

Welcome to Kaiser Permanente

Let's get started!



Hello!

<Subscriber first name>, we're so glad to have you [and your family] as [a] Kaiser Permanente member[s]. Now you can enjoy all the benefits of getting your health coverage and your care together in one complete package.

To help you make the most of your membership, we recently mailed your Kaiser Permanente ID card[s] along with simple steps to get started. If you've already taken those steps, then you're well on your way.

If you're still getting started, this guide will walk you through the most important steps to your membership. The sooner you choose one of our top-notch doctors and create your online account, the more you can get out of your new health plan.

This information is designed to help you get started with our own, carefully-selected doctors in Kaiser Permanente medical offices. As a Multi-Choice plan member, if you already have a non-Kaiser Permanente doctor you'd like to keep, that's OK too. You'll find the information you need to get started and access care.

We encourage you to take a few minutes to read through this guide and keep it nearby for quick reference. For questions about your plan, feel free to call us at **1-855-364-3185 (TTY 711)**.

We're here to help you thrive.

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 membership takes only 3 easy steps.
Ready to go?



Step 1:

Choose your doctor – and change anytime 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
Finally, we'll 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
Learn about your choices for different types of care, what you can expect to pay, and when you might need prior authorization or claims.

Healthy extras..... 16
Get an overview of your resources to help you stay informed, get inspired, and feel your best.

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The Multi-Choice Plan is jointly underwritten by Kaiser Foundation Health Plan of Georgia (KFHP GA) and Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan (KFHP).



1

Choose your doctor – and change anytime

Select from a wide range of great doctors

Having a personal doctor you connect with is an important part of taking care of your health. With your Multi-Choice plan, each time you need care, you can choose from three provider options:¹

- Select Providers (Tier 1): Doctors in Kaiser Permanente facilities
- PPO Providers (Tier 2): Over 7,800 participating Atlanta PHCS Network providers
- Non-participating Providers (Tier 3): Any other licensed provider

The provider you choose affects your copays, coinsurance and deductibles. You'll have the lowest out-of-pocket cost when you receive care from Select Providers (Tier 1).

Even if you plan to get care from a PPO (Tier 2) or Non-participating (Tier 3) doctor, we encourage you to go ahead and choose a Kaiser Permanente personal physician from the Select Providers (Tier 1). This will make it easier to use your Tier 1 benefits any time you choose.

Choose the right doctor

To find a convenient Kaiser Permanente medical office, take a look at our locations on page 14. To view your doctor choices, browse our online profiles on kp.org, where you can search available doctors by gender, location, and more – and view their photos and credentials.

You can choose a personal doctor with any of these specialties:

- Adult medicine/internal medicine
- Family medicine

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

[Each covered family member may choose his or her own personal doctor.]

Choose online

Go to kp.org/newmember

Choose by phone

Call our **New Member Desk at 404-760-3540**, Monday - Friday, 7 a.m. to 7 p.m.

Change anytime

You can also change to another Kaiser Permanente doctor at any time, for any reason – online or by phone.

More choices

With your Multi-Choice plan, you can also choose a PPO Provider (Tier 2) for your personal doctor if you'd rather. To view our PPO Providers (Tier 2), visit multiplan.com/kaiser. Any time you'd like to see a different doctor, you can. The provider you choose will simply affect your out-of-pocket costs for that care.

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. Select Provider coverage is provided by Kaiser Foundation Health Plan of Georgia, Inc (KFHP). PPO and Non-participating Provider coverages are underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of KFHP. 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 Multi-Choice 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 doctor so you can enjoy your Select Provider (Tier 1) benefits.

Get prescriptions by phone

Call the New Member Desk at **404-760-3540**, Monday - Friday, 7 a.m. to 7 p.m.

Get prescriptions online

If you've already set up your first appointment with a Kaiser Permanente doctor, you can go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

Here's what you'll need

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

- Your Kaiser Permanente health record number
- The name and telephone number of your current pharmacy
- The name and prescription number of your medication

Picking up your medication

As a Multi-Choice plan member, you can bring your prescriptions to any pharmacy you choose to have them filled. (It doesn't matter which doctor wrote the prescription.) If you fill them at one of our Kaiser Permanente medical office pharmacies, you'll have the lowest out-of-pocket costs, since you're using your Select Provider (Tier 1) benefits.

