

2019



Member Resource Guide



With over 30 locations in Colorado, online chat, video visits, and other convenient options, your care is closer than ever!

Get care

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Get
care



MEDICAL EXCELLENCE

Permanente Medicine

Pregnancy is a beautiful experience, but it's also a stressful time for moms (and their partners) who are trying to take care of themselves while worrying about their unborn child's health, labor and delivery, and more. That's why Kaiser Permanente women's care doctors take a whole-health approach to practice.

"That's one of the things I am very passionate about," says Jodi Gibson, MD, a Permanente obstetrician-gynecologist who has been with Kaiser Permanente for 13 years. "I make it a point at every annual visit to push how important a healthy diet, exercise, and mindfulness are to our overall health."

"It's important for moms to know what's normal and to recognize that sometimes they do need to get a little break from it, so can they be the best moms."

Jodi Gibson, MD, Permanente ob-gyn

Finding balance is important according to Dr. Gibson, which is why depression screening is integral to prenatal and postnatal care at Kaiser Permanente. "We screen during the pregnancy for depression in general—at the initial visit and at the beginning of the third trimester—to see if someone is leaning toward those risks," she says.

Once home, all moms and babies are visited by our perinatal home care nurses 1 or 2 days after they leave the hospital. A nurse practitioner checks the baby's weight and jaundice levels, and helps mom with any breastfeeding concerns she might have. It's part of ensuring that the whole family gets off to a good start.



Jodi Gibson, MD
Permanente ob-gyn

Learn more about maternal care—as well as the full range of care for women—at kp.org/womenshealthcare/co.

Getting started

MAKE THE MOST OF YOUR CARE



New Member Connect is Here to Help

With just one phone call, the New Member Connect Department can help you:

- Choose a primary care provider
- Transition your prescriptions to a Kaiser Permanente pharmacy
- Access care
- Learn about your benefits
- Register for secure access to **kp.org**
- And more!

You can reach the New Member Connect Department at **1-844-639-8657 (TTY 711)**, Monday through Friday, 7 a.m. to 6 p.m.

Choose or change your doctor anytime

Visit **kp.org/chooseyourdoctor**, or call **303-338-4545** or **1-800-218-1059 (TTY 711)**, anytime, day or night.

Your Member ID Card

Your Kaiser Permanente ID card identifies you as a member and contains your unique health record number. Each family member is issued an ID card. Please carry your card and your child's card with you at all times and present them at each appointment. When you receive your card, please check it for accuracy and immediately report any card errors to Member Services.

You can access your digital ID card when you download the Kaiser Permanente mobile app.

NOTE: The digital ID card may not be available to members in certain plans (including PPO), members in the Mountain service area, and out-of-area plan members.

Find the Right Doctor for You

Having a primary care provider (PCP) you know and trust can help you get the most out of your health care. You can choose to see any PCP accepting new patients in your plan's network and change providers at any time. You can also choose a different PCP for each member of your family, if you wish, including a pediatrician for your children. If your doctor moves or has a change in the practice, we're here to help you transition your care to another doctor. Visit kp.org/chooseyourdoctor to view Kaiser Permanente physician biographies, photos, education, specialties, medical schools, and board-certification status, as well as find other providers in your area.

Understand Your Choices

- Doctors in family medicine care for people of all ages, and often members of the same family.
- Doctors in internal medicine include general practitioners and/or internists who may have particular areas of focus.
- Doctors in pediatrics care for infants, children, adolescents, and teens.

NOTE: Female members can see an obstetrician-gynecologist for annual well-woman exams, and they may also choose an ob-gyn as their PCP.

M

Senior Advantage members: The Mountain Colorado service area is not an approved service area for Senior Advantage members. You should not select a Mountain Colorado provider for routine care. Senior Advantage members may receive urgent or emergency care worldwide.

M

N

S

Enrolling in Kaiser Permanente does not guarantee services by a particular provider. If you want to be sure you can receive care from a specific provider, you should contact that provider to verify they accept your plan type and are accepting new patients. The availability of physicians, hospitals, providers, and services may change. Call the Appointment and Advice Contact Center for the latest information.



LEARN MORE about your coverage

Review your Evidence of Coverage or Membership Agreement, or contact Member Services at:

DB

Denver/Boulder
303-338-3800

M

Mountain Colorado
1-844-837-6884

N

Northern Colorado
1-844-201-5824

S

Southern Colorado
1-888-681-7878

TTY 711

You can also view these documents online at kp.org/eoc.





Laurent Lewkowiec, MD
Permanente cardiac electrophysiologist



MEDICAL EXCELLENCE
Permanente Medicine

Heart arrhythmias—problems with a heart’s rhythm that cause it to beat too quickly, too slowly, or irregularly—aren’t always serious (some people are born with them and never know they have the condition), but they can be a symptom of heart disease. While most people with heart disease are treated by cardiologists, arrhythmia patients are typically referred to cardiac electrophysiologists (EPs), or heart doctors that specialize in the diagnosis and treatment of heart rhythm disorders.

“We’re basically heart electricians,” says Laurent Lewkowiec, MD, a Permanente EP. “The plumbers (cardiologists) open up your blood vessels if you’re having a heart attack or angina. Electricians (EPs) reroute electrical signals that are going awry and leading to symptoms.”

He does this by implanting cardiac devices, such as pacemakers and defibrillators, or by performing minimally invasive procedures to rid the heart of tissue that’s causing an irregular rhythm, among other treatments.

“Some of the best cardiovascular outcomes are coming out of Kaiser Permanente.”

Laurent Lewkowiec, MD
Permanente cardiac electrophysiologist

Whether you need a “plumber” or an “electrician,” you can find board-certified cardiac specialists at Kaiser Permanente. We rank in the top 10 nationally—and number one in Colorado—for controlling high blood pressure, according to the National Committee for Quality Assurance.

Learn more about cardiac care at kp.org/cardiology/co.

THE RIGHT CARE when and where you need it

From strains to pains, you never know when or why you might need treatment. But when that time comes, you can get the care that's right for you by choosing from a number of options that meet your needs.

- **Routine care:** Regular visits to your doctor, such as checkups, preventive screenings, and well-child visits, to catch health problems early, when they're easier to treat.
- **Specialty care:** Services from doctors trained in specific areas of care, such as obstetrics-gynecology, orthopedics, and dermatology.¹
- **Urgent care:** For illnesses or injuries that require attention soon but aren't emergencies, such as asthma flare-ups, earaches, and minor sprains, wounds, or burns.
- **Emergency care:** When your health is in danger and you need immediate care for conditions such as trouble breathing, severe chest pains, and serious injuries or wounds.²



Prior authorization and approval from Kaiser Permanente is not necessary to see most specialists in your plan. However, the specialist may ask for a referral from your primary care doctor.

If you receive emergency medical care

Be sure to retain all bills, receipts, and medical records from anyone involved in your care. This includes attending providers, ambulance staff, and paramedics. Save the police report if an automobile or motorcycle accident caused the need for emergency services.

24/7 Advice and Appointment Scheduling

Call the Appointment and Advice Contact Center anytime, day or night, for medical advice or to schedule primary care and select specialty care appointments at Kaiser Permanente medical offices. Or book an appointment online or on the Kaiser Permanente mobile app from your **kp.org** account. Same-day appointments are often available!



Denver/Boulder: **303-338-4545**



Mountain and Northern Colorado: **970-207-7171**



Southern Colorado: **1-800-218-1059**

TTY **711**

Access to Care in the Colorado Region

All members can get care at any Kaiser Permanente medical office in Colorado.³ Members in Mountain, Northern, and Southern Colorado also have access to affiliated providers in their home service areas only. Find the most current list of affiliated network providers at **kp.org/locations**. To schedule appointments at any Kaiser Permanente medical office, call the Appointment and Advice Contact Center, or you can schedule most appointments online at **kp.org/appointments**.

Denver/Boulder members do not have access to affiliated provider networks in Mountain, Northern, or Southern Colorado. Refer to your Evidence of Coverage or Membership Agreement for information about your specific plan. The Mountain service area is not an approved service area for Senior Advantage members.

Scheduled Hospitalization

Inpatient hospitalization is covered when prescribed by a physician and authorized by Kaiser Permanente. For a list of hospitals that provide emergency care or inpatient hospitalization, refer to the directory starting on the following page.



Denver/Boulder Service Area



Medical Offices

1 Arapahoe Medical Offices

5555 E. Arapahoe Road
Centennial, CO 80122

Dermatology	303-338-3376
Family Medicine	303-338-4545
Hearing Services	303-338-3215
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Obstetrics-Gynecology	303-338-4545
Optical Dispensing	303-850-2128
Optometry	303-338-4545
Pediatrics	303-338-4545
Perinatal Hospital & Home Care Services	303-636-2929
Pharmacy	303-850-2031
Physical Therapy	303-861-3105

2 Aurora Centrepont Medical Offices

14701 E. Exposition Ave.
Aurora, CO 80012

Family Medicine	303-338-4545
Hearing Services	303-338-3215
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Optical Dispensing	303-614-7390
Optometry	303-338-4545
Pediatrics	303-338-4545
Perinatal Hospital & Home Care Services	303-636-2929
Pharmacy	303-614-7300
Physical Therapy	303-861-3105
Urgent Care	303-338-4545

3 Baseline Medical Offices

580 Mohawk Drive
Boulder, CO 80303

Behavioral Health	303-471-7700
Complementary Medicine	1-844-800-0788
Family Medicine	303-338-4545
Gyn-Oncology	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Obstetrics-Gynecology	303-338-4545
Optical Dispensing	303-554-5080
Optometry	303-338-4545
Pediatrics	303-338-4545
Perinatal Hospital & Home Care Services	303-636-2929
Pharmacy	303-554-5020
Physical Therapy	303-861-3105

4 Brighton Medical Offices

859 S. 4th Ave.
Brighton, CO 80601

Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-835-5860

5 Castle Rock Medical Offices

4318 Trail Boss Drive
Castle Rock, CO 80104

Dermatology	303-338-3376
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-814-4160

Check before you go

Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit kp.org/locations for the hours of each medical office.

