

# Welcome to Kaiser Permanente

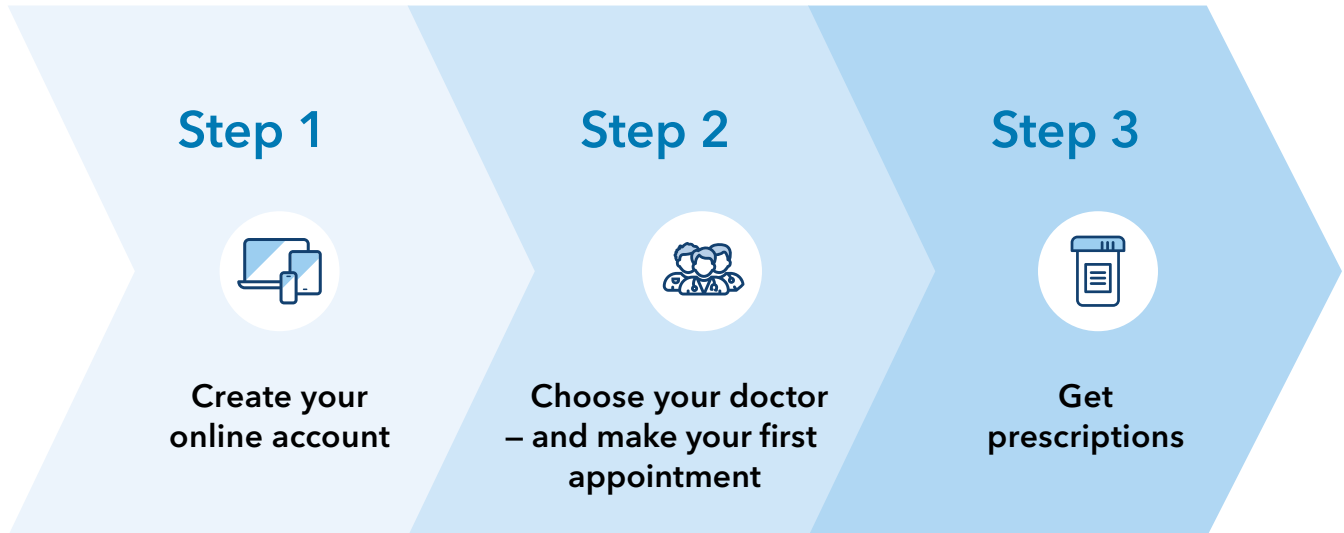
Get started in 3 easy steps



# Welcome, <subscriber name>

## Get started in 3 easy steps

Complete all 3 by visiting [kp.org/newmember](https://kp.org/newmember) or by calling our New Member Desk at **404-760-3540** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m. ET.



For help in your language, you may request language assistance at no cost to you by calling our Member Services (see phone numbers on inside back cover).

Please refer to your *Evidence of Coverage (EOC)* for more details on your plan or for specific limitations and exclusions.

# Step 1

## Create your online account

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

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your **Medical Record Number** to create your account, which you can find on your member ID card.



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

### Online or on the app, stay on top of your health anytime, anywhere<sup>1</sup>

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

# Step 2

## Choose your doctor – and make your first appointment

Go to [kp.org/newmember](https://kp.org/newmember) or call us at **404-760-3540 (TTY 711)**, Monday – Friday, 7 a.m. to 7 p.m., ET

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you. You can change your doctor at any time.

Each covered family member may choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Women 18 and older can choose an ob-gyn as well as a personal doctor.



<sup>1</sup>. These features are available when you get care from Kaiser Permanente facilities. <sup>2</sup>. Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

## Step 2 Continued



### Schedule your first appointment

When you contact us to get started, go ahead and choose your doctor and schedule your first appointment. That way, you can start building a relationship with your new partner in health. (There's no need to bring your past medical records unless your doctor asks for them when you visit.)