If you fill existing prescriptions at a PPO (Tier 2) or Non-participating (Tier 3) Pharmacy, your out-of-pocket costs will generally be higher. If you choose a Non-participating (Tier 3) Pharmacy, you'll have to pay the full price at the time of purchase and submit a 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.



Getting care

No matter what kind of care you need, we've got you covered

Advice whenever you need it

Regardless of which provider you see for your care, you can call us 24/7 for advice from a Kaiser Permanente nurse. We can help you treat your symptoms at home, or help determine which type of care you need and what locations are convenient for you. Just call **404-365-0966 (TTY 711)**.

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

Select Providers (Tier 1): Kaiser Permanente facilities and select contracted providers

- Lowest deductibles, copayments and/or coinsurance
- Virtually no paperwork or claims to file
- At most Kaiser Permanente offices, see your doctor plus get labs, X-rays, and prescriptions all under one roof.
- With Kaiser Permanente doctors, you can schedule appointments, email your doctor, refill prescriptions and more—online or via the Kaiser Permanente app.

PPO Providers (Tier 2): Participating PHCS Network providers

- Higher deductibles, copayments and/or coinsurance
- Virtually no paperwork or claims to file
- Before your visit, you should confirm that the provider participates in the PHCS network for Kaiser Permanente Insurance Company (KPIC) by calling **1-888-541-7427**
- Certain services will require that your provider call us at **1-800-211-2412** for prior authorization

Non-participating Providers (Tier 3):

Any other licensed provider

- Highest deductibles, copayments and/or coinsurance
- 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 you call us at **1-800-211-2412** for prior authorization

You'll usually be asked to pay your share of costs (copayment, coinsurance, or deductible) at your visit. For your plan's benefit information, see your *Evidence of Coverage*. Or you can visit [kp.org/costestimates](https://www.kp.org/costestimates), where you can get a customized estimate of what your out-of-pocket costs might be for certain services.

* Not all services are covered under all benefit tiers.

Get the right care, at the right place



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

Select Providers (Tier 1)

- Top-notch doctors in 26 Kaiser Permanente medical offices, most with lab, X-ray and pharmacy under the same roof
- For doctors and locations, see page 14 or visit [kp.org](https://www.kp.org)
- To schedule an appointment, call **404-365-0966 (TTY 711)**, visit [kp.org](https://www.kp.org), or use the Kaiser Permanente app

PPO Providers (Tier 2)

- 7,800 participating PHCS physicians
- For doctors and locations, visit [multiplan.com/kaiser](https://www.multiplan.com/kaiser)
- To schedule an appointment, call the doctor's office directly

Non-participating Providers (Tier 3)

- Any other licensed provider
- 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

Select Providers (Tier 1)

- Top-notch specialists in select Kaiser Permanente medical offices, most with lab, X-ray and pharmacy under the same roof
- No referral is needed for most specialists
- For doctors and locations, see page 14 or visit [kp.org](https://www.kp.org)
- To schedule an appointment, call **404-365-0966 (TTY 711)**, visit [kp.org](https://www.kp.org), or use the Kaiser Permanente app

PPO Providers (Tier 2)

- Participating PHCS physicians
- No referral needed
- For doctors and locations, visit [multiplan.com/kaiser](https://www.multiplan.com/kaiser)
- To schedule an appointment, call the doctor's office directly

Non-participating Providers (Tier 3)

- Any other licensed provider
- 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, such as:

- 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

Select Providers (Tier 1)

- 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, see page 14 or visit [kp.org](https://www.kp.org) and search locations for “urgent care”

PPO Providers (Tier 2)

- Walk-in care at about 120 participating PHCS urgent care centers
- For locations, visit multiplan.com/kaiser

Non-participating Providers (Tier 3)

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

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, and the lower cost of using a Tier 1 provider
- the convenience of lab, X-ray, and pharmacy under the same roof
- peace of mind knowing prescriptions you receive will be covered by your plan*

*For plans with a pharmacy benefit, you'll be prescribed drugs we cover, when available.

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 Select Provider (Tier 1) 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 14) 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. Your care will be covered at the Select Provider (Tier 1) 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:

- 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 Express Care locations
- Walk in to one of our urgent care locations

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/register or download the 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 preauthorization number on the back of your ID card first. (That way, we can coordinate future care, and if it makes sense based on your condition, 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 services from leading specialists in everything from heart disease to cancer to a major knee injury.

