

Welcome to Kaiser Permanente

Let's get started!



Hello!

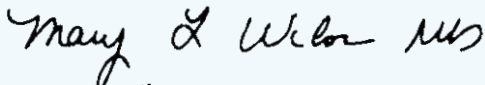
<Subscriber first name>, we're so glad to be your partner in health. We look forward to a long and healthy relationship with you <and your family>.

This guide will walk you through the most important steps to getting care with your Dual Choice PPO plan. You'll have the flexibility to choose your provider each time you need care. And we're here to help you understand your options and make well-informed decisions.

By now, you should have received your ID card<s> in the mail. It gives you access to medical care nationwide, contains useful phone numbers, and came with a sleeve to help you get care with network providers. If you haven't received it, just give us a call.

Take a few minutes now to read through this guide—and keep it handy for quick reference. For more information, visit kp.org/dualchoice-georgia, or you can always call us at **1-855-364-3185** (TTY 711).

Welcome to Kaiser Permanente!



Mary L. Wilson, MD, MPH

*Executive Medical Director and President
The Southeast Permanente Medical Group, Inc.*



Jim Simpson

*President
Kaiser Foundation Health Plan of Georgia, Inc.*



Let's get started!

Making the most of your coverage takes only 3 simple steps.
Ready to go?



Step 1:

Choose your doctor 2
Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of doctors, or even keep the one you have now.



Step 2:

Create your kp.org account..... 3
Next, let's get you plugged in to your online gateway to health – **kp.org**. There, you can view your plan information, manage your care from Kaiser Permanente providers, and so much more – from anywhere you are.



Step 3:

Get prescriptions 4
We can help you transition your prescriptions to Kaiser Permanente so you can enjoy your plan's lowest out-of-pocket costs and the convenience of our pharmacy services.

Also inside:

Getting care..... 5
Each time you need care, you can choose from in-network and out-of-network providers. Learn about your choices for care, what you can expect to pay, precertification and claims.

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Get an overview of your resources for good health.

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1

Choose a doctor

Select from a wide range of great doctors

With Dual Choice PPO, you're not required to choose a Primary Care Physician (PCP). You can choose the doctor you want to see each time you need care. 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.

Each time you need care, you can choose from the following provider options:¹

In-Network Providers

- **Kaiser Permanente providers:** Care from our own, carefully-selected doctors. They practice in Kaiser Permanente medical facilities across metro Atlanta, most of which have lab and pharmacy under the same roof.
- **Network providers:** Our network of providers that includes many PHCS network¹ and other affiliated providers in Atlanta, across the state, and nationwide.

Out-of-Network Providers

- Any other licensed provider nationwide

The provider you choose affects your copays, coinsurance and deductibles. You'll generally have lower costs when you receive care from in-network providers, and the lowest costs when using Kaiser Permanente providers.

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 14. You can also choose a network provider for your personal doctor if you'd rather.

To view your doctor choices, browse our online profiles, where you can search available doctors by gender, location, and more – and view their photos and credentials.

Choose online

Go to kp.org/dualchoice-georgia

Choose by phone

Call **1-855-364-3185 (TTY 711)**,
Monday through Friday, 7 a.m. to
7 p.m., Eastern Time

Coverage anywhere

Do you live outside of Georgia? With Dual Choice PPO, you'll have in-network coverage when using our network providers nationwide.

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



2 Create your kp.org account

Save time with our secure app and website

Kp.org is your connection to great health and great care. Once you register your account, you can securely access many time-saving tools and resources – right from your computer or smartphone – to help you stay on top of your health.

Manage your plan

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 services²
- View your claims

Manage your Kaiser Permanente care

Use our app or visit **kp.org** anytime, from anywhere, to manage care you receive at Kaiser Permanente medical offices.³

- View most lab test results
- Refill most prescriptions and have them mailed to your home
- Email your doctor's office with nonurgent questions

- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Pay medical bills

[• [Manage a family member's health care.](#)⁴]

➤ Get started—it's simple!

Create your account at **kp.org/registernow** or simply download and sign in to the **free Kaiser Permanente app**. You'll need your health record number, which you can find on your ID card.

Get inspired, get healthy

Your **kp.org** registration also gives you access to many tools and tips for healthy living.