Denver/Boulder
303-338-4545
(TTY 711)

6 East Denver Medical Offices

10400 E. Alameda Ave.
Denver, CO 80247

Allergy, Asthma, and Immunology	303-239-7342
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Obstetrics-Gynecology	303-338-4545
Optical Dispensing	303-360-1271
Optometry	303-338-4545
Pediatrics	303-338-4545
Perinatal Hospital & Home Care Services	303-636-2929
Pharmacy	303-360-1280

7 Englewood Medical Offices

2955 S. Broadway
Englewood, CO 80113

Medical Imaging	303-338-3456
Nephrology	303-788-1288
Nutrition Services	303-338-4545
Perinatal Hospital & Home Care Services	303-636-2929
Pharmacy	303-788-1299
Primary Care	303-338-4545
Speech Therapy – Adult	720-536-7323
Speech Therapy – Pediatric	303-788-1115

8 Franklin Medical Offices

2045 Franklin St.
Denver, CO 80205

Advanced Wound Care	303-764-4447
Ambulatory Surgery	303-764-4442
Audiology/Head and Neck Surgery	303-861-3404
Cardiovascular Services	303-861-3402
Dermatology	303-338-3376
Gastroenterology	303-649-5300
General Surgery	303-861-3610
Genetics	303-764-4520
Gyn-Oncology	303-764-5530
Hearing Services	303-338-3215
Interventional Radiology	303-861-3550
Maternal-Fetal Medicine	303-764-8570
Medical Imaging	303-338-3456
Medical Imaging File Room	303-764-4391
Metabolic Surgical Weight Management	303-861-3400
Neurosurgery & Spine Clinic	303-861-3303
Nutrition Services	303-338-4545

Obstetrics-Gynecology	303-338-4545
Oncology, Hematology, & Infusion Services	303-861-3302
Ophthalmology	303-861-3595
Optical Dispensing	303-861-3430
Optometry	303-338-4545
Orthopedics	303-861-3408
PEEC (Patient Evaluation & Education Center)	303-764-4425
Pharmacy	303-764-4900
Plastic Surgery	303-861-3368
Prenatal Genetic Counseling	303-764-8568
Rheumatology	303-764-4480
Supportive Care Services	303-861-3481
Urogynecology	303-764-5525
Urology	303-861-3406
Vascular Therapy	303-861-3688

9 Hidden Lake Medical Offices

7701 Sheridan Blvd.
Westminster, CO 80003

Behavioral Health	303-471-7700
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-657-6700

10 Highlands Ranch Medical Offices

9285 Hepburn St.
Highlands Ranch, CO 80129

Complementary Medicine	1-844-800-0788
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Optical Dispensing	720-348-4750
Optometry	303-338-4545
Pediatrics	303-338-4545
Pharmacy	720-348-4600

11 Ken Caryl Medical Offices

7600 Shaffer Parkway
Littleton, CO 80127

Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	720-922-5050

Medical Office and Department Directory

12 Lakewood Medical Offices

8383 W. Alameda Ave.
Lakewood, CO 80226

Allergy	303-239-7342
Complementary Medicine	1-844-800-0788
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Laboratory	303-239-7270
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Optical Dispensing	303-239-7290
Optometry	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-239-7400
Physical/Occupational Therapy*	303-861-3105
Urgent Care	303-338-4545

*The Physical and Occupational Therapy department is located at 8015 W. Alameda Ave., Level B, Suite #60, Lakewood, CO 80226.

13 Lone Tree Medical Offices

10240 Park Meadows Drive
Lone Tree, CO 80124

Advanced Wound Care	303-764-4447
Allergy	303-239-7342
Audiology/Head and Neck Surgery	303-861-3404
Cardiovascular Services	303-861-3402
Gastroenterology	303-649-5300
General Surgery	303-861-3610
Hearing Services	303-338-3215
Maternal-Fetal Medicine	303-764-8570
Medical Imaging	303-338-3456
Neurology	303-861-3380
Neurosurgery & Spine Clinic	303-861-3303
Nutrition Services	303-338-4545
Obstetrics-Gynecology	303-338-4545
Oncology, Hematology, & Infusion Services	303-649-5460
Ophthalmology	303-861-3595
Optical Dispensing	303-649-5496
Optometry	303-338-4545
Orthopedics	303-861-3408
PEEC (Patient Evaluation & Education Center)	303-649-5730
Pharmacy	303-649-5550
Physical Therapy	303-861-3105
Rheumatology	303-764-4480
Sleep Medicine	303-861-3382
Supportive Care Services	303-649-5989
Urgent Care	303-338-4545
Urology	303-861-3406

14 Longmont Medical Offices

2345 Bent Way
Longmont, CO 80503

Complementary Medicine	1-844-800-0788
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-678-3300

15 Midtown Medical Office Building

1960 N. Ogden St.
Denver, CO 80218

Complementary Medicine	1-844-800-0788
Maternal-Fetal Medicine	303-764-8570
Nutrition Services	303-338-4545
Prenatal Genetic Counseling	303-764-8568

16 Parker Medical Offices

10168 Parkglenn Way
Parker, CO 80138

Behavioral Health	303-471-7700
Family Medicine	303-338-4545
Laboratory	720-842-5820
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	720-842-5810

Check before you go

Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit **kp.org/locations** for the hours of each medical office.

Denver/Boulder
303-338-4545
(TTY 711)

17 Rock Creek Medical Offices

280 Exempla Circle
Lafayette, CO 80026

Advanced Wound Care Center	303-764-4447
Allergy	303-239-7342
Audiology/Head and Neck Surgery	303-861-3404
Cardiovascular Services	303-861-3402
Dermatology	303-338-3376
Endocrinology	303-764-4665
Gastroenterology	303-649-5300
General Surgery	303-861-3610
Hearing Services	303-338-3215
Infectious Disease	303-861-3133
Medical Imaging	303-338-3456
Metabolic Surgical Weight Management	303-861-3400
Minor Surgery	720-536-7050
Neurology	303-861-3380
Neurosurgery & Spine Clinic	303-861-3303
Nutrition Services	303-338-4545
Obstetrics-Gynecology	303-338-4545
Oncology, Hematology, & Infusion Services	720-536-7200
Ophthalmology	303-861-3595
Optical Dispensing	720-536-6600
Optometry	303-338-4545
Orthopedics	303-861-3408
Pathology	720-536-6785
PEEC (Patient Evaluation & Education Center)	720-536-6625
Pediatrics	303-338-4545
Pharmacy	720-536-7888
Physical Therapy	303-861-3105
Plastic Surgery	303-861-3368
Primary Care	303-338-4545
Pulmonology	303-861-3337
Rheumatology	303-764-4480
Sleep Medicine	303-861-3382
Supportive Care Services	720-536-6404
Urology	303-861-3406

18 Skyline Medical Offices

1375 E. 20th Ave.
Denver, CO 80205

Chemical Dependency	303-471-7700
Endocrinology	303-764-4665
Family Medicine	303-338-4545
Infectious Disease	303-861-3133
Internal Medicine	303-338-4545
Laboratory	303-764-4484
Medical Imaging	303-338-3456
Neurology	303-861-3380
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-764-4669
Physical Therapy	303-861-3105
Pulmonology	303-861-3337
Rehabilitation Medicine	303-861-3080
Sleep Medicine	303-861-3382

19 Smoky Hill Medical Offices

16290 E. Quincy Ave.
Aurora, CO 80015

Complementary Medicine	1-844-800-0788
Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-699-3820

20 Southwest Medical Offices

5257 S. Wadsworth Blvd.
Littleton, CO 80123

Family Medicine	303-338-4545
Internal Medicine	303-338-4545
Medical Imaging	303-338-3456
Nutrition Services	303-338-4545
Obstetrics-Gynecology	303-338-4545
Pediatrics	303-338-4545
Pharmacy	303-972-5010

Medical Office and Department Directory

21 Westminster Medical Offices

11245 Huron St.
Westminster, CO 80234

Complementary Medicine.....	1-844-800-0788
Family Medicine.....	303-338-4545
Gyn-Oncology.....	303-338-4545
Internal Medicine.....	303-338-4545
Medical Imaging.....	303-338-3456
Nutrition Services.....	303-338-4545
Obstetrics-Gynecology.....	303-338-4545
Optical Dispensing.....	303-457-6570
Optometry.....	303-338-4545
Pediatrics.....	303-338-4545
Pediatric Speech Pathology.....	303-788-1115
Pharmacy.....	303-457-620 0

22 Wheat Ridge Medical Offices

4803 Ward Road
Wheat Ridge, CO 80033

Family Medicine.....	303-338-4545
Hearing Services.....	303-338-3215
Internal Medicine.....	303-338-4545
Medical Imaging.....	303-338-3456
Nutrition Services.....	303-338-4545
Obstetrics-Gynecology.....	303-338-4545
Optical Dispensing.....	303-421-5078
Optometry.....	303-338-4545
Pediatrics.....	303-338-4545
Pharmacy.....	303-421-5050
Physical Therapy.....	303-861-3105

Check before you go

Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit **kp.org/locations** for the hours of each medical office.

Denver/Boulder
303-338-4545
(TTY 711)

Urgent Care

Call **303-338-4545** (TTY **711**) at the time of need to confirm urgent care hours and locations.

See listings on the previous pages for the Kaiser Permanente medical offices in Denver/Boulder.

2 **Aurora Centrepont Medical Offices**

Mon.–Fri., 10 a.m.–10 p.m.

Sat.–Sun., 8 a.m.–6 p.m.

12 **Lakewood Medical Offices**

Mon.–Fri., 10 a.m.–10 p.m.

Sat.–Sun., 8 a.m.–6 p.m.

13 **Lone Tree Medical Offices**

Mon.–Fri., 10 a.m.–10 p.m.

Sat.–Sun., 8 a.m.–6 p.m.

U1 **NextCare Urgent Care**

2144 Main St., Suite 8

Longmont, CO 80501

303-772-0041

Pediatric care (only) available at the following facilities:

U2 **Children's Hospital Colorado North Campus, Broomfield Urgent and Outpatient Specialty Care**

469 W. State Highway 7

Broomfield, CO 80023

720-777-1340

U3 **Children's Hospital Colorado Urgent and Outpatient Specialty Care, Wheat Ridge**

3455 N. Lutheran Parkway, Suite 230

Wheat Ridge, CO 80033

720-777-1370

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.–10 p.m., **303-500-1518** (TTY **711**).

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

E1 **HealthONE Centennial Medical Plaza ER**

14200 E. Arapahoe Road

Centennial, CO 80112

E2 **HealthONE The Medical Center of Aurora-South Campus**

1501 S. Potomac St.

Aurora, CO 80012

E3 **HealthONE North Suburban Northeast ER**

12793 Holly St.

Thornton, CO 80241

E4 **HealthONE North Suburban Northwest ER**

11230 N. Benton St.

Westminster, CO 80020

E5 **HealthONE Rose Stapleton ER**

4930 Wabash St.

Denver, CO 80238

E6 **HealthONE Saddle Rock ER**

22500 E. Dry Creek Road

Aurora, CO 80016

E7 **HealthONE Sky Ridge Medical Center**

10101 RidgeGate Parkway

Lone Tree, CO 80124

E8 **HealthONE Sky Ridge South Parker ER**

Parker Road and Hess Road

Opening Fall 2019

E9 **HealthONE Swedish Belmar ER**

260 S. Wadsworth Blvd.

Lakewood, CO 80226

E10 **HealthONE Swedish Medical Center**

501 E. Hampden Ave.

Englewood, CO 80113

E11 **HealthONE Swedish Southwest ER**

6196 S. Ammons Way

Littleton, CO 80123

Medical Office and Department Directory

E12 SCL Health Good Samaritan Medical Center

200 Exempla Circle
Lafayette, CO 80026

E13 SCL Health Saint Joseph Emergency Aurora

23770 E. Smoky Hill Road, Suite 100
Aurora, CO 80016

E14 SCL Health Saint Joseph Emergency Littleton

8515 W. Coal Mine Ave.
Littleton, CO 80123

E15 SCL Health Saint Joseph Emergency Northglenn

11900 Grant St.
Northglenn, CO 80233

E16 SCL Health Saint Joseph Hospital

1375 E. 19th Ave.
Denver, CO 80218

**Pediatric care (only) available at the
following facilities:**

E17 Children's Hospital Colorado Anschutz Medical Campus

13123 E. 16th Ave.
Aurora, CO 80045

E18 Children's Hospital Colorado at Parker Adventist Hospital Emergency Care

9395 Crown Crest Blvd.
Parker, CO 80138

E19 Rocky Mountain Hospital for Children

2001 N. High St.
Denver, CO 80205

Behavioral Health Offices

To schedule an appointment, call our Behavioral Health Access Center at **303-471-7700 (TTY 711)**, Monday through Friday, 8:30 a.m. to 5 p.m.