Where to get it

Select Providers (Tier 1)

- Some of Atlanta's most well-respected hospitals, including Children's Healthcare of Atlanta, Emory University Hospital Midtown, Emory Saint Joseph's Hospital, Northside Hospital Atlanta, and others
- 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
- Your personal physician will decide which facility is best for you

PPO Providers (Tier 2)

- Approximately an additional 20 participating PHCS hospitals
- For locations, talk to your physician or visit multiplan.com/kaiser

Non-participating Providers (Tier 3)

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



Care while away from home

What it's for

When you're traveling or away at school.

Where to get it

- When you're temporarily in another Kaiser Permanente region, you can get visiting member benefits – like coverage for routine or specialty care from Kaiser Permanente providers
- When you're not in a Kaiser Permanente region, you're still covered for emergency and urgent care
- For assistance, call our 24/7 Travel Line at **951-268-3900**² or visit kp.org/travel



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

Select Providers (Tier 1)

- Any of our 25 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, see page 14 or visit kp.org and search locations for "pharmacy"

¹ For care received by providers in Kaiser Permanente medical offices.

² If outside the United States, dial the U.S. country code "001" for land lines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

 **Refills to your home³**

When written by a Kaiser Permanente doctor, you can get your prescription refills sent right to your home with no cost for shipping. With most plans, you can save money by ordering a 90-day supply. Visit [kp.org/rxrefill](https://www.kp.org/rxrefill) or call our automated refill line at **770-434-2008**.

PPO Providers (Tier 2)

- Hundreds of participating pharmacies (through the MedImpact MedCare Pharmacy Network), including Rite Aid, Kroger, Publix, Walgreens, Target, and Costco
- For locations, call MedImpact at **1-800-788-2949**, 24 hours a day, seven days a week

Non-participating Providers (Tier 3)

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

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**.

**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 a Participating Provider. (To verify, visit [multiplan.com/kaiser](https://www.multiplan.com/kaiser) or call **1-888-541-7427**.) You can get your labs completed at most Kaiser Permanente medical offices under your Select Provider (Tier 1) benefit level.

**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 a Participating Provider. (To verify, visit [multiplan.com/kaiser](https://www.multiplan.com/kaiser) or call **1-888-541-7427**.) You can get your imaging completed at a Kaiser Permanente medical offices under your Select Provider (Tier 1) benefit level.

³ For most drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You normally receive them within 3-5 business days.

Claims

You won't need to file claims when using a Select (Tier 1) provider or pharmacy. If a claim needs to be filed when using a Participating (Tier 2) provider or pharmacy, most will file the claim for you. If you need to file a claim (most likely when using a Non-participating provider), here's how:

For pharmacy:

To get a pharmacy claim form, call the MedImpact Pharmacy Help Desk at **1-800-788-2949**, or visit **multiplan.com/kaiser**. Pharmacy claims should be mailed to:

MedImpact Healthcare Systems, Inc.
P.O. Box 509098
San Diego, CA 92150-9098

For other care and services:

For hospital or outpatient surgery facility visits, ask the hospital or surgery facility to send us a UB04 form. Otherwise, please send us your claim information on a CMS 1500 form (claim standard format) as soon as possible.

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

If you can't get the appropriate form, we will also accept itemized bills. The bill must include your health record number, name, date of service, CPT codes with billed charges, and the amount you paid.

Medical claim information should be mailed to:
Kaiser Permanente Claims Department
P.O. Box 373150
Denver, CO 80237-3150

Prior Authorization

For some services, regardless of the provider you use, you are required to get prior authorization from Kaiser Permanente. (When using Kaiser Permanente medical office doctors, your doctor will handle that for you.) Prior authorization is required for all inpatient care, such as hospital surgical procedures. It's not required for emergency care, but is required for any hospital care needed after you are stabilized. For a listing of covered services requiring prior authorization, please see the *Kaiser Permanente Multi-Choice Evidence of Coverage* you received after enrolling.

Please note that if you don't get prior authorization for a service that requires it, you might have to pay a penalty or we may deny all or part of your claim. If any service is denied, you may request an appeal. For prior authorization, you or your provider can call the Kaiser Permanente Utilization Management Department at **1-800-221-2412** from 8 a.m.-5 p.m. (EST) Monday through Friday.

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

Understanding your costs

We know it's important to know what you can expect to pay when you get care, so we want to help. First, make sure you understand how your provider choices affect your costs (see page 5). If you're not familiar with how deductibles, copays and coinsurance work, take a look at the summary below. To view your specific coverage and benefits online, visit kp.org/costsandcoverage, or go to kp.org/costestimates to get a personalized cost estimate for a particular service. Still need help understanding your plan? Just call Customer Service at **1-855-364-3185** (TTY 711).

