside Kaiser Permanente states, you can access providers in the Cigna Healthcare PPO Network.

## Out-of-network providers

- Any other licensed provider
- Highest out-of-pocket costs
- You may be required to pay up front and file a claim for reimbursement
- You may be billed any difference between what your provider charges for a service and what we agreed to pay them
- Certain services will require that your provider call us at **1-855-364-3184** (TTY **711**) for precertification at least 3 days before the procedure

You'll usually be asked to pay your share of costs (copay, coinsurance, or deductible) at your visit. For your plan's benefit information, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado) or see your *Certificate of Insurance*.

## Your ID card and sleeve

By now, you should have received your ID card and a sleeve to hold your card. Bring them wherever you go to get care or services. If you still need an ID card, call Customer Service at **1-855-364-3184** (TTY **711**).

\*Not all services are covered under all benefit levels.

# Get the right care, at the right place

For 24/7 medical advice on the best way to get the care you need, call the Kaiser Permanente Clinical Contact Center at **1-800-218-1059** (TTY **711**).

## Routine care

### What it's for

An expected care need such as a checkup or general, nonurgent health issues like aches and pains or trouble sleeping.

### Where to get it

#### In-network providers

##### Kaiser Permanente doctors:

- Hundreds of doctors in many Kaiser Permanente medical offices, most with lab, X-ray, and pharmacy under the same roof
- For doctors and locations, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)
- To schedule an appointment, call **1-800-218-1059** (TTY **711**), visit [kp.org/appointments](https://kp.org/appointments), or use the Kaiser Permanente app

##### Statewide contracted providers:

- Thousands of in-network providers statewide
- No referral needed
- For doctors and locations, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)

- To schedule an appointment, call the doctor's office directly
- When checking in, show the sleeve that came with your ID card to help the provider understand you have a PPO plan

### First Health and Cigna Healthcare PPO Network providers:

You can get care from First Health providers in Kaiser Permanente states outside Colorado (California, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington state, plus the District of Columbia). Outside Kaiser Permanente states, you can access providers in the Cigna Healthcare PPO Network.

#### Out-of-network providers

- Any other licensed provider nationwide
- To schedule an appointment, call the doctor's office directly
- You may have to pay full cost up front and file a claim for reimbursement
- When checking in, show the sleeve that came with your ID card to help the provider understand you have a PPO plan

## Paying for care

You'll usually be asked to pay your share of costs (for example, a copay) at your visit. For care received at a Kaiser Permanente medical office (or other in-network facility), you won't have to file claims. For your plan's benefit information, see your *Certificate of Insurance*. Or visit [kp.org/costestimates](https://kp.org/costestimates), where you can get personalized cost estimates for specific services.



## Specialty care

### What it's for

Specialized care for a specific need such as dermatology, orthopedics, or cardiology.

### Where to get it

#### In-network providers

You don't have to file claims. Providers will handle the precertification if needed.

#### Kaiser Permanente doctors:

- Specialists in select Kaiser Permanente medical offices, most with lab, X-ray, and pharmacy under the same roof
- No referral needed
- For doctors and locations, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)
- To schedule an appointment, call **1-800-218-1059 (TTY 711)**, visit [kp.org](https://kp.org), or use the Kaiser Permanente app

#### Statewide contracted providers:

- Hundreds of in-network specialists
- No referral needed
- For doctors and locations, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)
- To schedule an appointment, call the doctor's office directly

#### First Health and Cigna Healthcare PPO Network providers:

You can get care from First Health providers in Kaiser Permanente states outside Colorado (California, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington state, plus the District of Columbia). Outside Kaiser Permanente states, you can access providers in the Cigna Healthcare PPO Network.

## Out-of-network providers

- Any other licensed provider nationwide
- To schedule an appointment, call the doctor's office directly
- You may have to pay full cost up front and file a claim for reimbursement
- Precertification may be required
- Contact Customer Service for questions

## Urgent care

### What it's for

An illness or injury that requires prompt medical attention but isn't an emergency medical condition. Urgent care includes:

- Minor injuries like sprains or broken fingers or toes
- Minor wounds needing stitches
- Fever or severe sore throat
- Earaches
- Minor breathing issues
- Minor stomach pain

#### In-network providers

#### Kaiser Permanente doctors and facilities:

- Three Kaiser Permanente medical offices offer walk-in urgent care – with lab, imaging, and pharmacy under the same roof
- Walk-in care at a network of affiliated urgent care centers, some with evening and weekend hours
- For locations, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)
- For 24/7 medical advice, call **1-800-218-1059 (TTY 711)**

### Statewide contracted providers:

- Walk-in care at statewide contracted providers
- For locations, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)

### First Health and Cigna Healthcare PPO Network providers:

Walk-in care from First Health providers in Kaiser Permanente states outside Colorado (California, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington state, plus the District of Columbia). Outside Kaiser Permanente states, you can access providers in the Cigna Healthcare PPO Network.