See page 29 for more information about mental health and wellness services in Colorado.

B1 Baseline Behavioral Health

580 Mohawk Drive
Boulder, CO 80303

B2 Hidden Lake Behavioral Health

7701 Sheridan Blvd.
Westminster, CO 80003

B3 Highline Behavioral Health

10350 E. Dakota Ave.
Denver, CO 80247

Entrance located on east side of building

B4 Ridgeline Behavioral Health Center

9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

B5 Skyline Medical Offices

1375 E. 20th Ave.
Denver, CO 80205

Check before you go

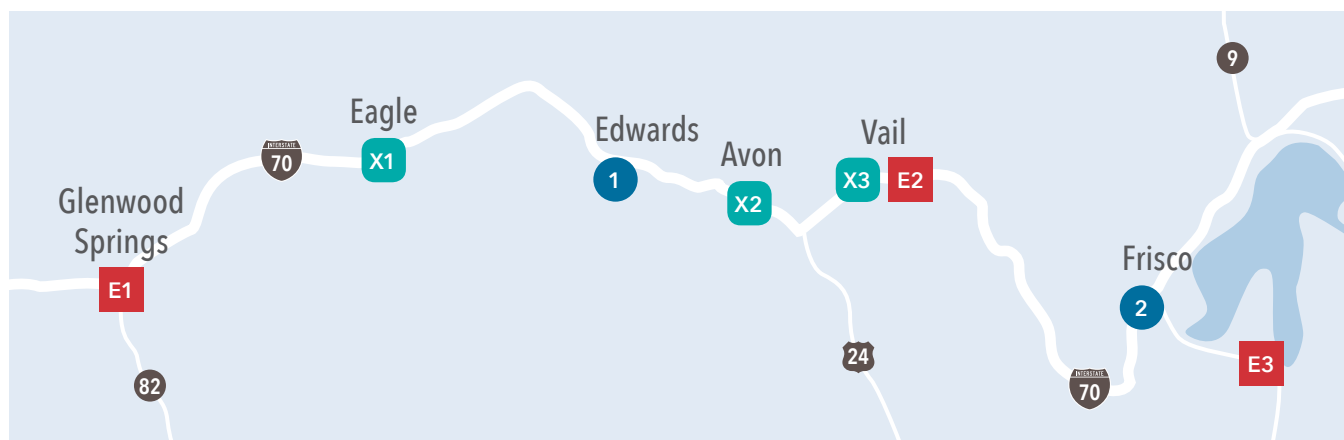
Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit **kp.org/locations** for the hours of each medical office.

Denver/Boulder
303-338-4545
(TTY 711)



Mountain Colorado Service Area



Medical Offices

1

Edwards Medical Offices

56 Edwards Village Blvd., Suite 206
Edwards, CO 81632

Monday, Tuesday, Thursday, Friday:
8:30 a.m.-5:30 p.m.

Wednesday:
10 a.m.-7 p.m.

Endocrinology
Family Medicine
General Surgery
Infectious Disease
Internal Medicine
Laboratory
Medical Imaging
Neurology
Orthopedics
Rheumatology

Call
970-207-7171
for all
departments

2

Frisco Medical Offices

226 Lusher Court, Suite 104
Frisco, CO 80443

Monday, Tuesday, Thursday, Friday:
8:30 a.m.-5:30 p.m.

Wednesday:
10 a.m.-7 p.m.

Allergy
Cardiology
Dermatology
Family Medicine
General Surgery
Internal Medicine
Laboratory
Medical Imaging
Neurology
Oncology
Orthopedics
Pulmonology

Call
970-207-7171
for all
departments

Check before you go

Medical imaging and lab hours subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit **kp.org/locations** for the hours of each medical office.

Mountain Colorado
970-207-7171
(TTY 711)

Medical Office and Department Directory

Primary Care Extended Hours

To help us better serve you, please call ahead to make an appointment.

1 Edwards Medical Offices*
56 Edwards Village Blvd., Suite 206
Edwards, CO 81632
970-207-7171

2 Frisco Medical Offices*
226 Lusher Court, Suite 104
Frisco, CO 80443
970-207-7171

X1 Colorado Mountain Medical
377 Sylvan Lake Road, Suite 210
Eagle, CO 81631
970-926-6340

X2 Colorado Mountain Medical
50 Buck Creek Lane, Suite 200
Avon, CO 81620
970-926-6340

X3 Colorado Mountain Medical
108 S. Frontage Road W., Suite 101
Vail, CO 81657
Located in the US Bank Building
970-926-6340

*Limited availability for extended hours.
Please call ahead for an appointment.

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following locations:

E1 Valley View Hospital
1906 Blake Ave.
Glenwood Springs, CO 81601
970-945-6535
Kaiser Permanente affiliate hospital

E2 Vail Health
181 W. Meadow Drive
Vail, CO 81657
970-476-2451

E3 St. Anthony Summit Medical Center
340 Peak One Drive
Frisco, CO 80443
970-668-3300

Check before you go

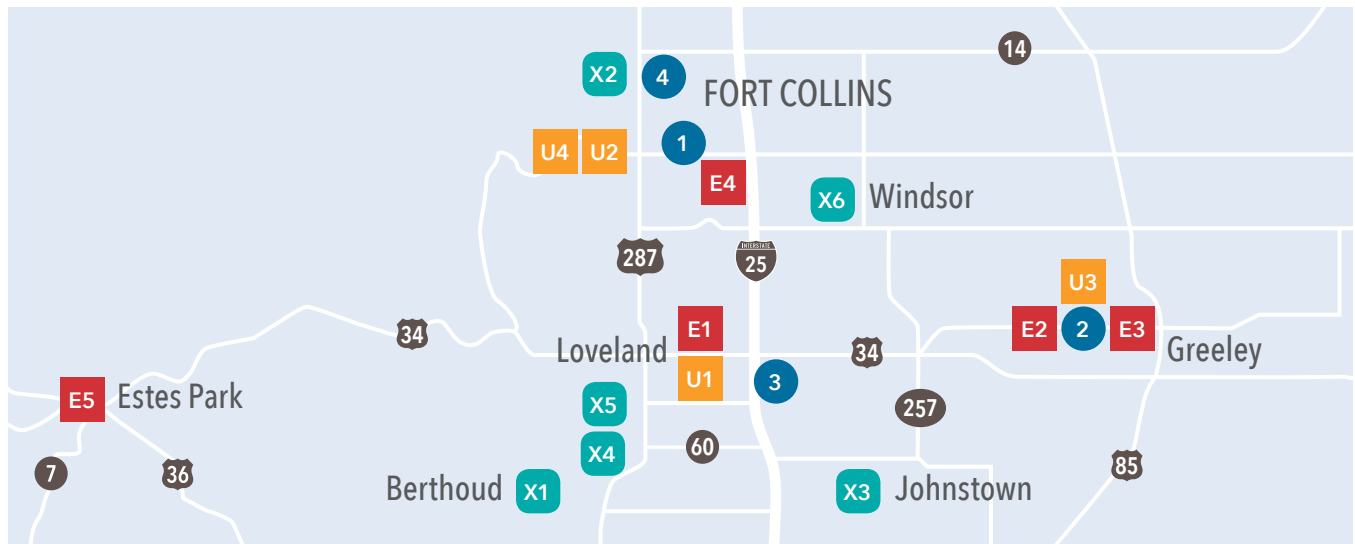
Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit **kp.org/locations** for the hours of each medical office.

Mountain Colorado
970-207-7171
(TTY 711)



Northern Colorado Service Area



Medical Offices

- 1 Fort Collins Medical Offices**
2950 E. Harmony Road, Suite 190
Fort Collins, CO 80528

Behavioral Health.....	970-207-7177
Dermatology.....	970-613-2450
Laboratory.....	970-207-7171
Medical Imaging.....	970-207-7171
Nutrition Services.....	970-207-7171
Pharmacy.....	970-207-7133
Primary Care.....	970-207-7171
Supportive Care Services.....	970-350-7821

- 2 Greeley Medical Offices**
2429 35th Ave.
Greeley, CO 80634

Behavioral Health.....	970-207-7177
Complementary Medicine.....	1-844-800-0788
Laboratory.....	970-207-7171
Medical Imaging.....	970-207-7171
Nutrition Services.....	970-207-7171
Pharmacy.....	970-350-7740
Primary Care.....	970-207-7171
Supportive Care Services.....	970-350-7821

- 3 Loveland Medical Offices**
4901 Thompson Parkway
Loveland, CO 80534-6426

Behavioral Health.....	970-207-7177
Complementary Medicine.....	1-844-800-0788
Dermatology.....	970-613-2450
Endocrinology.....	970-613-2450
Laboratory.....	970-207-7171
Medical Imaging.....	970-207-7171
Nutrition Services.....	970-207-7171
Pharmacy.....	970-613-2330
Primary Care.....	970-207-7171
Rheumatology.....	970-613-2450
Sleep Medicine.....	970-613-2450
Supportive Care Services.....	970-350-7821

- 4 Spring Creek Medical Offices**
1136 E. Stuart St., #200
Building 3, 2nd Floor
Fort Collins, CO 80525

Laboratory.....	970-207-7171
Nutrition Services.....	970-207-7171
Primary Care.....	970-207-7171
Supportive Care Services.....	970-350-7821

Primary Care Extended Hours

To help us better serve you, please call ahead to make an appointment.

- 1 Fort Collins Medical Offices**
2950 E. Harmony Road, Suite 190
Fort Collins, CO 80528
970-207-7171

- X1 Banner Health Clinic – Berthoud**
401 10th St.
Berthoud, CO 80513
970-532-4910

- X2 Banner Health Clinic – Family Practice**
702A W. Drake Road, #A
Fort Collins, CO 80526
970-821-4600

- X3 Banner Health Clinic – Family Practice**
222 Johnstown Center Drive
Johnstown, CO 80534
970-587-4974

- X4 Banner Health Clinic – Family Practice**
1230 14th St. SW
Loveland, CO 80537
970-820-3999

- X5 Banner Health Clinic – Loveland**
2701 Madison Square Drive
Loveland, CO 80538
970-820-3999

- X6 Banner Health Clinic – Windsor**
1300 Main St.
Windsor, CO 80550
970-686-5646

Check before you go

Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit kp.org/locations for the hours of each medical office.

