



Welcome to Kaiser Permanente

Your Kaiser Permanente Colorado
Medicare Health Plan Benefits

kp.org/newmember

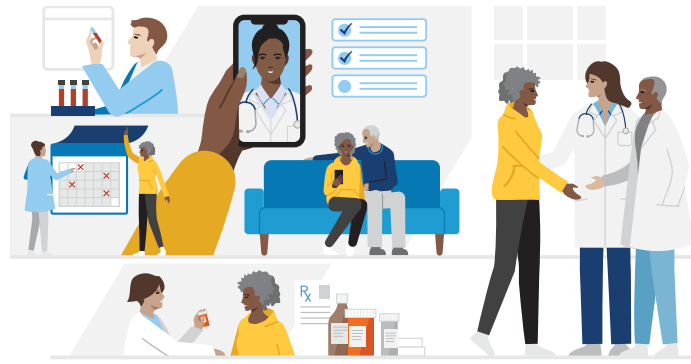
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 KAISER PERMANENTE®

Colorado's #1 Medicare health plan¹

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- **Care and coverage** together
- **24/7 access to care** that fits into your daily routine
- Doctors who provide team-based **care, centered on you**
- **Experts who can answer your questions** about benefits, costs, and care options – at no extra cost
- **Refill prescriptions** online, through mail order, or same-day/next-day delivery
- Get the care you need – from **routine to urgent** – often from the comfort of home

New Member Connect

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



Convenient care all under one roof

At most Kaiser Permanente medical offices, you can visit your physician, fill a prescription, and receive lab and imaging services – all under one roof.

Getting started at Kaiser Permanente



Search profiles to find the right doctor for you



Transition your care seamlessly



Connect to care online

From day one, you have the support you need from our New Member Connect team, who can help you find a doctor, locate a Kaiser Permanente medical office near you, transfer prescriptions, and transition any ongoing treatment from non-Kaiser Permanente providers.

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

Search profiles to find the right doctor for you

Find many doctor profiles and locations to consider at kp.org/findadoctor. You can choose from our available doctors and change at any time.

Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home.

Connect to care

After you enroll, create an account at kp.org and download the Kaiser Permanente mobile app. Then manage your health on your schedule—whenever and wherever you want.

Supplemental benefits to customize your Medicare health plan

With your Kaiser Permanente Medicare health plan, you not only get your medical and prescription drug coverage all in one plan, you also receive additional benefits.



Keeping care affordable

- A great value with a \$0 annual deductible on medical and pharmacy services and \$0 copays for preventive care
- Comprehensive health care with hospital care, medical services, and prescription drug coverage, all in one plan
- A connected care team of doctors and specialists who work together to help support your total health and well-being^{2,3}



Your Medicare health plan comes with great extras

When you choose Kaiser Permanente for Medicare health plan coverage, you get more than your medical and prescription drug coverage all in one plan, you get great extras to care for the whole you.



Dental benefits

Preventive and comprehensive dental benefits through Delta Dental of Colorado's broad network of dentists.



Over-the-counter wellness benefit

A quarterly benefit that covers nonprescription, health-related products delivered to your home at no cost – such as vitamins, allergy and cold remedies, pain relievers, stomach aids, first aid kits, joint support products, sunscreen, and more.



Virtual care options

Get care from the convenience of your own home or while you're on the go. From phone and video visits to online chat and email, Kaiser Permanente offers an extensive suite of virtual care options so that you can get medical advice whenever you need it (see virtual care options on page 8).⁴



Vision benefits

Routine eye exam coverage and an eyewear allowance to use toward your purchase of glasses, frames, and contact lenses.

Questions?



Have questions about your supplemental benefit options? Call Member Services at **1-800-476-2167** (TTY **711**), 8 a.m. to 8 p.m., 7 days a week.



Fitness benefits

SilverSneakers®, a healthy aging and exercise program with a robust benefit that offers many fitness options and access to a network of 15,000+ fitness locations nationwide (including gyms, community centers, etc.). SilverSneakers® also provides online and on-demand classes for at-home workouts.⁵



In-home support

Included on select plans, covers 8 hours of nonmedical, in-home support services from a trained caregiver every month for help with daily activities, such as meal preparation, light house cleaning, companionship, and toileting.



Care while traveling

The Medicare Explorer by Kaiser Permanente benefit includes an allowance for out-of-area routine and continuing care. Your allowance covers office visits, labs, X-rays, physical therapy, outpatient behavioral health care, and more.