### Out-of-network providers

- Any other licensed provider
- You may have to pay full cost up front and file a claim for reimbursement



### Kaiser Permanente urgent care centers

When you get urgent care at 1 of our 3 Kaiser Permanente urgent care centers, you can get:

- Shorter wait times than at the hospital emergency room
- Lower out-of-pocket costs than at the emergency room
- Peace of mind knowing your prescriptions will be covered in network by your plan
- Care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, or dehydration

#### **Aurora Centrepoint Medical Offices**

14701 E. Exposition Ave.  
Aurora, CO 80013

#### **Lakewood Medical Offices**

8383 W. Alameda Ave.  
Lakewood, CO 80226

#### **Lone Tree Medical Offices**

10240 Park Meadows Drive  
Lone Tree, CO 80124



## Emergency care\*

### What it's for

An emergency medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, such as:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- A sudden decrease in or loss of consciousness
- Severe shortness of breath

### Where to get it

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital emergency room – even if it's not affiliated with Kaiser Permanente. Emergency care will be covered at the in-network level of benefits.

\*List does not include all possible symptoms and conditions. If you need care after your condition has been stabilized – including observation and admission – you, a family member, or the hospital must call us at the precertification number on your ID card first. That way, we can coordinate future care. And if you are out of network and it makes sense based on your condition, we can arrange a transfer to a Kaiser Permanente affiliated hospital. Otherwise, you may be responsible for the full cost of your post-stabilization care.

## Inpatient hospital care

### What it's for

You can receive a wide range of scheduled services from leading specialists in everything from heart disease to cancer to a major knee injury. When you need inpatient hospital care, your physician will help decide which facility is best for you. They can also help you get precertification if needed.

### Where to get it

#### In-network hospitals

- Extensive hospital network including CommonSpirit, Intermountain Health, HCA HealthONE, Banner, UCHealth's Memorial Central and Parkview Medical, and more
- Your personal doctor will decide which facility is best for you
- For locations, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado)

#### Out-of-network hospitals

- Any other licensed hospital
- You may have to pay the full cost up front and file a claim for reimbursement
- Contact Customer Service with questions

## Prescriptions

No matter which doctor writes your prescription, you can choose the pharmacy where you get it filled. Your out-of-pocket cost will vary depending on the type of drug (for example, generic or brand) and where you have it filled.

### Where to go

#### In-network pharmacies

Kaiser Permanente pharmacies:

- Any of the pharmacies in Kaiser Permanente medical offices – if you're already there for a doctor visit, just pick up your medication on your way out the door
- For locations, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado)

Network pharmacies:

- Hundreds of pharmacies through the MedImpact Pharmacy Network, including Rite Aid, Kroger, Publix, Walgreens, Target, and Costco
- For locations, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado)

### What's covered

Most prescriptions are covered, but your coverage and out-of-pocket costs vary depending on the drug and where you fill your prescription. For help, call Customer Service at **1-855-364-3184** (TTY **711**).

For certain prescription drugs, you or your provider will need to get prior authorization. To get prior authorization, your doctor should call **1-800-788-2949** (TTY **711**).

## Maintenance medication refill requirement

Maintenance medications are taken regularly for ongoing conditions. Nonmaintenance medications are typically prescribed for one-time or urgent conditions, such as infections or pain management.

Unless your employer has opted out of this requirement, the first prescription for a **maintenance medication** may be filled at any pharmacy. However, if a maintenance medication prescription will be refilled within a 30-mile radius of a Kaiser Permanente–operated pharmacy located within a Kaiser Permanente facility, then a Kaiser Permanente pharmacy or the Kaiser Permanente mail-order service must be used to refill the prescription, or the refill will not be covered.