Northern Colorado
970-207-7171
(TTY 711)

Urgent Care

To better serve you, please call ahead to make an appointment and find out hours of operation.

- U1 Banner Health Clinic – Skyline Urgent Care**
2555 E. 13th St., Suite 110
Loveland, CO 80537
970-820-4264

- U2 Banner Urgent Care**
3617 S. College Ave., Suite C
Fort Collins, CO 80525
970-821-1500

- U3 Banner Urgent Care**
2015 35th Ave.
Greeley, CO 80634
970-810-4155

- U4 HealthCare Clinic of Fort Collins**
1721 W. Harmony Road, #102
Fort Collins, CO 80526
970-223-1999

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

- E1 Banner McKee Medical Center**
2000 N. Boise Ave.
Loveland, CO 80538
970-820-4640

- E2 Banner North Colorado Emergency Care**
2000 70th Ave.
Greeley, CO 80634
970-810-2636

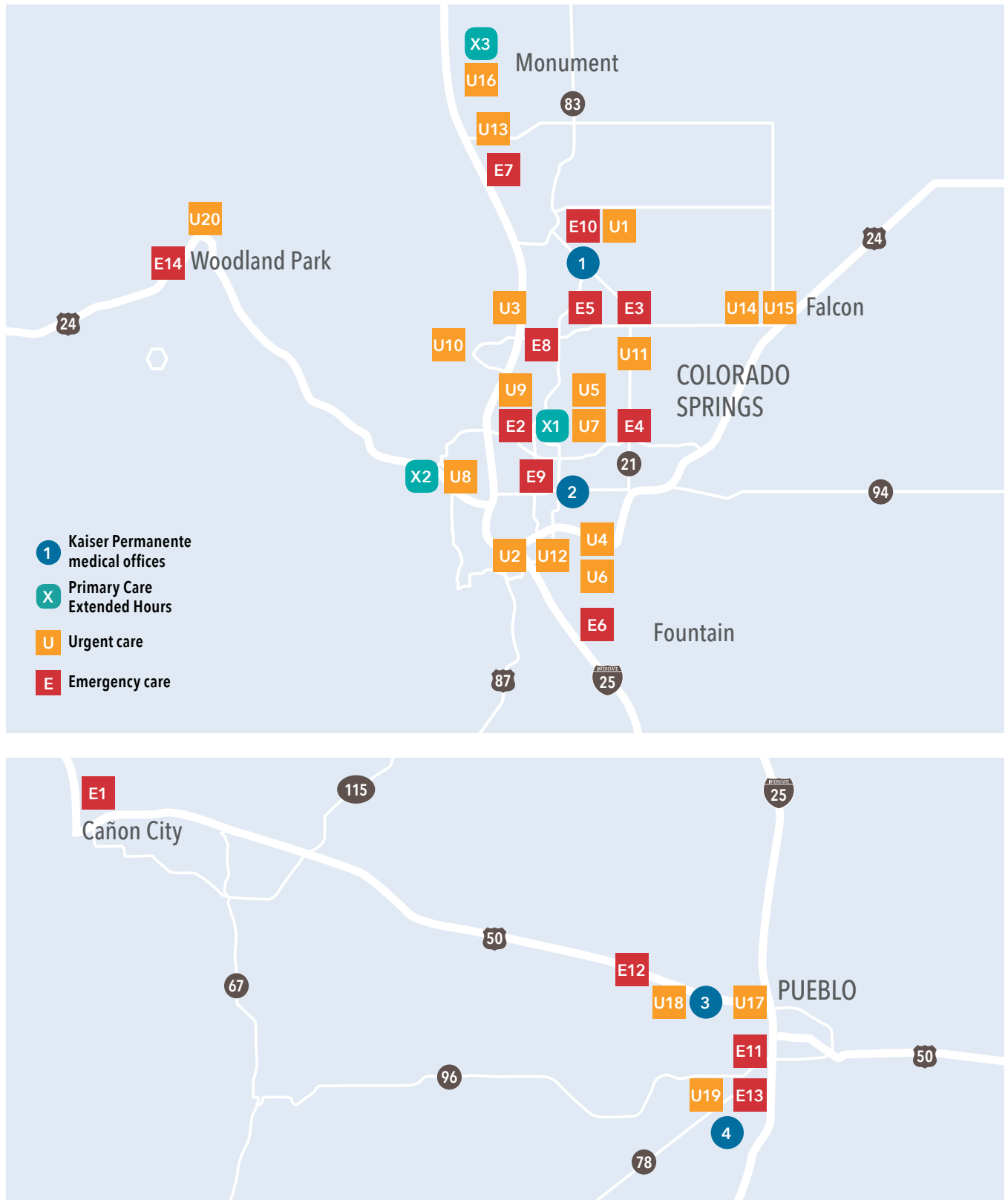
- E3 Banner North Colorado Medical Center**
1801 16th St.
Greeley, CO 80631
970-810-4121

- E4 Banner Fort Collins Medical Center**
4700 Lady Moon Drive
Fort Collins, CO 80528
970-821-4000

- E5 Estes Park Medical Center**
555 Prospect Ave.
Estes Park, CO 80517
970-586-2317



Southern Colorado Service Area



Medical Office and Department Directory

Medical Offices

1 Briargate Medical Offices

4105 Briargate Parkway, Suite 125
Colorado Springs, CO 80920

Allergy.....	719-282-2540
Complementary Medicine.....	1-844-800-0788
Dermatology.....	719-282-2540
Hearing Services.....	719-282-2420
Laboratory.....	719-282-2533
Nutrition Services.....	719-282-2488
Optical Dispensing.....	719-282-2452
Optometry.....	719-282-2450
Pharmacy.....	719-282-2466
Primary Care.....	719-282-2533
Supportive Care Services.....	719-282-2482

2 Parkside Medical Offices

215 S. Parkside Drive
Colorado Springs, CO 80910

Cardiology.....	719-327-6610
Endocrinology.....	719-327-6552
Laboratory.....	719-327-6540
Medical Imaging.....	719-327-6540
Pharmacy.....	719-327-6565
Primary Care.....	719-327-6540
Sleep Medicine.....	719-282-2580
Supportive Care Services.....	719-282-2482

3 Pueblo North Medical Offices

3670 Parker Blvd., Suite 200
Pueblo, CO 81008

Complementary Medicine.....	1-844-800-0788
Hearing Services.....	719-282-2413
Laboratory.....	719-595-5755
Medical Imaging.....	719-595-5755
Pharmacy.....	719-595-5367
Primary Care.....	719-595-5755
Sleep Medicine.....	719-595-5350
Supportive Care Services.....	719-595-5322

4 Acero Medical Offices

2625 W. Pueblo Blvd.
Pueblo, CO 81004

Laboratory.....	719-595-5755
Medical Imaging.....	719-595-5755
Pharmacy.....	719-696-6450
Primary Care.....	719-595-5755

Primary Care Extended Hours

To help us better serve you, please call ahead to make an appointment.

Colorado Springs

X1 DaVita Medical Group⁴

1633 Medical Center Point
Colorado Springs, CO 80907
719-636-2999

X2 DaVita Medical Group⁴

600 S. 21st St.
Colorado Springs, CO 80903
719-635-5900

Monument

X3 DaVita Medical Group⁴

15909 Jackson Creek Parkway
Monument, CO 80132
719-488-9933

Check before you go

Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** at **1-800-218-1059 (TTY 711)** for the latest details.

Urgent Care

To better serve you, please call ahead to make an appointment and find out hours of operation.

Colorado Springs

- U1 Alliance Urgent Care⁴**
9320 Grand Cordera Parkway, Suite 100
Colorado Springs, CO 80924
719-282-6337
- U2 Centura Health Urgent Care Broadmoor**
1263 Lake Plaza Drive, Suite 120
Colorado Springs, CO 80906
719-776-3330
- U3 Colorado Complete Urgent Care⁴**
8115 Voyager Parkway
Colorado Springs, CO 80920
719-247-1999
- U4 Concentra Urgent Care⁴**
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727
- U5 Concentra Urgent Care⁴**
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584
- U6 Emergicare Medical Clinics^{4,5}**
3002 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-7017
- U7 Emergicare Medical Clinics^{4,5}**
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046
- U8 Emergicare Medical Clinics^{4,5}**
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942
- U9 Penrose Community Urgent Care**
3027 N. Circle Drive
Colorado Springs, CO 80909
719-776-3216

- U10 UCHealth Urgent Care⁴**
1035 Garden of the Gods Road, Suite 120
Colorado Springs, CO 80907
719-329-1000
- U11 UCHealth Urgent Care⁴**
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558
- U12 UCHealth Urgent Care⁴**
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888
- U13 UCHealth Urgent Care⁴**
13445 Voyager Parkway
Colorado Springs, CO 80921
719-219-0333

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available for Colorado Springs members 7 days a week, from 8 a.m.-10 p.m., **719-270-0805 (TTY 711)**.

Falcon

- U14 Falcon Urgent Care⁴**
7475 McLaughlin Road
Falcon, CO 80831
719-495-9994
- U15 UCHealth Urgent Care⁴**
11605 Meridian Market View, Suite 184
Falcon, CO 80831
719-364-9560

Monument

- U16 Centura Health Urgent Care – Tri Lakes**
17230 Jackson Creek Parkway, Suite 120
Monument, CO 80132
719-571-7070

Medical Office and Department Directory

Pueblo

- U17 Emergicare Medical Clinics^{4,5}**
4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788
- U18 Southern Colorado Clinic, PC**
3676 Parker Blvd., Suite 220
Pueblo, CO 81008
719-553-2208
- U19 Southern Colorado Clinic, PC**
3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

Woodland Park

- U20 Penrose Mountain Urgent Care**
41 State Highway 67
Woodland Park, CO 80863
719-686-0551

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

Cañon City

- E1 St. Thomas More Hospital**
1338 Phay Ave.
Cañon City, CO 81212
719-285-2000

Colorado Springs

- E2 Penrose Hospital**
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000
- E3 St. Francis Medical Center**
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-5000
- E4 UCHealth ER⁴**
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

- E5 UCHealth ER⁴**
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

- E6 UCHealth ER⁴**
7890 Fountain Mesa Ridge
Fountain, CO 80817
719-390-2680

- E7 UCHealth ER⁴**
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

- E8 UCHealth Grandview Hospital⁴**
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

- E9 UCHealth Memorial Hospital Central⁴**
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-6820

- E10 UCHealth Memorial Hospital North⁴**
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-3368

Pueblo

- E11 Parkview Medical Center**
400 W. 16th St.
Pueblo, CO 81003
719-584-4000
- E12 Parkview Emergency Services at Pueblo West**
899 E. Industrial Blvd.
Pueblo West, CO 81007
719-288-2100
- E13 St. Mary-Corwin Medical Center**
1008 Minnequa Ave.
Pueblo, CO 81004
719-557-4000

Woodland Park

- E14 UCHealth Pikes Peak Regional Hospital⁴**
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-687-9999

A young girl with dark skin and braided hair is smiling and reaching her arms out in a grassy park. She is wearing a white t-shirt with colorful heart and balloon graphics and large, translucent fairy wings. The background shows trees with yellowing leaves and a body of water. A blue circle with the text 'Be well' is overlaid on the left side of the image.