## Step 3

### Get prescriptions

Go to [kp.org/newmember](https://kp.org/newmember) and follow the steps to transition your prescriptions or call us at **404-760-3540 (TTY 711)**, Monday– Friday, 7 a.m. to 7 p.m., ET

You have options to help transition your prescriptions to a Kaiser Permanente pharmacy near you. Call us and we'll help you understand the cost of your prescriptions and what alternatives might be available.

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



## Picking up your medication

Once you've transitioned your prescriptions, you can get them filled at any of the pharmacies in our Kaiser Permanente medical offices. (When you get your prescription during your doctor visit, you can usually just pick up your medication on the way out the door!) If you're not near a Kaiser Permanente facility, you also have the option to get your initial prescription filled at one of our network pharmacies like Rite Aid or Walgreens (usually at a higher co-pay).

## Get prescriptions by mail

Once you've transitioned your prescriptions, you can sign in to your online account and click "Pharmacy" to order refills.

For certain prescriptions, you can get refills delivered to you, usually within 3 to 5 days, through our mail-order pharmacy. Delivery is available at no extra cost.



## Resources for healthy living<sup>1</sup>

- Earn up to [~~<\$500>~~<\$1,000>] with your Wellness Program.
- Learn about Calm and myStrength,<sup>2</sup> two self-care apps available at no cost to adult members.

For these and other resources, including wellness coaching, health education classes, and more, see page 8.

<sup>1</sup>. The services described are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. <sup>2</sup>. myStrength<sup>®</sup> is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

# It's easy to get the care you need

Call us at **855-512-5997 (TTY 711)**, 24/7, to make an appointment or get medical advice. (For specialty appointments, call Monday-Friday, 8 am - 5 pm ET.)

You can also schedule routine appointments by signing in to your online account from your computer or the Kaiser Permanente app.

If you believe you have an emergency medical condition, call 911 or go to the nearest hospital.

## Convenient care options

You've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit [kp.org/getcare](https://kp.org/getcare) to learn more.

- **E-visit:** Sign in to your account and fill out a short questionnaire about your symptoms, and a clinician will get back to you – usually within 2 hours.
- **Video visit:** Meet face-to-face with a doctor or nurse by video, straight from your smartphone, tablet, or computer.<sup>1, 2</sup>
- **Phone appointment:** Talk with a doctor or nurse over the phone for the same high-quality care as an in-person visit.<sup>1, 2</sup>
- **Email your care team:** Message your doctor's office anytime with nonurgent health questions.
- **Chat with a doctor:** Chat live online with a Kaiser Permanente doctor for advice, referrals, and even prescriptions.
- **In-person:** Most locations offer many services under one roof, so you'll save time with a single trip.
- **Urgent care:** When you need care quickly (but it's not an emergency), you can get 24/7 walk-in care at our three Advanced Care Centers. Even get care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, and dehydration.

You also have access to a broad network of contracted urgent care centers.

1. These features are available when you get care from Kaiser Permanente facilities. 2. When appropriate and available.

- **At the hospital:** You'll have access to inpatient care at Children's Healthcare of Atlanta, Emory Decatur Hospital, Emory Saint Joseph's Hospital, Northside Hospital Atlanta, and others. Your personal physician will decide which facility is best for you.
- **Away from home:** Visit [kp.org/travel](https://kp.org/travel) or call the Away from Home Travel Line at **951-268-3900** for travel support.<sup>3</sup> Even while traveling, you're still covered for emergency and urgent care.

### Need care quickly? Save time and money.

When it's not an emergency, just call us 24/7 at **855-512-5997** or visit [kp.org/getcare](https://kp.org/getcare) and we can help you:

- Schedule an on-demand, same or next-day telephone or video visit
- Schedule a same or next-day in-person appointment
- Find the most convenient 24/7, walk-in urgent care location or contracted urgent care center

With these options, you'll have a lower co-pay (if any) than for the emergency room, and could save hours of wait time.