To see if your prescription is considered a maintenance or nonmaintenance medication, visit [kp.org/formulary](https://kp.org/formulary).

## Lab tests

Your doctor will usually recommend where to go for your lab tests. Most Kaiser Permanente medical office locations have lab services right in the same building. When getting care from any other provider, it's best to make sure the recommended lab facility is an in-network provider to keep your costs down. To verify, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado).

## X-rays and other imaging services

Your doctor will usually recommend where to go for imaging services. When getting care from a doctor in a Kaiser Permanente medical office, most locations have X-ray services right in the same building. A few locations also have MRI, CT, and other imaging services. When getting care from any other provider, it's best to make sure the recommended imaging facility is an in-network provider to keep your costs down. To verify, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado).



## Refills to your home

When a Kaiser Permanente doctor writes a prescription, you can get certain prescription refills delivered to you, usually within 5 to 7 days, through our mail-order pharmacy.\* You can also save money by ordering a 90-day supply. Visit [kp.org/rxrefill](https://kp.org/rxrefill) or call our automated refill line at **1-866-523-6059** (TTY 711).

You can also get mail-order refills for prescriptions written by a network doctor. For more information, call MedImpact at **1-800-788-2949** (TTY 711).

\*Some restrictions apply and may vary by plan type. Check your plan benefits for more information.

# Get convenient care from Kaiser Permanente

With same-day in-person and virtual care options from Kaiser Permanente, it's convenient to get the care you need while enjoying your in-network Kaiser Permanente benefits. Visit [kp.org/getcare/co](https://kp.org/getcare/co) to learn more.

- **Online chat:** Chat online with a clinician for answers to routine or urgent medical questions.<sup>1</sup> Available 7 days a week on [kp.org](https://kp.org).
- **Scheduled phone or video visits:** Schedule time to talk with a clinician by phone or video.<sup>1,2,3</sup>
- **24/7 advice:** Speak to a health care professional anytime, day or night, for routine, urgent medical, or mental health advice.
- **24/7 virtual care:** 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.<sup>1,3</sup>
- **Email:** Message your Kaiser Permanente doctor's office with nonurgent medical questions and get a reply, usually within 2 to 3 business days.<sup>2</sup>
- **E-visit:** Answer a few questions on [kp.org](https://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.
- **Urgent care:** When you need care quickly (but it's not an emergency), you can get walk-in care at our 3 urgent care centers. You can even get care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, and dehydration. You also have access to a broad network of contracted urgent care centers.
- **Away from home:** Visit [kp.org/travel](https://kp.org/travel) or call the Away from Home Travel Line at **951-268-3900 (TTY 711)** for travel support.<sup>4</sup> Even while traveling, you're still covered for emergency and urgent care.

**1.** 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. **2.** These services are available when you see Kaiser Permanente providers. **3.** 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. **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., and it reopens the day after a holiday at 5 a.m.

# In-person Kaiser Permanente locations

You can choose a Kaiser Permanente doctor from any of the locations listed on the next page. Even after you've chosen a personal doctor at a particular location, you can see another doctor at a different location whenever it's more convenient. Most Kaiser Permanente locations also have lab, X-ray, and pharmacy services under the same roof. To find the most updated list of doctors and locations, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado) or call us at **1-855-364-3184 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

## Colorado medical facilities

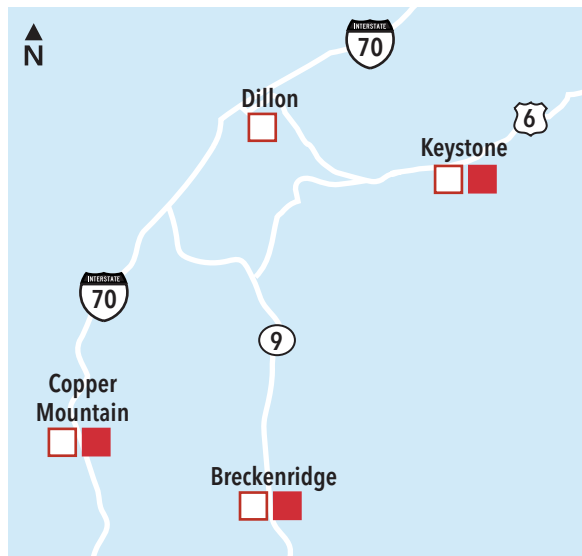
<b>29</b>	Kaiser Permanente medical offices	●
<b>57</b>	Urgent care facilities	□
<b>49</b>	Emergency care facilities	■
<b>6</b>	Behavioral health offices	▲

There are **1,200+** Kaiser Permanente physicians and **22,000+** affiliated plan providers at locations across Colorado.