- Access online health programs like reducing stress, eating healthier, and more
- Find recipes and articles on health topics

¹ Not all services are covered under all benefit tiers. Kaiser Permanente Insurance Company (KPIC), has contracted with PHCS, a national preferred provider organization network that contracts with physicians, hospitals, and other health care providers. Not all PHCS providers participate.

² These tools are not yet available on smartphones and tablets.

³ These features are available when you get care at Kaiser Permanente facilities.

⁴ Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.]



3 Get prescriptions

Here's how to get your prescriptions with us

Have existing prescriptions*?

In order to enjoy your Dual Choice PPO plan's lowest prescription drug costs, call us to schedule a pharmacy telephone consult. On the call, 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.

Question about your pharmacy benefits?

Call **1-855-364-3185** (TTY 711),
Monday through Friday,
7 a.m. to 7 p.m., ET.

Here's what you'll need

To transition a prescription, please have the following information handy:

- Your Kaiser Permanente health record number (found on your ID card)
- The name and telephone number of your current pharmacy
- The name and prescription number of your medication

Picking up your medication

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

- At Kaiser Permanente medical office 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.

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 page 10.

* For certain drugs, Kaiser Permanente requires the use of similar, alternative medications prior to coverage. See the Dual Choice PPO formulary for more information at kp.org/dualchoice-georgia.



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:¹

In-Network Providers

Kaiser Permanente providers: Carefully-selected doctors in our medical offices

- Lowest out-of-pocket costs for urgent care, primary and specialty office visits, and prescriptions
- 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 providers who are connected to one another and to you through our electronic health record system
- Schedule appointments, email your doctor, refill prescriptions and more—online or via the Kaiser Permanente app

Network providers: our nationwide network that includes PHCS providers and other affiliated providers

- Slightly higher out-of-pocket costs for urgent care, primary and specialty office visits, and prescriptions
- Virtually no paperwork or claims to file
- Before your visit, you should confirm that the provider participates in our network at kp.org/dualchoice-georgia
- Certain services will require that your provider call us at **1-800-221-2412** for precertification at least three days prior to the procedure

Out-of-Network Providers

- Any other licensed provider
- Highest out-of-pocket costs
- May be required to pay up front and file a claim for reimbursement
- 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 **1-800-221-2412** for precertification at least three days prior to the procedure

You'll usually be asked to pay your share of costs (copayment, coinsurance, or deductible) at your visit. For your plan's benefit information, visit kp.org or see your *Certificate of Insurance (COI)* mailed to you after you enrolled.



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 receive care or services. (If you still need an ID card, call Customer Service at **1-855-364-3185**.)

When using your card at network or out-of-network providers, tell the provider you have a PPO plan and show them the ID card sleeve. The sleeve will help answer questions and has phone numbers the provider might need.

¹ Not all services are covered under all benefit levels.

Get the right care, at the right place

For 24/7 advice on the best way to get the care you need, call **404-365-0966**.



Routine Care

What it's for

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

Where to get it

In-Network Providers

Kaiser Permanente providers:

- Hundreds of doctors in over 25 Kaiser Permanente medical offices, most with lab, X-ray and pharmacy under the same roof
- For doctors and locations, visit kp.org/dualchoice-georgia
- To schedule an appointment, call **404-365-0966** (TTY **711**), visit kp.org, or use the Kaiser Permanente app

Network providers:

- Over 16,000 participating PHCS and other physicians in metro Atlanta. More than 450,000 PHCS providers and 4,200 facilities nationwide
- No referral needed
- For doctors and locations, visit kp.org/dualchoice-georgia
- 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

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



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

Kaiser Permanente providers:

- 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/dualchoice-georgia
- To schedule an appointment, call **404-365-0966** (TTY **711**), visit kp.org, or use the Kaiser Permanente app

Network providers:

- Hundreds of participating PHCS and other specialists
- No referral needed
- For doctors and locations, visit kp.org/dualchoice-georgia
- To schedule an appointment, call the doctor's office directly
- Precertification may be required

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



Urgent Care

What it's for

An illness or injury that requires prompt medical attention, but is not an emergency medical condition. Urgent Care includes:

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

Where to get it

In-Network Providers

Kaiser Permanente providers:

- Three Kaiser Permanente medical offices offer advanced, walk-in urgent care—with lab, imaging, and pharmacy under the same roof—24 hours a day, 7 days a week
- Walk-in care at a network of affiliated urgent care centers, some with evening and weekend hours
- For locations, visit kp.org/dualchoice-georgia
- For 24/7 medical advice call **404-365-0966**