**Be
well**



MEDICAL EXCELLENCE

Permanente Medicine

Getting the right screenings is critical to cancer care because the key to beating the condition is detecting it early, says Alex Menter, MD, a Permanente oncologist who practices at Kaiser Permanente Lone Tree Medical Offices. That's why Kaiser Permanente Colorado routinely scores among the highest-rated plans for numerous types of cancer screenings.

But there's more to cancer care than detection and treatment. There's also the doctor-patient relationship. And that's another thing that makes Kaiser Permanente Colorado different.

"Many of our doctors come to Kaiser Permanente because they want to spend more time taking care of patients and less time focusing on running a medical practice."

Alex Menter, MD, Permanente oncologist

Consider the experience of one of Dr. Menter's patients. She was 50 and had an often incurable form of Stage 4 cancer that had spread from its original site to other organs. In a meeting known as a "tumor board"—a standard practice at Kaiser Permanente Colorado—Dr. Menter and other doctors involved in cancer care developed a plan involving chemotherapy, radiation, and surgery, which is not the typical treatment for this type of cancer.

"Outside of Kaiser Permanente, the multidisciplinary review and case discussion might not have taken place," Dr. Menter says, "and the opportunity for an alternative approach—and a possible cure—might not have been pursued."



Alex Menter, MD
Permanente oncologist

Learn more about cancer care at
kp.org/cancercare/co.



Take charge of your health

WITH KP.ORG

Manage your health digitally with kp.org and our mobile app

Registering on kp.org is as easy as 1, 2, 3!

- 1 Go to kp.org/registernow
- 2 Follow the prompts to create your user account
- 3 Sign in to start using all the handy features

Through kp.org and the Kaiser Permanente mobile app, you can:

- View most lab and test results⁶
- Chat with a Kaiser Permanente doctor
- Refill most prescriptions from Kaiser Permanente pharmacies
- Email your Kaiser Permanente doctor's office with nonurgent questions
- Schedule and cancel appointments⁶
- Print vaccination records for school, sports, and camp⁶
- Check your plan's benefits, view claims, and estimate costs
- Pay your Kaiser Permanente medical bills
- And more!

Act for a Family Member

Through the Act for a Family Member feature on **kp.org**, you can access certain secure services on behalf of those you care for. These can include services for your children, parents, or even a non-family member. Log on to your **kp.org** account and choose “Act for a Family Member” under your Profile and Preferences. Then follow the step-by-step instructions to add those you care for. Once your family list has been set up, you can make appointments, email a doctor, refill most prescriptions, and chat with a doctor on behalf of those you are a caregiver for. For more information, call Member Services.

Online Healthy Lifestyle Programs

With our online wellness programs, you’ll get advice, encouragement, and tools to help you create positive changes in your life. Our complimentary programs can help you:

- Lose weight
- Eat healthier
- Quit smoking
- Reduce stress
- Manage ongoing conditions, such as diabetes or depression

Start with a Total Health Assessment, a simple online survey to give you a complete look at your health. You can also link the results of your assessment to your electronic health record to share and discuss with your doctor. Visit **kp.org/healthylifestyles** to get started.

ChooseHealthy®

The ChooseHealthy® program provides discounts on health and fitness products and services to help you reach your health goals. Visit **kp.org/choosehealthy** and register to see what’s available to you.



CONVENIENT CARE your way

Use your smartphone, computer, or tablet to choose from a number of convenient care options to meet your lifestyle.



Chat online

Connect online in real time with a Kaiser Permanente physician, pharmacist, or financial counselor.



Email

Message your doctor’s office with nonurgent questions anytime, and get a response within 24 hours.⁶



Video visits

Ask about this online alternative to an in-person visit.^{6,7}



E-visits

Fill out an online questionnaire about your symptoms—a registered nurse will respond within 4 hours with a care plan.



Phone visits

Save yourself an office visit by scheduling a call with a doctor.⁶



24/7 Advice

Call us at **303-338-4545** or **1-800-218-1059 (TTY 711)**, anytime, day or night, for medical advice and care guidance.



Total health

CARING FOR MIND, BODY, AND SPIRIT

Complementary medicine helps you find balance as you care for your health.

Our Centers for Complementary Medicine provide nontraditional treatments, often in addition to standard medical treatments, to address a variety of conditions and improve your overall health and wellness. For information or to make an appointment at a Kaiser Permanente medical office, call **1-844-800-0788 (TTY 711)** or visit **kpccm.org**.



Select Denver/Boulder medical offices offer chiropractic care, acupuncture, and Mindfulness-Based Stress Reduction classes. Mountain Colorado members can also seek services through network providers in Mountain Colorado.



Chiropractic care is available at Greeley and Loveland Medical Offices. Chiropractic care, acupuncture, and massage therapy are available through network providers. Hours vary by location (see page 18 for address listings).



Chiropractic care is available at Briargate and Pueblo North Medical Offices, and acupuncture, chiropractic, and massage therapy are accessible through network providers.

Mental Health and Wellness

We offer a full range of mental health and wellness evaluation and treatment services for children, teens, families, and adults dealing with substance abuse, emotional health, and/or behavioral health needs. Visit kp.org/mentalhealth for other mental health resources in your area.

DB

To access behavioral health services in Denver/Boulder, call the Kaiser Permanente Behavioral Health Access Center at **303-471-7700 (TTY 711)**, Monday through Friday, 8:30 a.m. to 5 p.m. No referral is needed. See behavioral health locations in Denver/Boulder on page 10.

NOTE: If you have a Medicaid plan and need mental health or substance abuse treatment services, please contact the regional organization in your area that can connect you to a provider.

If you live in Denver, Adams, Arapahoe, Douglas, or Elbert County, please contact Colorado Access at **720-744-5124** or **1-866-833-5717**. If you live in Boulder, Broomfield, Clear Creek, Gilpin, or Jefferson County, please contact Colorado Community Health Alliance Care Coordination (CCHA) at **303-256-1717** or **1-855-627-4685**.

If you have a question about accessing services, please call the Medicaid Behavioral Health Care Coordinator referral line at **303-699-3762 (TTY 711)**.

M

S

Beacon Health Options administers behavioral health and chemical dependency services for our Mountain and Southern Colorado members. Behavioral health and chemical dependency/substance abuse outpatient care is provided on a self-referral basis. For help, please call anytime, day or night, at **1-866-702-9026 (TTY 1-866-835-2755)**.

For behavioral health or chemical dependency emergencies

Call **911** or go to the nearest emergency department.

N

In Northern Colorado, behavioral health services are available at the Fort Collins, Greeley, and Loveland Medical Offices. Additionally, Kaiser Permanente contracts with 4 agencies for mental health and wellness services. Each of these agencies has numerous locations in Larimer and Weld Counties. To access services, call the Kaiser Permanente Behavioral Health Access Center at **1-866-359-8299 (TTY 711)**, Monday through Friday, 8:30 a.m. to 5 p.m.

Preventive Care

When you receive care at Kaiser Permanente medical offices, your preventive care services are tracked in your electronic health record, which plays a vital role in your care.

And when you're registered on kp.org, you'll get automatic reminders when you're due for a screening. We'll let you know when to come in, so you're free to focus on living your life.

Many preventive visits are covered at no cost to you, once per benefit year when indicated, according to the U.S. Preventive Services Task Force. These include:⁸

- Bone mineral density testing
- Cholesterol tests
- Fasting blood sugar test for type 2 diabetes
- Hemoglobin A1C testing
- Mammography screening for breast cancer
- Pap, and when indicated, HPV testing
- Prescription statins
- Prostate blood test
- Routine childhood immunizations
- Screening for select sexually transmitted infections
- Stool test for colon cancer screening
- Tuberculosis skin test

Services

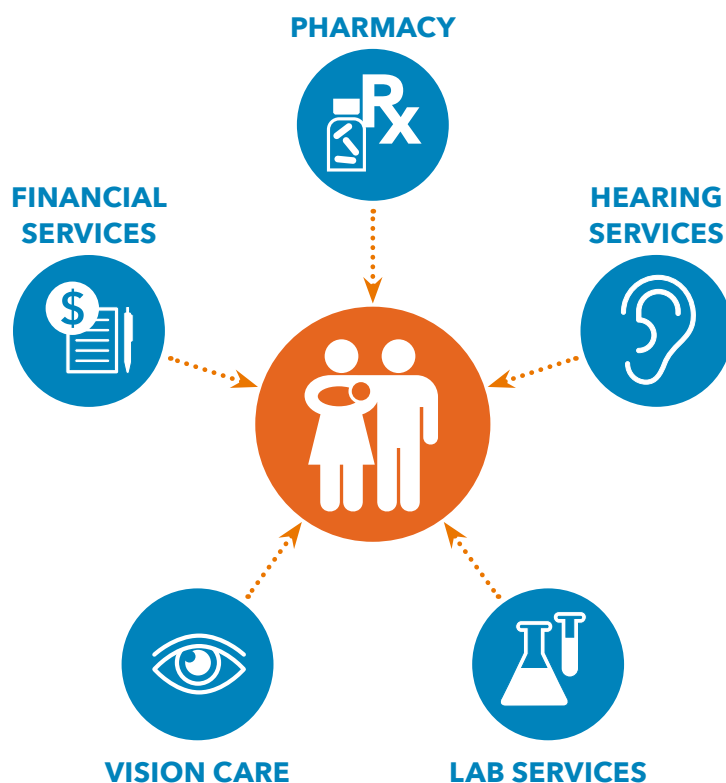
GETTING THE CARE YOU NEED



MANY SERVICES under one roof

Do more in less time!

In most of our medical offices, you can see a doctor, get a lab test, and pick up prescriptions—all in a single trip.



Pharmacy Services

Make Sure Your Prescribed Medication is Covered

Before you get a prescription, you and your doctor can check online at kp.org/formulary to see whether a medication is on our formulary. This is our list of preferred brand-name and generic medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost-effective drug treatments. If the medication is not on the formulary, your doctor can find an equivalent by calling our Clinical Pharmacy Call Center (see page 32 for phone number and hours). Together, they can select the right medication for you.

S

Important information for Southern Colorado members with plans that require refills at Kaiser Permanente pharmacies:

Members who require maintenance medications (birth control, blood pressure, diabetes, cholesterol, thyroid, etc.) may fill the first order of a maintenance medication at a Kaiser Permanente medical office pharmacy or a network pharmacy. To receive your pharmacy benefit, refills of maintenance medications must be filled at a Kaiser Permanente medical office pharmacy or through the Kaiser Permanente Mail Order Pharmacy. Non-maintenance medications for one-time or urgent conditions, such as infections (antibiotics) or pain, can be filled immediately at a Kaiser Permanente medical office pharmacy or a network pharmacy. Call Member Services or the Southern Colorado Resource Team for more information (see page 21).