Hearing benefits

Receive routine hearing exam coverage and, on all plans, an allowance toward the purchase of hearing aids.



Transportation benefit

Rides to and from your medical and dental appointments, as well as any in-network pharmacy.



Podiatry

A select number of routine podiatry visits that usually aren't covered by Original Medicare are included in most plans. This routine care includes services such as removing calluses and trimming toenails.



Worldwide urgent and emergency care

With Kaiser Permanente Medicare health plans, care and coverage travel with you. Urgent and emergency care are covered anywhere in the world.

Care on the road



We make it easy to get care even when you're on the road. Just call our 24-hour Away from Home Travel Line at **951-268-3900** for help getting care, or visit kp.org/travel to learn more.⁶

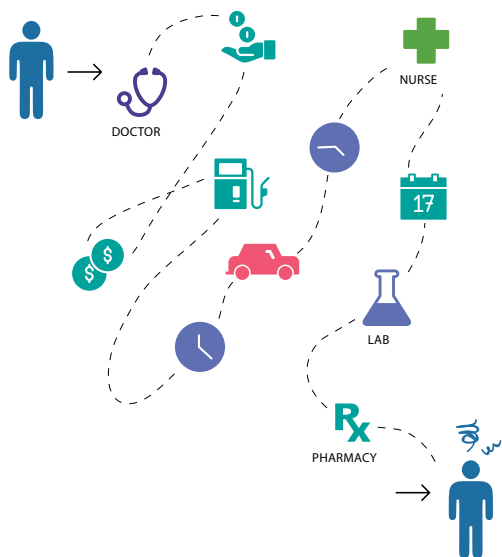
Our integrated care model

In Kaiser Permanente’s integrated care model, our doctors and the teams they lead coordinate your care through your electronic health record.^{2,3}

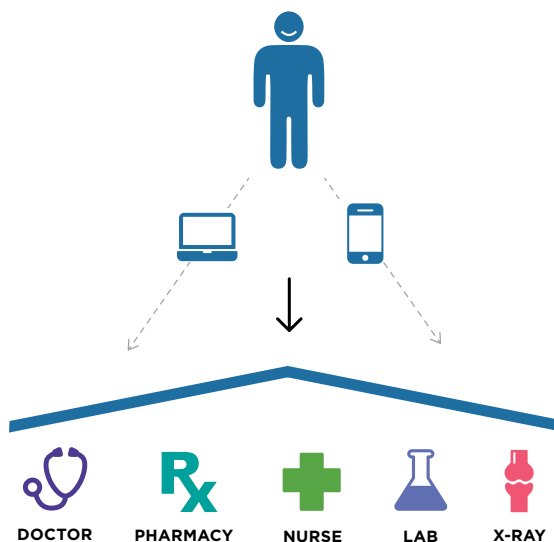
So, when you see your primary care provider, a specialist, or have a hospitalization, your updated health status—including prescriptions, tests, and procedures—is right at their fingertips. This helps them develop a personalized care plan just for you.^{2,3}

Integrated care is also about convenience. At most of our 30 medical offices in Colorado, you can see a physician, fill a prescription, and receive lab and imaging services all under one roof. It’s one trip for all of your care, instead of many trips for some of your care.

Traditional health care
COMPLICATED AND EXPENSIVE



Kaiser Permanente
HASSLE FREE AND AFFORDABLE



Medical excellence is standard practice at Kaiser Permanente

Preventive and specialty care

Our doctors focus on catching problems early through preventive care. But if you require specialized care, as one of the largest multispecialty groups in Colorado, we have expert doctors across many specialties who will develop a personalized care plan for you.

In our fully integrated care and coverage model, research scientists, clinicians, medical groups, and health plan leaders gather and analyze data from many and varied studies to expand our knowledge of conditions related to aging, such as frailty, dementia, urinary and bowel incontinence, and more.



Kaiser Permanente Medicare health plan is the top-rated HMO in Colorado for 2023.¹



Kaiser Permanente Medicare health plan is rated 4.5 out of 5 Stars in Colorado for 2024.⁷

Connect to care any way you want

We make it easy for you to connect with your Kaiser Permanente doctors and care teams in person or virtually – at no additional cost to you.



In-person care

Meet with your primary care provider or specialist in person.