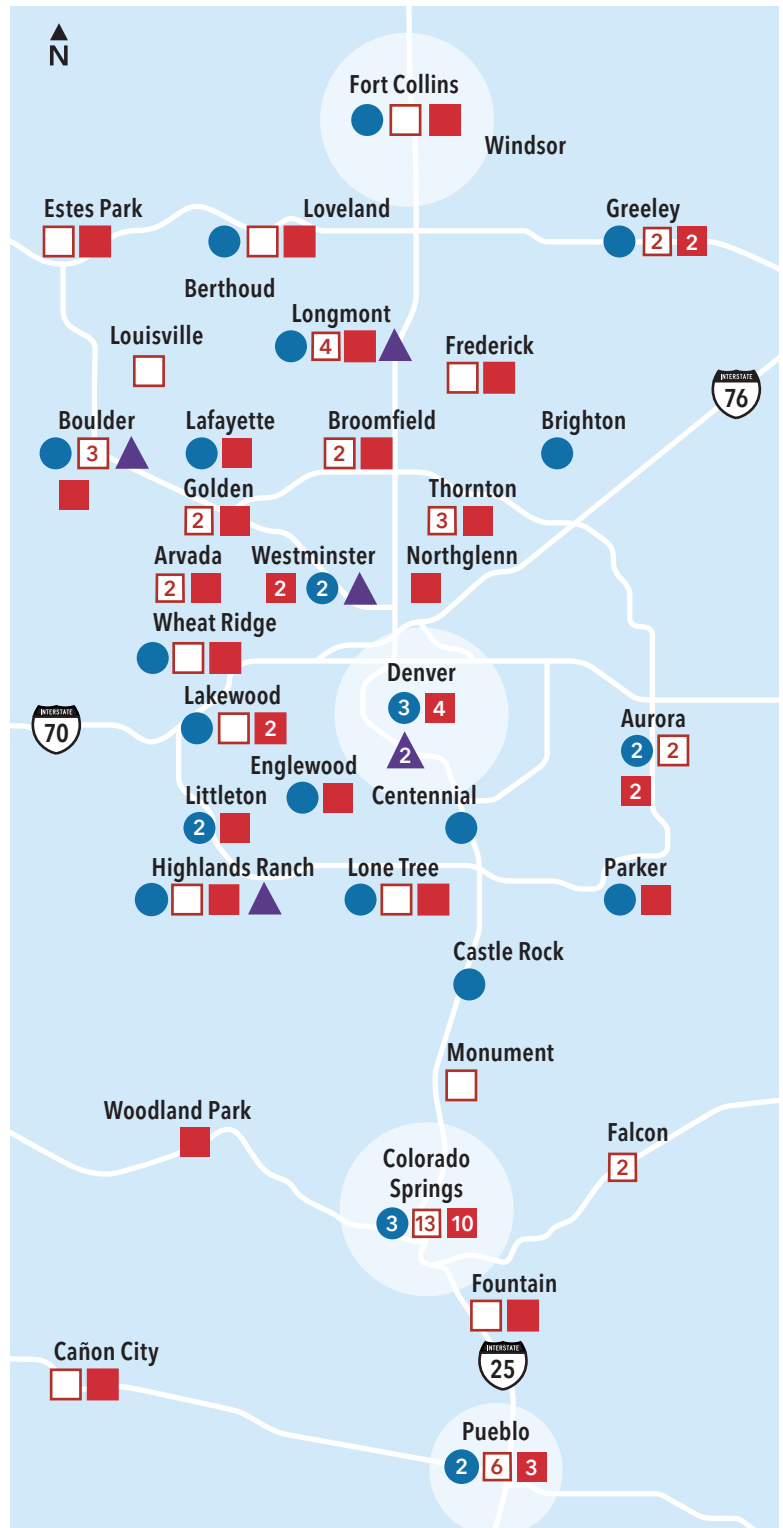
For a full list of providers included in your plan, visit [kp.org/choiceppo-colorado](http://kp.org/choiceppo-colorado).