### Specialty care at Kaiser Permanente

You don't need a referral for dermatology, obstetrics-gynecology, optometry, ophthalmology, or mental health services. For other types of specialty care, your personal doctor will help you get the right care, quickly and conveniently. Just call **855-512-5997 (TTY 711)**, Monday - Friday, 8 a.m. to 5 p.m. ET.

### Support for mental health

Everyone's mental health and wellness journey is different. We're committed to helping you find the best path for you. Services include:

- Online self-assessments
- Counseling and therapy
- Personalized healthy lifestyle programs
- Classes and support groups<sup>4</sup>



<sup>3</sup>. 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 1 p.m. ET, and it reopens the day after a holiday at 7 a.m. ET. <sup>4</sup>. Classes may vary by location, and some may require a fee.

# Find a convenient location

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](http://kp.org/facilities) or call **855-512-5997**.

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

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

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

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

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

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

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

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

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

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

## 24/7 URGENT CARE

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

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

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

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

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

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

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

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

## 24/7 URGENT CARE

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

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

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

## 24/7 URGENT CARE

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

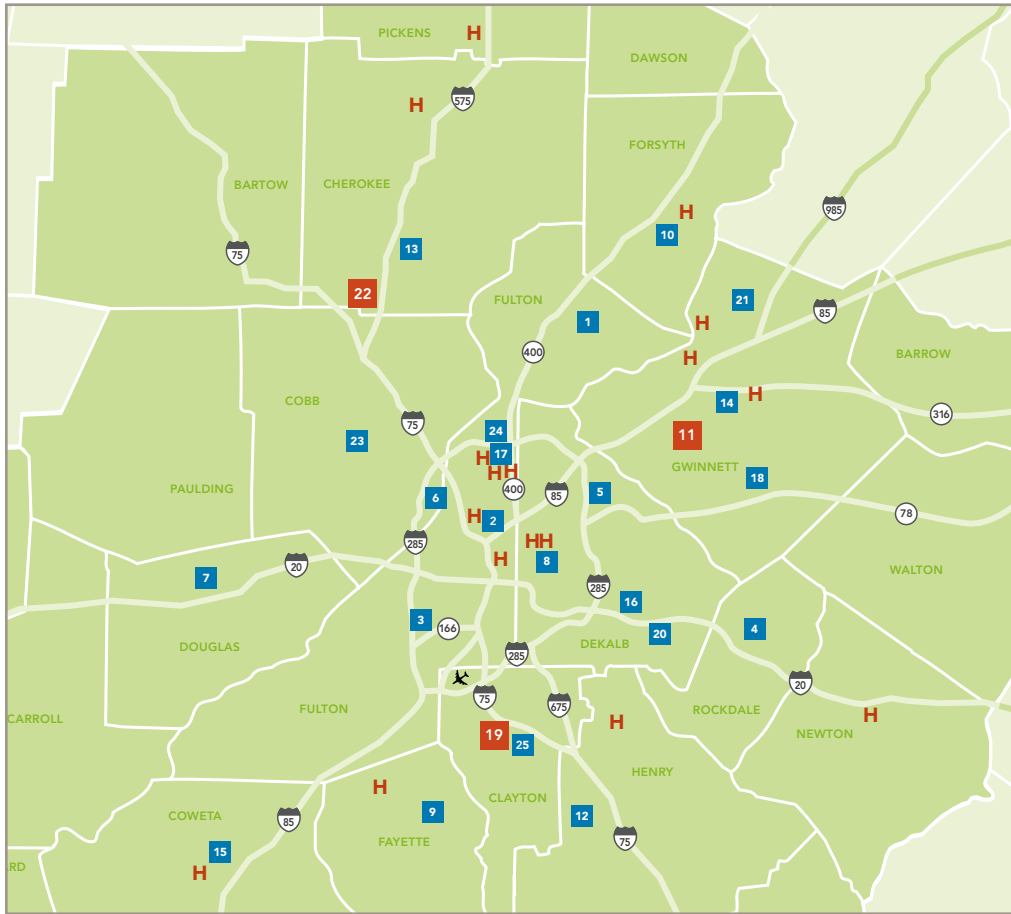
**23** **West Cobb Medical Center**  
3640 Tramore Pointe Parkway  
Austell, GA 30106

## Specialty care facilities (primary care not offered)

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

**25** **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
- H Contracted 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.