Pharmacy contacts

Automated Mail Order Refill Service

1-866-938-0077 (TTY 711),
24 hours a day, 7 days a week

Mail Order Pharmacy

1-866-523-6059 (TTY 711),
Monday through Friday, 8 a.m. to 6 p.m.

Filling and Refilling Prescriptions



BY MAIL: You can order your prescriptions through our Mail Order Pharmacy⁹ with no shipping costs at kp.org/rxrefill, or by calling the 24-hour automated phone line at **1-866-938-0077 (TTY 711)**. We ask for 7 to 10 days for shipping, but most orders are delivered much sooner.



BY PHONE: Each medical office pharmacy has a 24-hour refill phone number; pharmacy phone numbers for each location can be found in this guide.⁹



ONLINE: Order refills online at kp.org/rxrefill to request pickup at the medical office of your choice.⁹



TEXT ALERTS: Ask the pharmacy to send you text alerts when your prescription is ready for pickup.



TRANSITION PRESCRIPTIONS: You can transition your current prescriptions to Kaiser Permanente by logging on to kp.org/newmember and clicking on "Transition prescriptions."



IN-PERSON: Fill your prescriptions at any Kaiser Permanente medical office pharmacy.



In person—Fill your prescriptions in person at any Kaiser Permanente medical office pharmacy in Denver/Boulder, Northern Colorado, or Southern Colorado, or at a network pharmacy of your choice in your specific service area. For more information about your pharmacy benefit or to locate a network pharmacy in your plan, call Member Services.

S

If you are in Southern Colorado, how you fill and refill your prescriptions depends on your plan. For more information about your pharmacy benefit or to locate a network pharmacy in your plan, please call Member Services or the Southern Colorado Resource Team.

Clinical Pharmacy Services

Clinical pharmacists and specialists work with your doctor and health care team to help with disease management, transitioning your prescriptions to Kaiser Permanente, medication education, and ensuring appropriate use of your medications. You can find clinical pharmacists and specialists at most Kaiser Permanente medical offices and in various departments, including: Anticoagulation and Anemia Services, Cardiac Risk Services, and the Clinical Pharmacy Call Center. Call **303-338-4503** or **1-866-244-4119 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m. Or, log on to **kp.org** to chat with a pharmacist about any medication questions you may have.

Vision and Eye Care

Our team of eye care professionals is dedicated to helping you keep your eyes healthy and your vision sharp. Get the eye care you need to stay healthy, including eye exams, glasses, and contact lenses. Consult your Evidence of Coverage or Membership Agreement to see if you are covered. These services are also available on a fee-for-service basis. Call Member Services for questions regarding your optical benefits.

DB

Visit one of our Ophthalmology or Optometry Eye Care departments for a comprehensive eye exam and to fill your prescription for eyewear (see page 10 for locations). Some locations also offer contact lens services.

M

Visit a Kaiser Permanente medical office in Denver/Boulder, or contact a network optometrist or ophthalmologist directly.

N

Contact a network optometrist or ophthalmologist directly.

S

Visit the Kaiser Permanente Briargate Medical Offices, or contact a network optometrist or ophthalmologist directly.



SKIP THE TRIP get it shipped

When you order your prescriptions from our Mail Order Pharmacy, you can simply open your mailbox.⁹ And you may save money, too.¹⁰

- Ordering is easy
- Delivery is fast
- Available for new and refill prescriptions
- Up to 3 months of medication for the cost of 1 or 2 copayments

Order online at **kp.org/rxrefill** or on the mobile app.

Plan and product restrictions may apply. Check your Evidence of Coverage or Membership Agreement for further information.



Lab Services



For routine lab work, you can take lab orders to any Kaiser Permanente medical office in Colorado or have lab work done in your network provider's office. Northern and Southern Colorado members may also have lab work done at any lab in their plan's network – check kp.org/locations for a location near you. Refer to your Evidence of Coverage or Membership Agreement for further details.

Hearing Services

Better hearing can improve your quality of life. Check your Evidence of Coverage or Membership Agreement to see whether audiology tests and hearing aids are covered in your benefit plan or are available on a fee-for-service basis. Visit kphearingservices.com for more information about providers, locations, and hearing services available to you.



You can get a hearing test and/or a hearing aid fitting at Denver/Boulder Kaiser Permanente medical offices (see page 10 for locations). Mountain and Northern Colorado members can also choose to see a network audiologist. In all cases, no authorization is needed.



You can get a hearing test and/or a hearing aid fitting at a Kaiser Permanente medical office or with a network audiologist. To make an appointment at Briargate or Pueblo North Medical Offices, call **719-282-2413 (TTY 711)**, Monday through Friday, 8 a.m. to 4 p.m. No authorization is needed.

Nutrition Services

Do you have ongoing health conditions that may be improved with better nutrition? If so, visit kphealthyme.com to find valuable nutrition education and counseling resources.

Financial Services

Medical Financial Counseling Services

If you have questions about costs related to care you receive at a Kaiser Permanente medical office, talk with one of our medical financial counselors. Our counselors offer no-cost medical financial advice, price estimates for upcoming medical services and procedures, and payment plan options.

Simply call:



303-338-3025 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.



1-877-803-1929 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

You can also visit kp.org/costestimate. For information on your costs, claims summaries, and out-of-pocket expenses, log on to kp.org for your personalized account information or to chat with a financial counselor. For questions about costs related to services outside of Kaiser Permanente medical offices, contact the provider directly.

Financial counselors are available to meet with you in person at select Kaiser Permanente medical offices. They can assist with billing questions, understanding your plan and benefits, enrollment questions, and claims inquiries.

Pay for Services

Paying your Kaiser Permanente medical bills is easy. Make payments at any medical office, or view and manage the entire payment process right on our website. With our easy-to-use bill payment feature, you can securely make payments online at no extra charge. Visit kp.org/paymedicalbills to learn more.

Learn more about all services available to you

Visit kp.org for the latest information on all the services we offer.



Resources

BE YOUR HEALTHIEST YOU

Health Classes

With all kinds of health classes and support groups offered at our medical offices, in the community, and online, there's something for everyone. Classes vary at each location, and some may require a small fee. Go to kp.org/classes to see all classes available near you.

Support for Ongoing Conditions

If you have a condition such as diabetes, depression, asthma, or COPD, you're automatically enrolled in a disease management program for personal coaching and support when you see a Kaiser Permanente physician. With a well-rounded approach, backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.

Complex Care Management

Complex Care Management is a program designed to support you as you manage your ongoing health conditions. The program includes an assessment to help you with benefits and resources as you navigate the health care system. A Nurse Case Manager works with you and your primary care provider to develop and reach your goals.

DB

You may self-refer by calling:
303-614-1065 (TTY 711)

M N S

You may self-refer by calling:
1-877-870-6735 (TTY 711)

Supportive Care Services

Coping with serious illness is difficult and often a challenging time for patients and their loved ones. The Supportive Care team can assist you so you're comfortable and confident in your care—at any age or stage of serious illness. Our team of physicians, nurses, social workers, and other caregivers is here to help you and those close to you:

- Clarify goals and choices of treatment
- Address fears and concerns
- Manage difficult symptoms
- Understand additional programs and resources available to you, including information on advance care planning

Supportive Care can be provided along with ongoing treatment. We encourage members facing serious, advanced illness to schedule a consultation with a program specialist.

DB

To schedule a consultation, call:

Franklin Medical Offices
303-861-3481 (TTY 711)

Lone Tree Medical Offices
303-649-5989 (TTY 711)

Rock Creek Medical Offices
720-536-6404 (TTY 711)

N

To schedule a consultation at Fort Collins, Greeley, Loveland, or Spring Creek Medical Offices, call:
970-350-7821 (TTY 711)

S

To schedule a consultation, call:

Briargate and Parkside Medical Offices
719-282-2482 (TTY 711)

Pueblo North Medical Offices
719-595-5322 (TTY 711)

Life Care Planning

Life Care Planning services support our adult members in planning for future health care needs. As our lives change, so do our goals and plans. We use a staged approach to advance care planning, where conversations begin when people are well and continue throughout life. To learn more about Life Care Planning and to download an Advance Directive, visit kp.org/lifecareplan. Call **303-614-1010** or **1-866-868-7112 (TTY 711)** to register for a class, or speak with your provider for a referral to the right Life Care Planning conversation for you.

Senior Resource Line

The Senior Resource Line is Kaiser Permanente's information and referral line designed to help older adults and their caregivers find resources or services within Kaiser Permanente and the community. When you call this line, you can leave a message describing the resources you are looking for, and a Kaiser Permanente Community Specialist will return your call and provide information about a wide range of services based on your needs. Some of the resources include:

- Transportation
- Financial assistance
- Food assistance
- Support groups and social support systems
- Housing
- Nonmedical, in-home assistance
- Volunteer opportunities
- Kaiser Permanente's provider rounding programs in long-term care, assisted living, and skilled nursing facilities

Call **1-866-279-0736 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Continuing Care

The Continuing Care Department provides adult home health care, hospice care, long-term acute care, acute rehabilitation, skilled nursing facilities, durable medical equipment, oxygen, and some community resources. For more information, call **303-636-3300 (TTY 711)**, Monday through Friday, 8 a.m. to 4:30 p.m.

Access to Services for the Deaf, Hard of Hearing, or Speech Impaired

Special equipment is needed to connect to TTY numbers. When a TTY number is not specifically listed for a Kaiser Permanente service, provider, or location in this guide, please use your TTY equipment to call **711** and provide the number you want to reach. Kaiser Permanente also provides interpretation services in accordance with the Americans with Disabilities Act and the Civil Rights Act of 1964. When you schedule an appointment at a Kaiser Permanente medical office, we will arrange for interpretation at no cost to you.

For Help in Your Language

Interpreter services are available by phone, at no cost, when you call Kaiser Permanente. Just let us know your preferred language when you're connected to a representative. Some physicians at various medical offices have certain levels of second language proficiency; visit **kp.org** to see their individual language proficiencies. Physicians have telephone access to interpreters in more than 150 languages, video remote interpretation services in 15 languages, and they can also request an on-site interpreter for an appointment, procedure, or service. We do not charge for language assistance arranged by Kaiser Permanente. For further information about resources in your language, see page 45.



ONLINE RESOURCES to manage your health

Health classes

Go to **kp.org/classes** to see all classes available near you or online.

Health encyclopedia

Get in-depth health information, including symptoms and treatment options, at **kp.org/health**.

Health guides

Stay informed on popular health subjects at **kp.org/livehealthy**.

Drug encyclopedia

Read descriptions of thousands of drugs, including possible side effects, at **kp.org/medications**.

Recipes

Get inspired to prepare delicious and healthy dishes at **kp.org/foodforhealth**.



CARE WHEN YOU'RE AWAY from home

If you become ill or injured outside the Colorado service area, Kaiser Permanente covers urgent and emergency services anywhere in the world. If you need routine care or continuing care outside the Colorado service area, please contact Member Services for information on your benefits. You can also reference your Evidence of Coverage or Membership Agreement for additional information.