Network providers:

- Walk-in care at 75 participating PHCS urgent care centers
- For locations, visit kp.org/dualchoice-georgia

Out-of-Network Providers

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

24/7 Advanced Urgent Care

When you get urgent care at one of our three Kaiser Permanente 24/7 Advanced Care Centers, you can get:

- Shorter wait times than the hospital ER
- Lower out-of-pocket costs than the ER
- The convenience of lab, X-ray, and pharmacy under the same roof
- Peace of mind knowing prescriptions you receive 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

Gwinnett

3650 Steve Reynolds Blvd, Duluth

Southwood

2470 Mt. Zion Parkway, Jonesboro

TownPark

750 Townpark Lane, Kennesaw

Your care, your way with Kaiser Permanente providers

With same-day and 'virtual' care options from Kaiser Permanente, it's convenient to get the care you need while enjoying your in-network, Kaiser Permanente provider benefits. For 24/7 advice on the best way to get the care you need, call **404-365-0966**.



Email

Send an email to a Kaiser Permanente doctor you've seen for answers to non-urgent health questions.



Telephone and Video Visits¹

Get same-day adult care – by phone or video appointment – for certain minor symptoms such as sore throat; cough; stuffy nose, allergies, or sinus issues; itchy/red eyes; nausea, vomiting, or diarrhea; or bladder infection.

Your Kaiser Permanente doctor will be able to view your medical record, prescribe medicine, and order lab tests and X-rays.



Specialty Telephone and Video Visits

Get care from wherever you are with telephone or video appointments for specialties including Behavioral Health, Dermatology, Ear/Nose/Throat, Ob/Gyn, Urology and much more. Visit your doctor right from your computer, tablet, or smartphone. Ask your Kaiser Permanente doctor if a video visit is right for you.



E-visits

For certain common symptoms—like fever, coughing, stuffy nose, or pain when urinating—you can skip the phone call and fill out an online questionnaire. Based on your responses, you'll be shown self-care advice or how to best get the care you need. Even get a prescription written. To complete an E-visit, go to **kp.org/appointments**.



Same-day Appointments

Kaiser Permanente medical offices offer same-day primary care and gynecology appointments when available.



Express Care

At select Kaiser Permanente locations, get seen the same day by a Certified Nurse Practitioner. Make an appointment or even walk in for many minor health issues such as headaches, coughs and fever; to pains and sprains; to sports physicals for kids.



Urgent Care

Our three Advanced Care Centers (see page 7) are open 24 hours a day, 7 days a week. Even get care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, and dehydration.²



Emergency Care³

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 or PHCS. Your care will be covered at the in-network level of benefits.

If you go to Emory University Hospital Midtown or Emory Saint Joseph's Hospital, Kaiser Permanente physicians will be on site to care for you or manage your care with Emory providers. Your care team will work together with access to your medical record – so you get coordinated, personalized care.

Save time and money when you need care quickly

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

- Schedule a same-day telephone or video visit
- Schedule a same-day appointment at one of our medical offices
- Walk in to one of our medical offices with Express Care
- Walk in to one of our 24/7 urgent care locations

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

¹ For members who are registered on kp.org and have seen their Kaiser Permanente doctor in the past year. (To register on kp.org, visit kp.org/registernow or download the free Kaiser Permanente app.)

² In an emergency—a condition that requires immediate medical attention to prevent serious jeopardy to your health—call **911** or go to the nearest hospital emergency room.

³ List does not include all possible symptoms and conditions. If you need care—including observation and admission—after your condition has been stabilized, you, a family member, or the hospital must call us at the precertification number on the back of 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, and can help you get precertification if needed.

Where to get it

In-Network Hospitals

- Well-known hospitals including Children's Healthcare of Atlanta, Emory University Hospital Midtown, Emory Saint Joseph's Hospital, and Northside Hospital Atlanta
- At Emory Midtown and Emory Saint Joseph's, you'll get care from a Kaiser Permanente doctor who has access to your electronic medical record¹
- You also have access to many other hospitals within the PHCS network
- Your personal physician will decide which facility is best for you
- For locations, visit kp.org/dualchoice-georgia

Out-of-Network Hospitals

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

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 our 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, or visit kp.org/dualchoice-georgia

Network pharmacies:

- Hundreds of participating pharmacies (through the MedImpact MedCare Pharmacy Network), including Rite Aid, Kroger, Publix, Walgreens, Target, and Costco
- For locations, visit kp.org/dualchoice-georgia

Out-of-Network Pharmacies

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

¹ Records normally only include care received by Kaiser Permanente providers.

