CARE OPTIONS TO FIT YOUR LIFESTYLE

A GUIDE FOR GETTING THE CARE YOU AND YOUR FAMILY NEED
MAKING HEALTH CARE WORK FOR YOU

MEMBER SERVICES
Denver/Boulder: 303-338-3800
Northern Colorado: 1-844-201-5824
Southern Colorado: 1-888-681-7878
TTY 711

Check-in is easy at kiosks in our Medical Offices or through advance check-in with your computer, smartphone, or tablet.
GET THE CARE YOU NEED, HOW YOU WANT IT – PHONE, ONLINE, FACE-TO-FACE, OR AT HOME.

GET CARE WHEN IT’S CONVENIENT FOR YOU

Thank you for choosing Kaiser Permanente for your health care and coverage. We offer many ways for you to get the care you need when it’s convenient for you. In this guide, you’ll find explanations of all your care options, their locations, and instructions on how to access them, including:

- Chat with a doctor, pharmacist or financial counselor
- E-visits with a Kaiser Permanente nurse
- 24/7 medical advice
- In-person mental health care services

HOW CARE WORKS AT KAISER PERMANENTE

We are an integrated care delivery system, which means all Kaiser Permanente primary care providers, specialists, and other care team members are connected to each other through one computer system called an electronic health record. They have instant access to your complete medical history—including prescriptions, X-rays, and lab and test results. This allows them to coordinate your care—so you don’t have to!

KAISER PERMANENTE MEDICAL OFFICES

At most Kaiser Permanente medical offices, you can see a doctor, fill a prescription, and have lab and imaging services done in the same place. You can get care from any Kaiser Permanente medical offices in Colorado, regardless of which service area you live in or which service area the medical offices are in, including:

- Primary and specialty care
- After-hours care
- Pharmacy, lab, and radiology services
- Vision and audiology services
YOUR CARE OPTIONS

Online/mobile

CHAT  NO COST
Message live with a Kaiser Permanente doctor from 7 a.m. to 10 p.m., 7 days a week. You can also talk with a pharmacist and financial counselor. Chat is for routine and urgent medical advice. You can upload photographs, if needed. Doctors will refer you for in-person care when needed, and they can order new prescriptions, as well. You can start a chat at kp.org or through the Kaiser Permanente mobile app.

E-MAIL  NO COST
Get answers to your non-urgent medical questions by emailing your doctor’s office through our secure message center on kp.org or through the Kaiser Permanente mobile app. The typical response time is within 24 hours.

E-VISIT  NO COST
Get a personalized care plan from a Kaiser Permanente nurse after filling out a brief questionnaire about your symptoms. The typical response time is within 4 hours. You can complete an e-visit at kp.org or through the Kaiser Permanente mobile app.

VIDEO  NO COST
Meet face-to-face with your Kaiser Permanente doctor for the same high-quality care as an in-person visit. Schedule a video visit through kp.org, the mobile app, or the Appointment and Advice Contact Center.

Phone

24/7 ADVICE  NO COST
You can call the Appointment and Advice Contact Center 24/7 if you need medical or mental health advice, need help choosing the right care option for you, or need routine or urgent medical advice.

DOCTOR’S APPOINTMENT  NO COST
Visit with a doctor on the phone for the same services you would receive during an in-person visit. Schedule a phone visit through kp.org, the mobile app, or the Appointment and Advice Contact Center.

Routine Care
Regular visits to your doctor for preventive screenings and checkups.

Specialty Care
Services from doctors with training in specific areas of care, such as obstetrics-gynecology, dermatology, cardiology, mental health, and more.
**In Person**

**DOCTOR’S VISIT**
See your primary care provider or a specialist. Schedule a visit through [kp.org](http://kp.org), the mobile app, or the Appointment and Advice Contact Center.

**MENTAL HEALTH SERVICES**
Get care for a wide range of mental health and addiction services, including treatment for depression, substance use, eating disorders, medication evaluation and management, and more. Call to connect with a mental health care provider:

- Denver/Boulder: **303-471-7700** (TTY 711)
- Northern Colorado: **1-866-359-8299** (TTY 711)
- Southern Colorado: **1-866-702-9026** (TTY 1-866-835-2755)

**URGENT CARE**
Not sure if you need urgent care? Chat online with a Kaiser Permanente doctor or call the Appointment and Advice Contact Center for care guidance.