How deductibles work

With deductible plans like yours, you'll pay just a copay (a set amount) for certain services – including most preventive care – all year round. (Your copay depends on your plan, the service you receive, and the provider you use.) But for many services, you'll need to pay the full charges until the total of what you've spent reaches a certain amount called your deductible. Once you reach your deductible, your share of costs for services covered by your plan will go down for the rest of the year. For specific costs and details of your plan, review your *Evidence of Coverage (EOC)*. If you don't have a hard copy, view it online at kp.org/costsandcoverage.

Here's a summary:

- When you get care, you'll be asked to pay for your scheduled services when you check in. This may cover only part of what you owe for your visit, especially if your doctor ends up ordering additional services that weren't scheduled. You'll receive a bill in the mail later for any balance you owe.
- What you pay will depend on your plan, the provider you use, the services you receive, and if you've reached your deductible. In many plans, most *preventive care* is at little or no cost to you even before you reach your deductible. For other services, you'll pay full charges until the amount you've spent adds up to your deductible.

- Once you reach your deductible, you'll pay just a copay or coinsurance for covered services the rest of the plan year.

Preventive and non-preventive services

Sometimes you'll have preventive and non-preventive care in the same visit. There's little or no cost for most preventive care services, but you might have to pay more if you have any nonpreventive services. For example, your doctor might find a mole during a routine visit and decide to remove it for testing. Because the mole removal and testing are not preventive, you may need to pay a separate copay or coinsurance for these services.

[Coverage for the whole family

Your plan includes a deductible and an out-of-pocket maximum (the limit on how much you'll have to pay for care) for your whole family, as well as for each individual. After you reach your *family deductible*, everyone in your family will only pay copays or coinsurance for covered services, even if they haven't reached their individual deductible. And if you reach your *family out-of-pocket maximum*, no one in your family will pay for covered services for the rest of the year.]

Kaiser Permanente medical offices

You can see a primary or specialty care doctor, fill prescriptions, or get labs or X-rays at a Kaiser Permanente medical office and enjoy the lower costs of using your Select Provider (Tier 1) benefits. (Specialties and services vary by location.) Even if you choose a doctor at a particular location, you can see another doctor at a different location whenever it's more convenient. For details about each location, visit kp.org/facilities or call **404-365-0966**. (As a Multi-Choice member, you also have access to the providers available through the PHCS network. For those locations, visit multiplan.com/kaiser.)

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

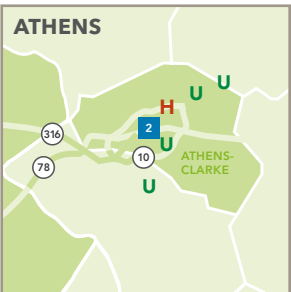
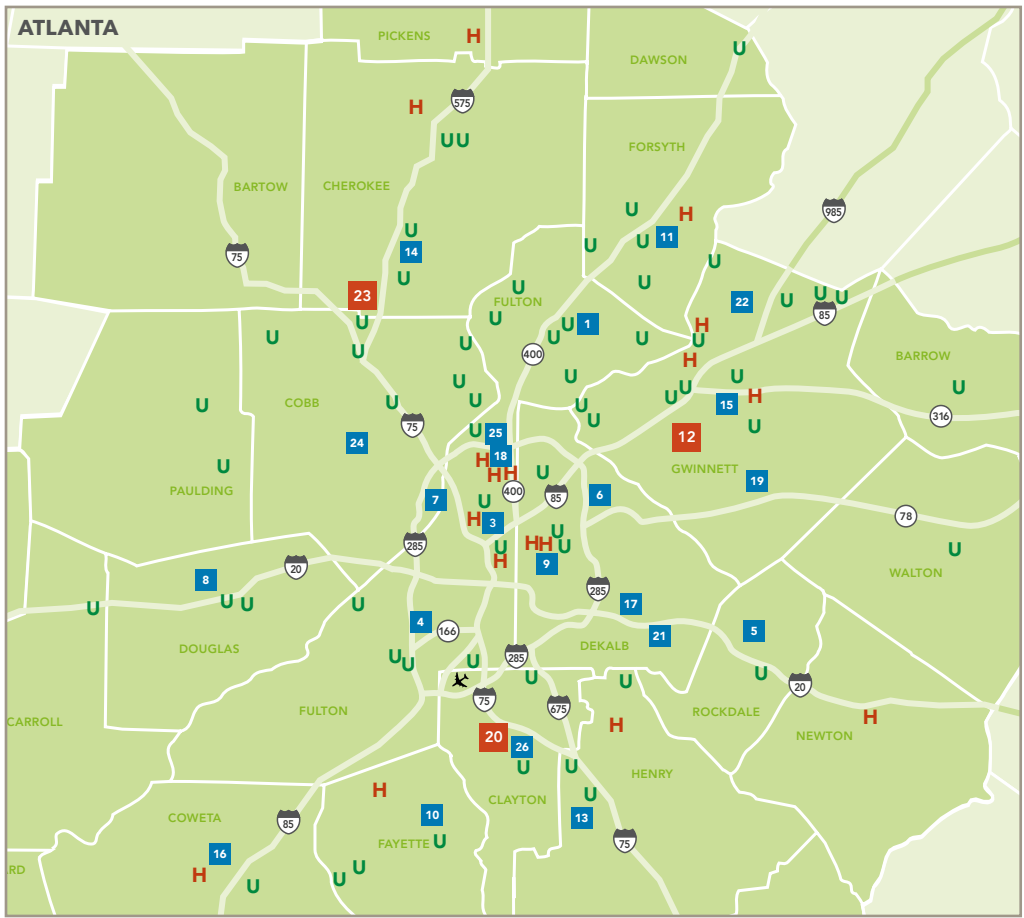
23 **TownPark Comprehensive Medical Center and 24/7 Advanced Care Center**
750 TownPark Lane
Kennesaw, GA 30144