² For most drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You normally receive them within 5 business days.

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, just give Customer Service a call at **1-855-364-3185**.

For certain prescription drugs, you or your provider will need to get precertification. To obtain precertification for a prescription written by a Kaiser Permanente Provider, your physician may call: **1-800-221-2412**. For a prescription written by any other physician, your physician may call: **1-800-788-2949**.

Specialty Drugs

If you're taking a specialty drug, you'll need to have that prescription filled at a specialty pharmacy. At Kaiser Permanente pharmacies, you'll pay the lowest cost share and it will be ready for pickup in a few days. You can also use network specialty pharmacies, where your cost share will be higher, but lower than an out-of-network specialty pharmacy. For help, call Customer Service.



Lab Tests

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



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, to keep your costs down, it's best to make sure the recommended imaging facility is an in-network provider. To verify, visit kp.org/dualchoice-georgia.¹

Refills to your home²

When written by a Kaiser Permanente doctor, you can get your prescription refills sent right to your home with no cost for shipping. You can also save money by ordering a 90-day supply. Visit kp.org/rxrefill or call our automated refill line at **770-434-2008**.

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

¹ Be sure your doctor calls **1-800-221-2412** for precertification at least three days prior to the procedure. If you don't get precertification for a service or prescription that requires it, we may deny all or part of your claim.

² Keep in mind that not all drugs are available through the mail service. Examples of drugs that cannot be mailed include Controlled substances as determined by state and/or federal regulations; medications that require special handling; medications administered by or requiring observation by medical professionals; and medications affected by temperature.

Claims

When you receive care from in-network providers and pharmacies, you will not need to file any claims.

If you do need to file a claim (most likely when using an out-of-network provider or pharmacy), here's how:

For pharmacy claims:

To get a pharmacy claim form, visit kp.org/dualchoice-georgia or call Customer Service at **1-855-364-3185** (TTY **711**).

For provider claims:

To get a claim form, visit kp.org/dualchoice-georgia or call Customer Service at **1-855-364-3185** (TTY **711**).

Precertification

For some services, regardless of whether the provider you use is in-network or out-of-network, you are required to get prior approval, called "precertification". This helps ensure that care is medically necessary, cost effective, and the most appropriate treatment for your condition based on nationally recognized standards.. Precertification is required for some outpatient and inpatient care, such as hospital surgical procedures¹. Your provider must call **1-800-221-2412** for precertification at least three days prior to the procedure. Precertification is not required for emergency care, but is required for any hospital care needed after you are stabilized.

Please note that if you don't get precertification for a service that requires it, your claim may be denied. If any service is denied, you have the right to appeal.

For a listing of covered services requiring precertification, please see the Kaiser Permanente *Dual Choice PPO Certificate of Insurance (COI)* mailed to you after you enrolled.

Notes

A series of horizontal dotted lines for writing notes.

Kaiser Permanente medical offices

You can choose a doctor from any of the locations listed below. 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 locations also have lab, X-ray, and pharmacy services under the same roof. For details about each location, visit kp.org/facilities or call **404-365-0966**.

1 **Alpharetta Medical Center**
3550 Preston Ridge Road
Alpharetta, GA 30005

2 **Athens Medical Office**
2142 West Broad Street
Building 200
Athens, GA 30606

EXPRESS CARE

3 **Brookwood at Peachtree Medical Office**
1745 Peachtree Road
Suite U
Atlanta, GA 30309

4 **Cascade Medical Center**
1175 Cascade Parkway
Atlanta, GA 30311

5 **Conyers Medical Office**
1478 Dogwood Drive
Conyers, GA 30013

EXPRESS CARE

6 **Crescent Medical Center**
200 Crescent Centre Parkway
Tucker, GA 30084

EXPRESS CARE

7 **Cumberland Medical Center**
2525 Cumberland Parkway SE
Atlanta, GA 30339

8 **Douglasville Medical Office**
6875 Douglas Blvd.
Suite A
Douglasville, GA 30135

9 **Downtown Decatur Medical Office**
201 W. Ponce de Leon Ave.
Suite A
Decatur, GA 30030