# Healthy extras

## Resources for healthy living

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

### Earn up to [**<\$500><\$1,000>**] for wellness

Complete five activities covered in the Kaiser Permanente Wellness Program for SHBP, and earn a \$500 reward card.

Spend it any way you like. **[Covered spouses can earn one too!]**

Get started at: [my.kp.org/shbp](https://my.kp.org/shbp).

### Healthy Lifestyle programs

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

### Mental Wellness Apps

Try Calm and myStrength at no cost. These apps, which are recommended by Kaiser Permanente clinicians, help with sleep, stress, anxiety, and more. Visit [kp.org/selfcareapps](https://kp.org/selfcareapps).

### Online tools

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

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

### Wellness coaching

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

### 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**.

### Healthy Living classes

Free or low-cost health classes in our medical offices or virtually include yoga, healthy cooking, weight management, managing stress, and much more. Visit [kp.org/classes/ga](https://kp.org/classes/ga).

### Discounts

Enjoy discounts on chiropractic care, massage therapy, fitness club membership, vitamins, and more by signing in at [kp.org/choosehealthy](https://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/coverageandcosts](https://kp.org/coverageandcosts).

#### **Partners in Health**

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

# 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 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 yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' 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**).

## OTHER HEALTH CARE NOTICES

You can find information about the topics below at [georgia.kp.org/notices](https://georgia.kp.org/notices). If you need printed information, call the Member Services number on the back of your Kaiser Permanente ID Card.

### Health Services

- primary & specialty care services and doctors
- behavioral health care
- preventive care guidelines
- hospital services
- emergency care & urgent/after-hours care
- care outside the service area
- chronic condition management

### Health Benefits

- benefits, services, and co-pays
- submitting claims
- restrictions on receiving care outside of the service area

### Member Rights

- rights & responsibilities
- advance directives
- complaint & appeal procedures
- privacy notices

### Quality

- quality and patient safety
- case management
- utilization management
- evaluation of new technology to include as a covered benefit
- pharmaceutical management procedures
- reporting suspected fraud, waste, and abuse



# Contact us

## **New Member Desk**

For help getting started—including choosing a doctor, making your first appointment, registering on [kp.org](https://kp.org), and transitioning prescriptions, call the New Member Desk at **404-760-3540** Monday - Friday, 7 a.m. to 7 p.m. ET.

## **Appointments, Advice, and Member Services**

We're here to help with nurse advice, appointments, questions about your benefits and coverage. You can also request a copy of your *Evidence of Coverage (EOC)*, which has a complete list of the services covered in your plan.

Your *EOC* can also be found at [kp.org/coverageandcosts](https://kp.org/coverageandcosts).

**855-512-5997**

**Member Services** Monday-Friday, 7 a.m. to 7 p.m. ET.

**Nurse Advice and primary care appointments:** 24/7

**Specialty appointments:** Monday-Friday, 8 a.m. to 5 p.m. ET.

## **Getting care away from home**

Visit [kp.org/travel](https://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.
- File a claim for reimbursement when you're back
- Find care in a Kaiser Permanente region.

\*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 1 p.m. ET, and it reopens the day after a holiday at 7 a.m. ET. Check your *Evidence of Coverage (EOC)* for details. Medicare members should check their **EOC** for more details.



INDICIA  
FPO

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

**Important plan information**

<Recipient Name>  
<Address>

# Let's get started

Your quick-start guide is inside.