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/choiceppo-colorado](http://kp.org/choiceppo-colorado). In an emergency, call **911** or go to the nearest emergency department.



Maps not to scale



Maps not to scale

## Kaiser Permanente medical offices

### Central

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#### Aurora

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**Aurora Centrepoint**  
14701 E. Exposition Ave.  
Aurora, CO 80012

#### Smoky Hill

16290 E. Quincy Ave.  
Aurora, CO 80015

#### Boulder

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#### Baseline

580 Mohawk Drive  
Boulder, CO 80303

#### Brighton

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#### Brighton

859 S. 4th Ave.  
Brighton, CO 80601

#### Castle Rock

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#### Castle Rock

4318 Trail Boss Drive  
Castle Rock, CO 80104

#### Centennial

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#### Arapahoe

5555 E. Arapahoe Road  
Centennial, CO 80122

#### Denver

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#### 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

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#### Englewood

2955 S. Broadway  
Englewood, CO 80113

#### Highlands Ranch

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#### Highlands Ranch

9285 Hepburn St.  
Highlands Ranch, CO 80129

#### Lafayette

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#### Rock Creek

280 Exempla Circle  
Lafayette, CO 80026

#### Lakewood

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#### Lakewood

8383 W. Alameda Ave.  
Lakewood, CO 80226

#### Littleton

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#### Ken Caryl

7600 Shaffer Parkway  
Littleton, CO 80127

#### Southwest

5257 S. Wadsworth Blvd.  
Littleton, CO 80123

#### Lone Tree

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#### Lone Tree

10240 Park Meadows Drive  
Lone Tree, CO 80124

#### Longmont

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#### Longmont

2345 Bent Way  
Longmont, CO 80503

#### Parker

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#### Parker

10168 Parkglenn Way  
Parker, CO 80138

#### Westminster

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#### Hidden Lake

7701 Sheridan Blvd.  
Westminster, CO 80003

#### Westminster

11245 Huron St.  
Westminster, CO 80234

#### Wheat Ridge

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#### Wheat Ridge

4803 Ward Road  
Wheat Ridge, CO 80033

### Northern

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#### Fort Collins

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#### Fort Collins

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

#### Greeley

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#### Greeley

2429 35th Ave.  
Greeley, CO 80634

#### Loveland

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#### Loveland

4901 Thompson Parkway  
Loveland, CO 80534

### Southern

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#### Colorado Springs

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#### Briargate

4105 Briargate Parkway, Suite 125  
Colorado Springs, CO 80920

#### Parkside

215 Parkside Drive  
Colorado Springs, CO 80910

#### Premier

3920 N. Union Blvd.  
Colorado Springs, CO 80907

#### Pueblo

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#### Acero

2625 W. Pueblo Blvd.  
Pueblo, CO 81004

#### Pueblo North

3670 Parker Blvd., Suite 200  
Pueblo, CO 81008



# Healthy extras

## Resources for healthy living

Take advantage of our resources to help keep you informed, inspired, and feeling your best.

### Total Health Assessment

Answer questions about your daily habits and get a great overview of your health, along with personalized tips. Visit [kp.org/tha](https://kp.org/tha) for this free online tool.

### Healthy lifestyle programs

These free online programs create customized action plans to help you eat healthy, lose weight, quit smoking, reduce stress, sleep better, and much more. Visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles).

### Mental wellness apps<sup>1,2</sup>

Try Calm or Headspace Care at [kp.org/wellnessapps](https://kp.org/wellnessapps).<sup>3,4,5</sup> These apps, which are recommended by Kaiser Permanente clinicians, help with sleep, stress, anxiety, and more.

### Wellness coaching

Want some inspiration or support? Talk to your own no-cost wellness coach at **720-536-7753** (TTY **711**).

### Online tools

Take advantage of the tools in the “Health & Wellness” section of [kp.org](https://kp.org):

- On-demand video workouts
- Guided meditation
- Health and drug encyclopedias

### Publications

#### *Certificate of Insurance*

Provides more-detailed information about your benefits and getting care. Download a copy of your coverage documents at [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado).

#### Member newsletter

Register on [kp.org](https://kp.org) and you’ll receive this monthly e-newsletter with health tips, member stories, and other resources to help you thrive.