10 **Fayette Medical Office**
101 Banks Road
Fayetteville, GA 30214

11 **Forsyth Medical Office**
1400 Northside Forsyth Dr.
Suite 350
Cumming, GA 30041

24/7 URGENT CARE & EXPRESS CARE

12 **Gwinnett Comprehensive Medical Center**
3650 Steve Reynolds Blvd.
Duluth, GA 30096

13 **Henry Towne Centre Medical Center**
1125 Towne Centre Village Dr.
McDonough, GA 30253

14 **Holly Springs Medical Office**
684 Sixes Road, Suite 275
Holly Springs, GA 30115

15 **Lawrenceville Medical Office**
455 Philip Blvd., Suite 130
Lawrenceville, GA 30046

16 **Newnan Medical Office**
203 Newnan Crossing Bypass
Newnan, GA 30263

17 **Panola Medical Center**
5440 Hillandale Drive
Lithonia, GA 30058

18 **Sandy Springs Medical Office**
1100 Lake Hearn Drive NE
Suites 250 & 500
Sandy Springs, GA 30342

19 **Snellville Medical Office**
2240 Fountain Drive
Snellville, GA 30078

24/7 URGENT CARE & EXPRESS CARE

20 **Southwood Comprehensive Medical Center and 24/7 Advanced Care Center**
2400 Mt. Zion Parkway
Jonesboro, GA 30236

21 **Stonecrest Medical Center**
8011 Mall Parkway
Lithonia, GA 30038

22 **Sugar Hill-Buford Medical Center**
1435 Broadmoor Blvd.
Sugar Hill, GA 30518

24/7 URGENT CARE & EXPRESS CARE

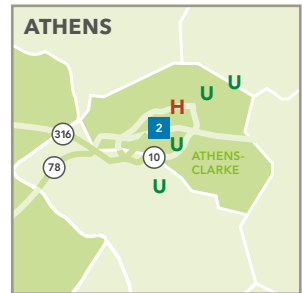
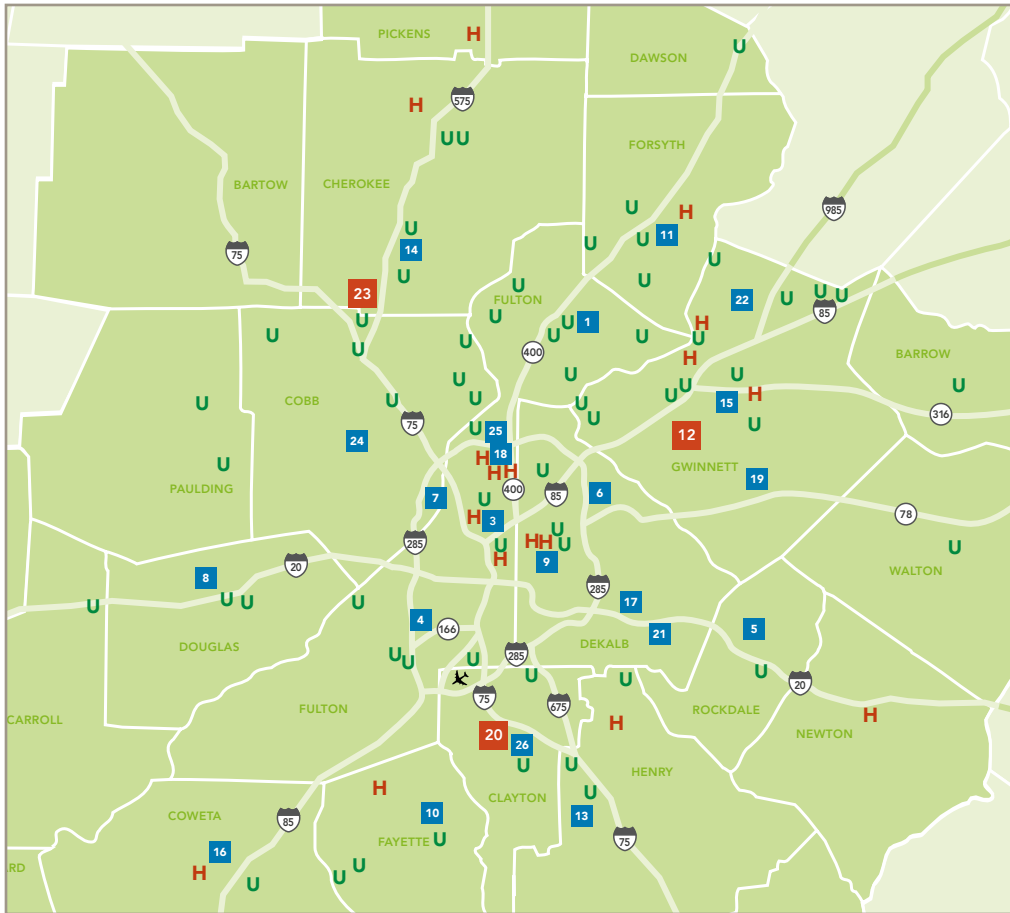
23 **TownPark Comprehensive Medical Center and 24/7 Advanced Care Center**
750 TownPark Lane
Kennesaw, GA 30144