Online chat

Get care from a clinician, mental health specialist, and more.



24/7 medical advice

Call the Clinical Contact Center to get medical guidance any time, day or night.



Email

Message your clinician's office any time with nonurgent questions.²



E-visits

Fill out an online questionnaire for select conditions to receive a care plan or medical advice.



Scheduled phone or video visits

Save a trip to the clinician's office by scheduling a video or phone visit with your doctor.²



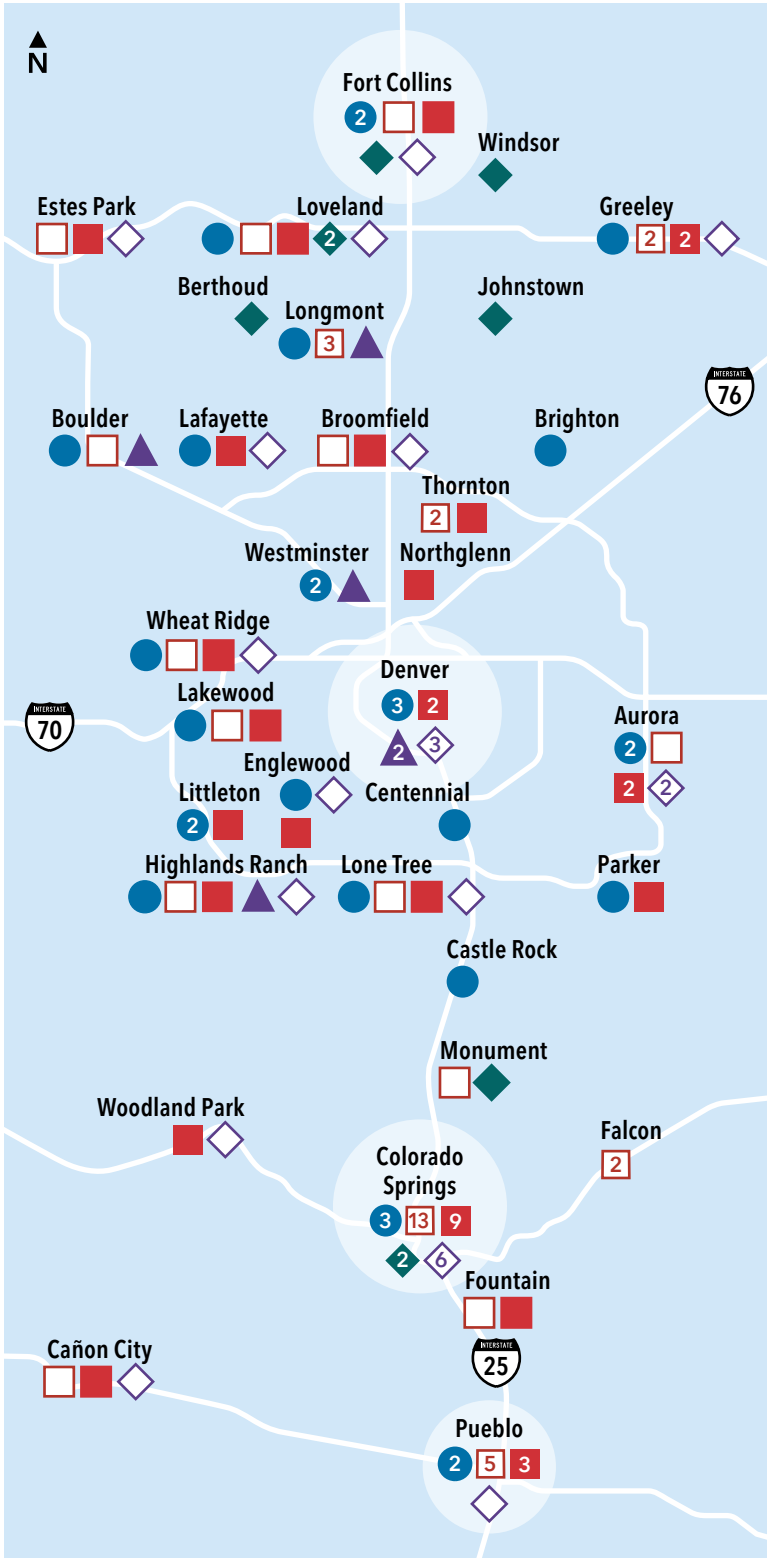
24/7 on-demand phone and video visits

Visit with a clinician any time, day or night. This is a great option for when you don't have an appointment to see your primary care doctor or when you just want a convenient alternative to an urgent care visit.⁴