**1.** 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. **2.** The apps and services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members who become members of Kaiser Permanente. **3.** 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. **4.** Some individuals who receive health care services from Kaiser Permanente through state Medicaid programs are not eligible for the Headspace Care app and services. The Headspace Care app and services are not available to anyone enrolled in a Fee-for-Service Medicaid program. **5.** 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.

## NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC 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 **1-855-364-3184** (TTY: 711)

If you believe that Kaiser Permanente Insurance Company 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: KPIC Civil Rights Coordinator, PO Box 378066, Denver, CO 80237, or by phone at Member Services: 1-855-364-3184.

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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-855-364-3184** (TTY: 711).

**አማርኛ (Amharic) ያስተውሉ፡** እንግሊዘኛ የሚናገሩ ከሆነ፣ የቋንቋ እርዳታ አገልግሎቶች፣ ከክፍያ ነጻ፣ ለእርስዎ ይገኛሉ። ወደ **1-855-364-3184** ይደውሉ (TTY: 711)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-364-3184** (TTY: 711).

**Bǎsó ò Wùqù (Bassa) Dè dɛ nià kɛ dyédé gbo:** Ɔ jũ ké m̀ Bǎsóò-wùqù-po-nyò jũ ní, níí, à wuqù kà kò d̀ò po-poò b́éin m̀ gbo kpáa. Đá **1-855-364-3184** (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協助服務。請致電 **1-855-364-3184** (TTY: 711)

**فارسی (Farsi) توجه:** اگر به زبان فارسی صحبت می‌کنید، خدمات تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. با شماره **1-855-364-3184** (TTY: 711) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-364-3184** (TTY: 711)

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, steht Ihnen eine kostenlose Sprachassistentin zur Verfügung. Bitte wählen Sie: **1-855-364-3184** (TTY: 711).

**Igbo (Igbo) GEE NTI:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka nkowa asụsụ, du n'efu, dijiri gi. Kpọọ **1-855-364-3184** (TTY: 711).

**日本語 (Japanese) 注意事項:** 日本語を話される場合、言語支援サービスを無料でご利用いただけます。1-855-364-3184 (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. 1-855-364-3184 (TTY: 711) 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hól'ó, koj'í' hódíílnih **1-855-364-3184** (TTY: 711).

**नेपाल (Nepali) यान दनुहोस:** तपाईं अङ्ग्रेजी बोल्नुहुन्छ भने भाषा सहायता सेवाहरू तपाईंका लागि निःशुल्क उपलब्ध छन्। **1-855-364-3184** (TTY: 711) मा फोन गर्नुहोस्।

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan Oromoo dubbattu taanaan, tajaajiloonni deeggarsa afaanii bilisaan isiniif ni dhiyaatu. **1-855-364-3184** (TTY: 711) irratti bilbilaa.

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, вам доступны бесплатные услуги перевода. Звоните **1-855-364-3184** (TTY: 711).

**Español (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-364-3184** (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 **1-855-364-3184** (TTY: 711).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-855-364-3184** (TTY: 711).

**Yorùbá (Yoruba) AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun o. Pe **1-855-364-3184** (TTY: 711)



# Notes

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# Contact us

## Customer Service

For questions about using your plan or your benefits and coverage, call:

**1-855-364-3184** (TTY **711**)

Monday through Friday, 8 a.m. to 6 p.m.

Call Customer Service to request a copy of your *Certificate of Insurance*, which has a complete list of the services covered in your plan.

You can also visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado) for information.

## Kaiser Permanente clinicians

To get medical advice, call **1-800-218-1059** (TTY **711**), 24 hours a day, 7 days a week. For appointments with Kaiser Permanente clinicians, call Monday through Friday, 6 a.m. to 7 p.m., or visit [kp.org/appointments](https://kp.org/appointments).

## Network providers

To find a provider or confirm that a doctor, pharmacy, or urgent care center is in the network, visit [kp.org/choiceppo-colorado](https://kp.org/choiceppo-colorado)

**Important:** If you're currently receiving treatment from a non-Kaiser Permanente doctor or health care provider, you may be eligible to continue to see that provider under certain circumstances, such as pregnancy or a serious chronic condition. Please contact us to coordinate this transitional care as soon as possible. Call Member Services at **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m.



Kaiser Foundation Health Plan of Colorado  
Communications  
10350 E. Dakota Ave.  
Denver, CO 80247

**Important plan information**

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# Let's get started

Your quick-start guide is inside.