24 **West Cobb Medical Center**
3640 Tramore Pointe Parkway
Austell, GA 30106

**Specialty care facilities
(primary care not offered)**

25 **Glenlake Comprehensive Specialty Center**
20 Glenlake Parkway
Sandy Springs, GA 30328

26 **Southwood Specialty Center**
2470 Mt. Zion Parkway
Jonesboro, GA 30236



Kaiser Permanente In-Network Providers

-  Kaiser Permanente Medical Facilities
-  Kaiser Permanente Medical Facilities also offering 24/7 Urgent Care
-  Affiliated Community Urgent Care Centers
-  Affiliated Hospitals*

Map not to scale. Locations not exact.

Your nearest location

<Assigned Medical Center Name>

<address line 1>

<address line 2>

<address line 3>

If you've already chosen a Kaiser Permanente personal doctor before receiving this booklet, this is the location where that physician practices. Otherwise, this is the closest Kaiser Permanente medical facility to your home. Feel free to choose a doctor at the location that's most convenient for you, and change at any time.



* The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. In an emergency, you have access to any hospital emergency room. See page 7 for details.



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 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, manage pain, and much more. Visit kp.org/healthylifestyles.

Wellness coaching

Want some inspiration or support? Talk to your own free wellness coach at **1-866-862-4295**.

Healthy living classes

Free or low-cost health classes in our medical offices include yoga, healthy cooking, weight management, managing stress, and much more. Visit kp.org/classes.

Online tools

Take advantage of the tools in the "Health & Wellness" section of kp.org:

- Interactive Symptom Checker
- Health and drug encyclopedias
- Videos and guided-imagery audio programs

Managing your conditions

If you have an ongoing health condition, you'll have the support of our award-winning Complete Care (case management) program at no additional cost. (Your doctor will automatically enroll you.) You can also get free telephone health coaching through our Healthy Solutions program by calling **1-888-251-6733**.

Discounts

Enjoy discounts on chiropractic care, massage therapy, fitness club membership, vitamins, and more by signing in at kp.org/choosehealthy.

Publications

Evidence of Coverage

Provides more-detailed information about your benefits and getting care. Download a copy by signing in at kp.org/costsandcoverage.

Partners in Health

Register on kp.org and you'll receive this monthly e-newsletter with health tips, member stories, and other resources to help you thrive.

¹ The Kaiser Permanente wellness programs offered by Kaiser Foundation Health Plan are value-added programs and are not intended to be a part of your Kaiser Permanente Insurance Company (KPIC) insurance plan coverage.



Notices

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 **1-888-865-5813** (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: Customer Experience Department, Attn: KPIC Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE, Atlanta, GA 30305-1736, or by phone at Member Services: 1-888-865-5813.

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>.

Help in your language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-888-865-5813** (TTY: **711**).

አማርኛ (Amharic) ማሰታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-888-865-5813** (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. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, koji' hódíílnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (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 **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**).

Notes

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Contact us

Customer Service

For questions about using your plan, your benefits and coverage, or to request a copy of your **Certificate of Insurance (COI)**, which has a complete list of the services covered in your plan, call:

1-855-364-3185 (TTY 711)
Monday-Friday, 7 a.m. to 7 p.m.

You can also visit kp.org/dualchoice-georgia for information.

Kaiser Permanente Providers

To get advice or to make most appointments at Kaiser Permanente medical offices, call:

404-365-0966 (TTY 711)
24 hours a day, seven days a week

To schedule specialty appointments with Kaiser Permanente doctors call Monday-Friday, 7 a.m. to 7 p.m.

