



Dear

Welcome to Kaiser Permanente. We're here to support you in your health care journey. Getting started with us is easy.

With your Kaiser Permanente point-of-service (POS) plan, you have choice and flexibility. You can get personalized care from Kaiser Permanente doctors, and in Kaiser Permanente states you can use the First Health® Network.^{1,2} Outside of Kaiser Permanente states, you can get urgent and emergency care from any Cigna HealthcareSM PPO Network provider.³ Plus, you have the option to see doctors in your community that are outside our network or stay with the doctor you already know and trust. We're here to help you make informed health care decisions along the way.

With 29 medical offices located across Colorado, you'll likely find a location that's close to your home or work. Most of our medical offices offer many services under one roof, so you can get your care in one trip.

By now, you should have received your Kaiser Permanente ID card in the mail. It gives you access to medical care across the nation and has useful phone numbers for Customer Service, precertification, claims, participating network providers, and for finding MedImpact pharmacy locations, including CVS, Costco, Walgreens, Safeway, Kroger, and many more.

Need help?

If you haven't received your ID card, need help getting started, or have questions about your coverage, visit kp.org/kpic-colorado. You can also call Customer Service at **1-855-364-3184** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.

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

Thank you for choosing Kaiser Permanente's POS plan. We look forward to being your partner in health.

Wishing you good health,
Kaiser Permanente

1. Kaiser Permanente operates in California, Colorado, District of Columbia, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington. **2.** Kaiser Permanente Insurance Company is contracted with First Health. First Health is a brand name of First Health Group Corp. **3.** The Cigna HealthcareSM PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

Kaiser Foundation Health Plan of Colorado, Inc. (KFHP), underwrites the HMO Network Provider Tier and Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and Non-Participating Provider Tier of the 3-Tiered POS Plan. Colorado state law requires that an Access Plan be available that describes the carrier's network provider services. To obtain a copy of KPIC's Access Plan describing its Participating Provider Network, please call Customer Service at **1-855-364-3184** or visit **kp.org/kpic-colorado**.

NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

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

If you need these services, call **1-855-364-3184** (TTY: 711)

If you believe that Kaiser Permanente Insurance Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: KPIC Civil Rights Coordinator, PO Box 378066, Denver, CO 80237, or by phone at Member Services: 1-855-364-3184.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

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

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

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

Bàsó ò Wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké ñ Bàsò-ò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béin ñ gbo kpáa. **ጎ 1-855-364-3184** (TTY: 711)

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言協助服務。請致電 **1-855-364-3184** (TTY: 711)

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

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

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

Igbo (Igbo) GEE NTI: O buru na i na asu Igbo, oru enyemaka nkowa asusu, du n'efu, diiri gi. Kpoo **1-855-364-3184** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、言語支援サービスを無料でご利用いただけます。 **1-855-364-3184** (TTY: **711**)まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-364-3184** (TTY: **711**) 번으로 전화해 주십시오.

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

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

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

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

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

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-855-364-3184** (TTY: **711**).

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

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