Planning for Your Travel

You can get help planning for your trip at kp.org/travel or by calling **951-268-3900 (TTY 711)**. You'll find important steps to take before, during, and after your trip. And you can get travel resources, including claim forms, in case you need to file a claim for reimbursement after you get back.

Visiting Member Program

You may be able to receive covered health services when visiting other Kaiser Permanente regional health plans outside of Colorado. If your membership is through Medicare, please call Member Services in your home area for the services available to you. If your membership is through Medicaid or CHP+, visiting member services will not apply to you. Please call Member Services for the options available to you.

Outside of Colorado, Kaiser Permanente offers medical care in parts of California, the District of Columbia, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington. If you anticipate traveling to any of these areas, ask Member Services for a brochure that details your visiting member coverage. Visit kp.org/formsandpubs for more information.

Out-of-Area Benefit

A limited Out-of-Area Benefit is available to enrolled dependents, including spouses, partners, and children up to the age of 26, receiving care outside any Kaiser Permanente regional health plan and outside any Kaiser Permanente Colorado service area. This coverage is in addition to the urgent and emergency care that enrolled dependents have access to. For more information on the Out-of-Area Benefit, contact Member Services, visit kp.org/formsandpubs, or refer to your Evidence of Coverage or Membership Agreement.

International Travel Clinic

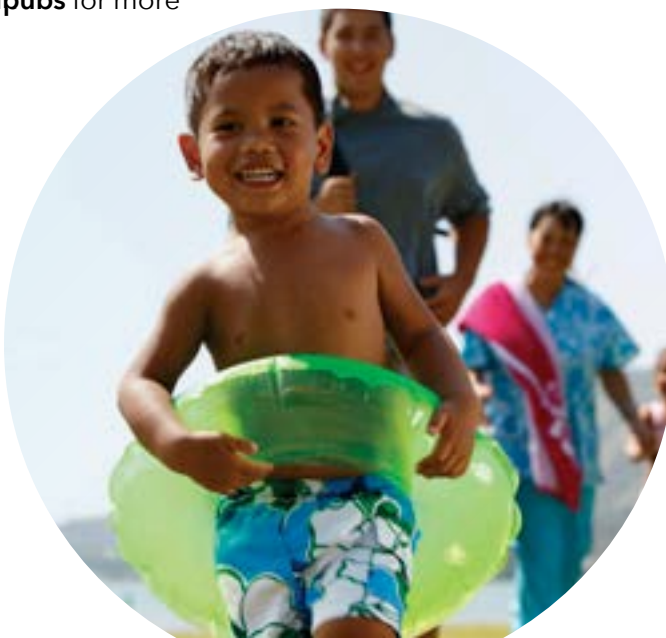
Our International Travel Clinic provides consultations for members traveling abroad to assess the health risks of the destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call the International Travel Clinic 2 months before your trip to allow time to schedule any vaccines you may need:

DB

Denver/Boulder: **303-283-2650 (TTY 711)**

M N S

Mountain, Northern, and Southern Colorado:
1-800-888-8540 (TTY 711)





Be informed

IMPORTANT HEALTH CARE NOTICES

Notice of Privacy Practices

Our regional Notice of Privacy Practices describes how medical information about you may be used and disclosed, and how you can access it. It also describes our responsibility to notify you if there is a breach of your protected health information. We want to remind you about this notice and how you may obtain a copy if you want one. This notice is part of the federal Health Insurance Portability and Accountability Act (HIPAA). Protected health information is an important part of HIPAA rules. Due to modifications to HIPAA, the Notice of Privacy Practices underwent material changes in 2013. You can view a copy online at kp.org/privacy or request a printed copy by calling Member Services.

For help in your language

Please see page 45 for information on language assistance services.

Disability Access

It is our policy to make our facilities, services, and programs accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides reasonable accommodations to individuals with disabilities, including: (1) access to service animals and their users, except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals who have hearing, cognitive, and/or communication-related disabilities, including qualified sign language interpreter services and informational materials in alternative formats (examples include large print, audio tapes/CDs, electronic texts/disks/CD-ROMs, and braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

New Technology

Kaiser Permanente evaluates new, existing, and emerging medical technologies on an ongoing basis. The Interregional New Technologies Committee (a national Kaiser Permanente group) and local new technology committees make recommendations to clinicians regarding the medical appropriateness of the technology. These evaluators consider whether the new technology is safe and effective, as determined by clinical specialists inside and outside Kaiser Permanente. They also consider the technology's benefits and under what conditions it is appropriate to be used. For more information, contact Member Services.

Advance Directives

Kaiser Permanente complies with the provisions of the federal Patient Self-Determination Act. Patients are informed of their right to consent to or refuse treatment, and to initiate advance directives. Colorado law also provides for advance directives, including directives pertaining to cardiopulmonary resuscitation (CPR). Kaiser Permanente providers will inform you if they cannot implement an advance directive on the basis of conscience. This information is provided in writing or in an alternate format appropriate for you. The provider will transfer your care to another provider of your choice who is willing to comply with the advance directive. We encourage you to think about and document your health care choices now, regardless of age, in case you're ever unable to speak for yourself. For some people, it can be uncomfortable to talk about illness, injury, and dying. Although it isn't always easy, it's important to have conversations about what you value most in life and how you would want to be treated in specific health or medical situations. Get support from Kaiser Permanente through Life Care Planning at kp.org/lifecareplan. Take action to have your wishes known and honored by attending a free Life Care Planning First Steps class (with your chosen health care agent) and completing an advance directive. Call **1-866-868-7112** (TTY **711**) to register, or speak with your provider for a referral to the right Life Care Planning conversation for you.

Additional information about advance directives can be found at the Colorado Department of Public Health and Environment website at cdphe.state.co.us.

Questions or Concerns About Bioethics

Kaiser Permanente has an ethics committee to assist in analyzing medical and business decisions. Bioethics applies general moral principles to medicine and health care. The committee offers recommendations to staff and physicians on bioethical policies and practices. It does not handle specific patient cases or complaints about care or service. For information about the Bioethics Committee and its activities, contact Member Services.

Principles of Resource Stewardship (Utilization Management)

Kaiser Permanente's Quality and Resource Management Program has adopted the following principles:

- Utilization management decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization.
- Kaiser Permanente will ensure that all benefit/coverage determinations are adjudicated in a manner designed to ensure the independence and impartiality of the persons involved in making the decision.
- The organization is also prohibited from making decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.

For Resource Stewardship process or referral inquiries, please call **1-877-895-2705 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m. Staff will provide a telephone interpreter to assist with utilization management issues for individuals who speak limited or no English, free of charge. If you call after normal business hours for the Colorado service area, your message will be forwarded to our utilization management staff, and your call will be returned the next business day. Staff are identified by name, title, and organization name when initiating calls or returning calls regarding utilization management issues. Utilization criteria are applied along with medical expert opinions, when necessary, in making authorization decisions. To obtain a copy of Resource Stewardship utilization management criteria, free of charge, please call Resource Stewardship at **1-877-895-2705 (TTY 711)**, or visit **kp.org/quality**.

Measuring Care and Service Quality

The true meaning of quality care is the impact it has on your life. See how Kaiser Permanente is leading the way in member satisfaction, hospital safety, and more. For more information about our quality progress, or to request a copy of our Integrated Patient Quality Program description, call us at **303-344-7293 (TTY 711)**, Monday through Friday, 7:30 a.m. to 4 p.m., or visit **kp.org/quality**.

Complaints, Claims, and Appeals

We want you to be satisfied with Kaiser Permanente. Please let us know when you have concerns, complaints, or compliments. The following information is an overview; please refer to your Evidence of Coverage or Membership Agreement for complete information on filing claims, appeals, and member satisfaction.

Complaints about quality of care or service, or access to facilities or services

If you have a complaint about your quality of care or service, or access to facilities, services, or programs, you may file a complaint online, contact a patient assistance coordinator or a Member Services representative at your local plan facility, or you can call Member Services to discuss your issue. To file a complaint online, go to **kp.org/memberservices**.

Our representatives will advise you about the resolution process and ensure that the appropriate parties review your complaint. Kaiser Permanente will make appropriate arrangements to ensure that persons with disabilities are provided other accommodations, if needed, to participate in the dispute resolution and complaint processes. Additionally, Kaiser Permanente will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance in good faith.

Claims

Submitting claims for processing and financial reimbursement is an infrequent necessity for some Kaiser Permanente members. When you obtain emergency or urgent care outside the Denver/Boulder service area under the terms of your Plan, you may ask the providers to bill the Claims Department at the address listed below.

If the provider mails you a bill, please contact your provider and ask that they submit the detailed bill to our Claims Department. In either case, we pay our share and let you know how much, if anything, you owe. If the provider requires payment at the time of service, we suggest you pay in order to obtain the required services. If you pay the provider directly, we'll reimburse you for our share of the costs. For more details, please refer to your Evidence of Coverage or Membership Agreement. To obtain reimbursement, please send your request for payment, along with all bills and receipts, to:

Kaiser Permanente
Claims Department
P.O. Box 373150
Denver, CO 80237-3150

You can obtain a claim form online at **kp.org/formsandpubs**. Be sure your Kaiser Permanente health record number is included on any written correspondence to the Claims Department. In complex cases involving questions about travel abroad, third-party liability, or car or motorcycle accidents (for example), we suggest you contact the Claims Department at **1-800-382-4661 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m., to discuss the circumstances and to obtain the forms you'll need for appropriate reimbursement.

Appeals

If you have had a claim or service request denied, you may appeal that decision in writing.¹¹ Mail your appeal to:

Kaiser Permanente
Appeals Program
P.O. Box 378066
Denver, CO 80237-8066

Dispute Resolution

We are committed to promptly resolving your concerns, complaints, and grievances. Any person who believes that she or he has been subjected to discrimination may file a complaint or grievance under this procedure. The following sections describe some dispute-resolution options that may be available to you. Please refer to your Evidence of Coverage or Membership Agreement, or speak with a Member Services representative for the dispute resolution options that apply to you. This is especially important if you are a Medicare member because you have different dispute resolution options available. The information below is subject to change when your Evidence of Coverage or Membership Agreement is revised, and the revised Evidence of Coverage or Membership Agreement replaces the information in this guidebook.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will investigate your complaint or grievance and send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. The person filing the grievance or complaint may appeal the initial decision, and we will issue a decision within 30 days from the date we received your written or verbal request for an appeal. In the case of an expedited review, we will respond in less than 30 days, as described in this section. If Member Services can resolve your grievance to your satisfaction by the end of the following business day, we will not provide any written communication relating to your issue.

Member Rights and Responsibilities Policy

We are partners in your health care. Your participation in your health care decisions and your willingness to communicate with your doctor and other health professionals help us provide you with appropriate and effective health care. We want to make sure you receive the information you need to make decisions about your health care. We also want to make sure your rights to privacy and to considerate and respectful care are honored. As a member of Kaiser Permanente, you have the right to receive information about your rights and responsibilities and to make recommendations about our member rights and responsibilities policies. You may also view this information at kp.org/memberrights-co.