Network Providers

To find a provider or confirm a doctor, pharmacy or urgent care center is in the network, visit:

kp.org/dualchoice-georgia

Kaiser Permanente
Nine Piedmont Center
3495 Piedmont Road, NE
Atlanta, GA 30305

INDICIA
FPO

Important plan information

<Recipient Name>
<Address>

 Please recycle.

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Your guide to good health

Keep this book handy as a quick reference to
getting the most out of your new plan

1



Choose your doctor

2

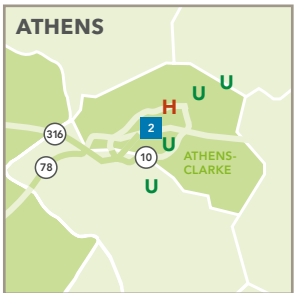
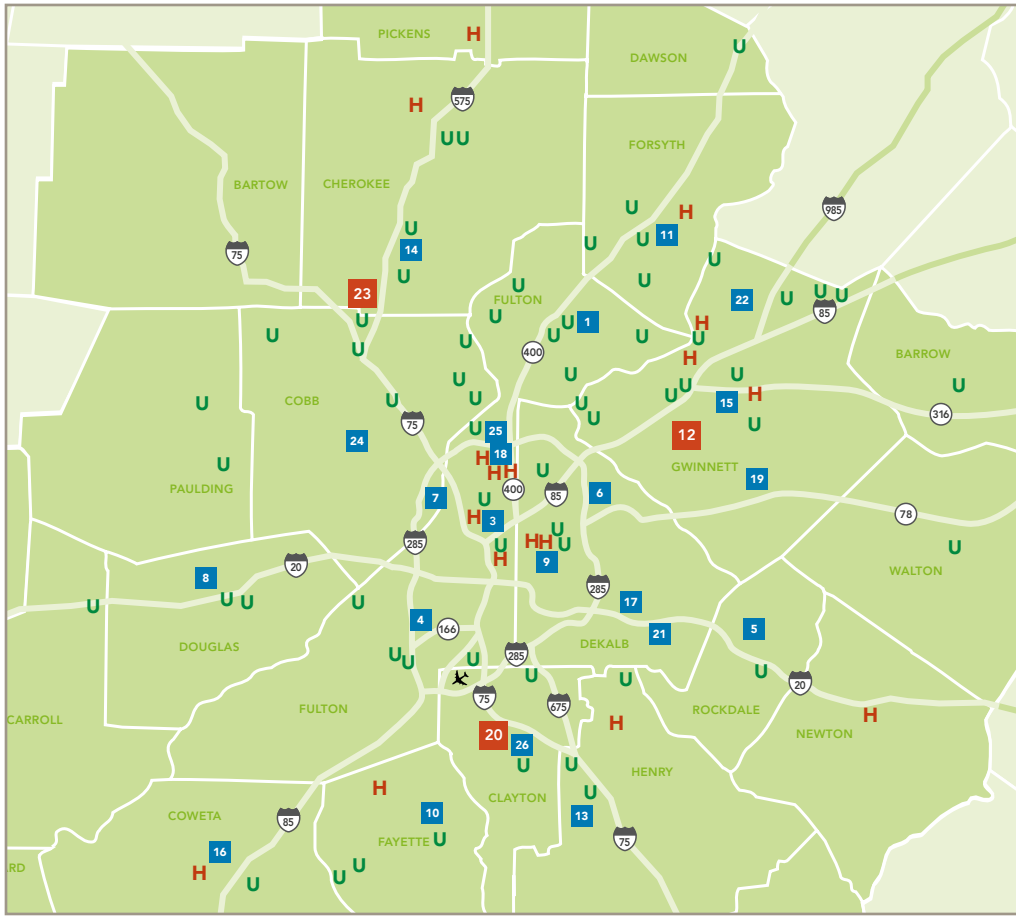


Create your kp.org
account





3



Get prescriptions



Kaiser Permanente In-Network Providers

-  Kaiser Permanente Medical Facilities
-  Kaiser Permanente Medical Facilities also offering 24/7 Urgent Care
-  Affiliated Community Urgent Care Centers
-  Affiliated Hospitals*

Map not to scale. Locations not exact.

Live outside our service area?

You'll have in-network coverage when using our network providers nationwide. Visit kp.org/dualchoice-georgia to find one near you.

* The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. In an emergency, you have access to any hospital emergency room. See page 7 for details.