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 Providers (Tier 1)

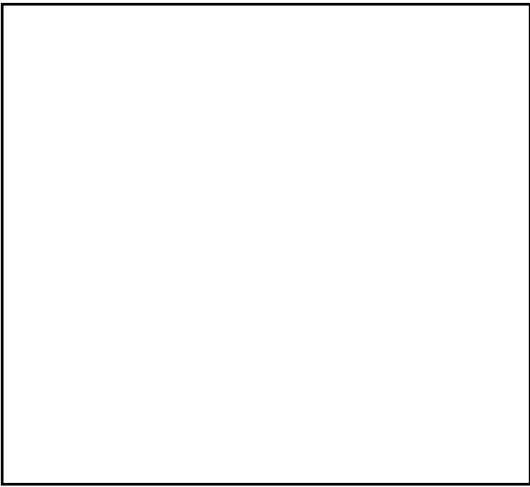
-  Kaiser Permanente Medical Facilities
-  Kaiser Permanente Medical Facilities also offering Urgent Care
-  Affiliated Community Urgent Care Centers
-  Affiliated Hospitals*

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 pages 9 and 10 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.

Notes

A series of horizontal dotted lines for writing notes.



Notices

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-888-865-5813** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 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) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት 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 yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, kojí' hódíłnih **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**).

Contact us

Customer Service

For questions about using your plan, your benefits and coverage, or to request a copy of your **Evidence of Coverage (EOC)**, 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/kpic-georgia for information.

New Member Desk

For help getting started with **Kaiser Permanente providers in our medical offices** –including choosing a doctor, making your first appointment, creating your **kp.org** account, and transitioning prescriptions, call:

404-760-3540
Monday - Friday, 7 a.m. to 7 p.m.
You can also visit kp.org/newmember.

Appointment and advice line

To get nurse advice or 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, 8 a.m. to 5 p.m.



Participating Providers (Tier 2)

To find a provider or confirm a doctor is in the network:

- multiplan.com/kaiser
- 1-888-541-7427 (TTY: 711)

To locate MedImpact Pharmacies:

1-800-788-2949 (TTY 711)



Getting care away from home

Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900*** for 24/7 travel support anytime, anywhere.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home
- Find care in a Kaiser Permanente region
- File a claim for reimbursement

* This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays. If you need emergency or out-of-area urgent care, you can get care from any provider. Check your **Evidence of Coverage (EOC)** for details. Medicare members should check their **EOC** for more details.

Kaiser Foundation Health Plan of Georgia, Inc.
Nine Piedmont Center
3495 Piedmont Road, NE
Atlanta, GA 30305

INDICIA
FPO

Important plan information

<Recipient Name>
<Address>

 Please recycle.

Multi-Choice Plans 437438943 01/20
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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