You¹² have the right to:

- Participate in your health care. This includes the right to receive the information you need to accept or refuse a recommended treatment. Emergencies or other circumstances occasionally may limit your participation in a treatment decision. In general, you will not receive medical treatment before you or your legal representative gives consent. You have the right to be informed and to decide if you want to participate in any care or treatment that is considered educational research or human experimentation.
- Express your wishes concerning future care. You have the right to choose a person to make medical decisions for you and to express your choices about your future care, if you are unable to do so yourself. These choices can be expressed in documents, such as a durable power of attorney for health care, a living will, or a CPR directive. Inform your family and your doctor of your wishes, and give them copies of documents that describe your wishes concerning future care.
- Receive the medical information you need to participate in your health care. This information includes the diagnosis, if any, of a health complaint, the recommended treatment, alternative treatments, and the risks and benefits of the recommended treatment. We will make this information as clear as possible to help you understand it. You are entitled to an interpreter, if you need one. You also have the right to review

and receive copies of your medical records, unless the law restricts our ability to make them available. You have the right to participate in making decisions involving ethical issues that may arise during the provision of your care.

- Receive information about the outcomes of care you have received, including unanticipated outcomes. When appropriate, family members or others you have designated will receive such information.
- Receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care. You are entitled to know the name and professional status of the individuals who provide your service or treatment.
- Receive considerate, respectful care. We respect your personal preferences and values.
- Receive care that is free from restraint or seclusion. We will not use restraint or seclusion as a means of coercion, discipline, convenience, or retaliation.
- Have a candid discussion of appropriate or medically necessary treatment options for your condition(s). You have the right to this discussion, regardless of cost or benefit coverage.
- Have impartial access to treatment. You have the right to all medically indicated treatment that is a covered benefit, regardless of your race, religion, sex, sexual orientation, national origin, cultural background, disability, or financial status.
- Be assured of privacy and confidentiality. You have the right to be treated with respect and dignity. We will honor your need for privacy and will endeavor not to release your medical information without your authorization, except as required or permitted by law.
- Have a safe, secure, clean, and accessible environment.

- Choose your physician. You have the right to select and change physicians within the Kaiser Permanente Health Plan. You have the right to a second opinion by a Kaiser Permanente physician. You have the right to consult with a non-Kaiser Permanente physician at your expense.
- Know and use member satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, which can help you answer questions and resolve problems. You have the right to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (Evidence of Coverage or Membership Agreement) describes procedures to make formal complaints. We welcome your suggestions and questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.
- Review, amend, and correct your medical records as needed. Kaiser Permanente does not discriminate against any person on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, language, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, or genetic information in admission, treatment, or participation in its programs, services, and activities.

To speak with a representative about our policies and procedures, including benefits and coverage, contact Member Services. Senior Advantage and Medicare members can contact Kaiser Permanente Member Services at **1-800-476-2167** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

You¹² are responsible to:

- Know the extent and limitations of your health care benefits. An explanation of benefits is contained in your Evidence of Coverage or Membership Agreement.
- Identify yourself. You are responsible for your membership card, for using the card only as appropriate, and for ensuring that other people do not use your card. Misuse of membership cards may constitute grounds for termination of membership.
- Keep appointments. You are responsible for promptly canceling any appointment that you do not need or cannot keep.
- Provide accurate and complete information. You are responsible for providing accurate information about your present and past medical conditions, as you understand them. You should report unexpected changes in your condition to your doctor.
- Understand your health problems and participate in developing mutually agreed upon treatment goals to the highest degree possible.
- Follow the treatment plan on which you and your health care professional agree. You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- Recognize the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.
- Be considerate of others. You should be considerate of health professionals and other patients. Disruptive, unruly, or abusive conduct may constitute grounds for termination of membership. You should also respect the property of other people and of Kaiser Permanente.
- Fulfill financial obligations. You are responsible for paying on time any money you owe Kaiser Permanente. Nonpayment of amounts owed may constitute grounds for termination of membership. If you are a Child Health Plan Plus (CHP+) member, please refer to your Evidence of Coverage for your full list of rights and responsibilities.

Women's Health and Cancer Rights Act of 1998

In accordance with the Women's Health and Cancer Rights Act of 1998, and as determined in consultation with the attending physician and the patient, we provide the following coverage after a mastectomy:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical (balanced) appearance.
- Prostheses (artificial replacements).
- Services for physical complications resulting from the mastectomy.

Who Pays First When You Have Additional Insurance?

When you have additional insurance coverage, how we coordinate your Kaiser Permanente benefits with benefits from other insurance depends on your situation. If you have additional health insurance, please call Member Services to find out which rules apply to your situation and how payment will be handled.

How to Get Information About Coverage

If you have questions about obtaining coverage or understanding your current coverage, please call Member Services.

Let us know what you think

If you like the care you receive at Kaiser Permanente, please give us your feedback at kp.org/writeareview.

Patient-Centered Medical Home at Kaiser Permanente Medical Offices

At Kaiser Permanente, our mission is to provide high-quality, affordable health care to improve the health of our members. We've always believed in putting you and your health first. Our approach is to build a stronger, more personal partnership with you—one that provides you with seamless, comprehensive, and proactive care. The Patient-Centered Medical Home is a team-based approach to health care that focuses on providing personalized, comprehensive, and evidence-based medical care to patients using a physician-led team of professionals. We believe that maintaining a continuous healing relationship with the personal physician of your choice is the best way to ensure that you reach maximum health.

Your physician and health care team:

- Help you plan and manage your health care.
- Listen to your concerns and answer your health questions.
- Coordinate your care across multiple settings, including behavioral health.
- Encourage you to play an active part in your own health care.
- Provide education and self-management support.

YOU are the most important member of your team! Our physicians and skilled professionals work together to understand and meet your health care needs. Members of your team may include: board-certified physicians, physician assistants, nurse practitioners, registered nurses, pharmacists, licensed practical nurses, medical assistants, care managers, behavioral health practitioners, registered dietitians, social workers, and community health specialists.

Kaiser Permanente Publications and Announcements

Most of our publications or important documents can be downloaded at **kp.org/formsandpubs**. Additionally, we'll keep you up to date on Kaiser Permanente through your member e-newsletter, as well as additional mailings, text messages, and emails. We encourage you to register on **kp.org** to receive the monthly e-newsletter. It enables you to get important health plan news and updates, valuable health tips, and information about changes at Kaiser Permanente medical offices or specialty services.

Bookmark **kp.org/membernews-co** for news and updates from Kaiser Permanente Colorado. This web page is uniquely designed to keep you informed of what's going on at Kaiser Permanente, with information specific to your area.

Information Subject to Change

The information in the Member Resource Guide is current at the time of publication. The availability of physicians, hospitals, providers, and services may change. For a complete and updated list of our physicians and specialists, visit **kp.org/locations**. If you have questions about the information in this guide, please call Member Services.

Marketing and Member Communications publishes the Member Resource Guide annually for Kaiser Permanente members. We welcome your comments.

Please email us at:

CO-MemberCommunications@kp.org.

Or write to us at:

Marketing and Member Communications
Kaiser Permanente
2500 S. Havana St.
2nd Floor
Aurora, CO 80014

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Colorado (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 **1-800-632-9700** (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, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 2500 S. Havana St., Aurora, CO 80014, or by phone at Member Services: **1-800-632-9700**.

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 ocrportal.hhs.gov, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697** (TDD). Complaint forms are available at hhs.gov/ocr/filing-with-ocr.

HELP IN YOUR LANGUAGE

English

Attention: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-632-9700** (TTY **711**).

Amharic

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገዳጅ ድርጅቶች በነጻ ሊያገኙዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY **711**)፡

Arabic

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم **1-800-632-9700** (TTY **711**)

Bassa

Bāsó ò Wù dū (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̀Bàsóò-wùdū-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò b́éìn m̀gbo kpáa. Đá **1-800-632-9700** (TTY **711**)

Chinese

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 **1-800-632-9700** (TTY **711**)。

Farsi

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات شما فراهم می باشد. با **1-800-632-9700** (TTY **711**) تماس بگیرید.

French	Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-632-9700 (TTY 711).
German	Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-632-9700 (TTY 711).
Igbo	Igbo (Igbo) NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịrị gị. Kpọọ 1-800-632-9700 (TTY 711).
Japanese	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。 1-800-632-9700 (TTY 711) まで、お電話にてご連絡ください。
Korean	한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료이용 하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.
Navajo	Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłt'i'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hól'ó, koj'í' hódííłnih 1-800-632-9700 (TTY 711).
Nepali	नेपाली (Nepali) ध्यान दिनुहोस् : तपा'ले नेपाली बोलनुहुन्छ भने तपा'को ननमतत भाषा सहायता सेवाह न शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गनहोस ।
Oromo	Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).
Russian	Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).
Spanish	Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (TTY 711).
Tagalog	Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-632-9700 (TTY 711).
Vietnamese	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 1-800-632-9700 (TTY 711).
Yoruba	Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-800-632-9700 (TTY 711).



REFERENCES

1. Medicaid members need an authorization for specialty care when seeking care with Kaiser Permanente specialists (page 7).
2. If you have a medical emergency, call **911** or go to the nearest emergency department (page 7).
3. To ensure access for your eligible dependents located outside of your service area, you must fill out the Student/Dependent Access Certification form. Go to **kp.org/formsandpubs** or call Member Services for the form (page 7).
4. In-network for members on KP Select plans (pages 21-23).
5. Medicare not accepted at these locations (pages 22-23).
6. These features are available when you receive care at Kaiser Permanente medical offices (pages 26-27).
7. Check with your doctor's office to find out if video visits are available to you (page 27).
8. This list is not comprehensive. Please refer to your Evidence of Coverage or Membership Agreement for additional information about your preventive benefits (page 29).
9. Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail prescription medications out of state (pages 31-32).
10. Plan and product restrictions may apply. Check your Evidence of Coverage or Membership Agreement for further information (page 32).
11. Refer to the document you received denying your claim or service, as it outlines your appeal rights in detail (page 41).
12. You or your guardian, next of kin, or a legally authorized responsible person (pages 41-43).

Information in this guide is current at time of publication. Visit **kp.org/locations** for the most up-to-date hours and locations.

Thank you

for choosing Kaiser Permanente as your partner in health.

Visit **kp.org** to choose a physician, find health resources, chat with a doctor, and so much more. For further assistance, use the phone numbers below.



Denver/Boulder service area

24/7 Advice and Appointment Scheduling:
303-338-4545

Member Services: **303-338-3800**



Mountain Colorado service area

24/7 Advice and Appointment Scheduling:
970-207-7171

Member Services: **1-844-837-6884**



Northern Colorado service area

24/7 Advice and Appointment Scheduling:
970-207-7171

Member Services: **1-844-201-5824**



Southern Colorado service area

24/7 Advice and Appointment Scheduling:
1-800-218-1059

Member Services: **1-888-681-7878**

TTY **711**



Chat online

Connect online in real time with a Kaiser Permanente physician, pharmacist, or financial counselor.

Visit **kp.org/getcare** for all your care options.

Stay connected with us



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