Learn about other care options – including urgent care – make appointments, check lab results, pay medical bills, or refill a prescription at kp.org.²

In-person care locations



Colorado medical facilities

30	Kaiser Permanente medical offices	●
41	Urgent care facilities	□
35	Emergency care facilities	■
6	Behavioral health offices	▲
9	Affiliated providers with extended hours	◆
24	Affiliated hospital/inpatient care	◇

There are **1,300+** Kaiser Permanente physicians and **14,000+** affiliated plan providers at locations across Colorado.⁸



For a full list of providers included in your plan, visit kp.org/locations.

Worldwide urgent and emergency care

With Kaiser Permanente Medicare plans, care and coverage travel with you. Urgent and emergency care are covered anywhere in the world.



● 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

Spring Creek

1136 E. Stuart St.
Building 3, Suite 200
Fort Collins, CO 80525

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 N. 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



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

Important member information

Clinical Contact Center

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

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

Member Services

We're here to help. Call Member Services at **1-800-476-2167** (TTY **711**), 8 a.m. to 8 p.m., 7 days a week, with questions about your benefits and coverage or to request a copy of your *Evidence of Coverage*, which has a complete list of the services covered in your plan.

Be informed

Your *Annual Notices Guide* includes important information about quality, utilization management, and your member rights and responsibilities. You can view this guide at **kp.org/formsandpubs**. You can also view quality and utilization management information at **kp.org/quality**, and you can view your member rights and responsibilities in full at **kp.org/memberrights-co**.

For utilization management process or referral inquiries, call **1-877-895-2705** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m. If you speak limited or no English, staff will provide a telephone interpreter to assist with utilization management questions, at no cost to you.

References

1. Kaiser Foundation Health Plan of Colorado is the top-rated HMO in Colorado, with a rating of 4.5 out of 5 in NCQA's Medicare Health Plan Ratings 2023. NCQA's Medicare Health Insurance Plan Ratings 2023-2024, National Committee for Quality Assurance, 2023: Kaiser Foundation Health Plan of Colorado – HMO (rated 4.5 out of 5).
2. These services available when you receive care at Kaiser Permanente medical offices.
3. Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.
4. When appropriate and available. If you travel out of state, virtual care could be limited due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.
5. SilverSneakers, the SilverSneakers shoe logo type, and SilverSneakers Flex are registered trademarks of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.
6. 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.
7. Every year, Medicare evaluates plans based on a 5-star rating system. For 2024, Kaiser Permanente Colorado received 4.5 out of 5 stars.
8. Choice of providers varies by plan and availability at the time of selection and is subject to change. Provider and location information is current at the time of publications and is subject to change. In an emergency, call **911** or go to the nearest emergency department.

Notice of Nondiscrimination

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable Federal and Colorado state civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, gender expression, or any other basis protected by applicable federal or state laws.

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, sex, sexual orientation, gender identity or gender expression, 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.

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-800-476-2167 (TTY 711)**. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-800-476-2167 (TTY 711)**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费~~的~~翻译服务, 帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务, 请致电 **1-800-476-2167 (TTY 711)**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問, 為此我們提供免費的翻譯服務。如需翻譯服務, 請致電 **1-800-476-2167 (TTY 711)**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-800-476-2167 (TTY 711)**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-800-476-2167 (TTY 711)**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-800-476-2167 (TTY 711)** sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-800-476-2167 (TTY 711)**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-800-476-2167 (TTY 711)** 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-800-476-2167 (TTY 711)**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول . سيقوم شخص ما يتحدث (TTY 711) **1-800-476-2167** على مترجم فوري، ليس عليك سوى الاتصال بنا على بمساعدتك. هذه خدمة مجانية العربية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-800-476-2167 (TTY 711)** पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-800-476-2167 (TTY 711)**. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-800-476-2167 (TTY 711)**. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-800-476-2167 (TTY 711)**. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-800-476-2167 (TTY 711)**. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、**1-800-476-2167 (TTY 711)** にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

Notes

A series of horizontal dotted lines for writing notes.



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

Important plan information

 Please recycle 1228614321 Medicare New Member Guidebook 2024

Let's get started

Your quick-start guide is inside.