Find an urgent care location near you from the list of providers on pages 9-13.

**URGENT CARE AT HOME**
Members who live in the Denver/Boulder service area or Colorado Springs can also get in-home urgent care from DispatchHealth:

- 8 a.m. to 10 p.m., 7 days a week.
- Denver/Boulder: **303-500-1518**
- Colorado Springs: **719-270-0805**

**EMERGENCY**
If you’re having an emergency, call **911** or go to the closest emergency room. If time and safety permit, we recommend going to one of the emergency care providers on pages 10-13.

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**Get medical advice any time, day or night – at no cost!**

Call the Appointment and Advice Contact Center 24/7:

- Denver/Boulder: **303-338-4545**
- Northern Colorado: **970-207-7171**
- Southern Colorado: **1-800-218-1059**
- TTY 711

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**Urgent Care**
For illnesses or injuries that require attention soon but aren’t emergencies, such as asthma flare-ups, earaches, minor sprains, wounds or burns. Also good for after-hours care that is not an emergency.

**Emergency Care**
For when your health is in danger and you need immediate care, such as trouble breathing, severe chest or stomach pain that comes on suddenly, or serious injuries and wounds.
CARE SERVICES THAT FIT YOUR BUSY LIFE

Primary and pediatric care hours

Most Kaiser Permanente medical offices that offer primary and pediatric care are open from 7 a.m. to 7 p.m., Monday–Friday, and from 8 a.m. to Noon, Saturdays.3

Weekend hours at our Westminster Medical Offices are from 8 a.m. to 4 p.m., Saturdays and Sundays.

Go to kp.org to choose your primary care doctor or a pediatrician for a child. You can change them at any time.

Routine primary and pediatric care is provided by appointment only, but same-day appointments are often available. To schedule an appointment, call the Appointment and Advice Contact Center:

Denver/Boulder: 303-338-4545
Northern Colorado: 970-207-7171
Southern Colorado: 1-800-218-1059
TTY 711

Affiliated Provider Networks4

If you live in Northern or Southern Colorado, you can choose to see an affiliated network provider in your home service area. You can find Kaiser Permanente and affiliated network doctors and locations at kp.org.

Resources at kp.org

The Kaiser Permanente website is your health toolbox. Go to kp.org to find information about:

- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Planning for travel and vaccinations for international travel
- Life care planning
- And more

Care outside of Colorado Service Areas

If you’re outside any Colorado service area, you still have many options for getting care in person.

- Online and mobile care options (see page 4).
- Urgent and emergency care are covered anywhere in the world.
- Certain services are available at any Kaiser Permanente medical offices in the 7 states where Kaiser Permanente operates, as well as the District of Columbia (California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia).
- Covered family members who live outside of any Kaiser Permanente service area (either in Colorado or another state without Kaiser Permanente providers) are covered for certain routine, continuing and follow-up care through our Out-of-Area Benefit.5

Call Member Services for questions about the Out-of-Area Benefit.
Pharmacy Services

You have many options for getting your prescriptions at Kaiser Permanente:

**IN PERSON**
Fill your prescription at any Kaiser Permanente medical office pharmacy. Members in Northern and Southern Colorado can choose to use a network pharmacy in their plan. Refer to kp.org/locations to find all pharmacies available to you.

**BY PHONE**
Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under “Pharmacy Services” on each medical office’s page at kp.org.

**ONLINE**
Order refills online for pick-up at any medical offices via kp.org/refill.

Mail Order Pharmacy

Get your prescriptions delivered with no shipping costs. You can fill them through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, 1-866-523-6059 (TTY 711), or at kp.org/rxrefill.

Planning for a trip?

Let us help you plan for potential health care needs before you travel. Visit kp.org/travel or call 951-268-3900 (TTY 711) to learn what you need to know, to get claim forms for reimbursement after your trip, or for convenient care guidance.

Manage your health through the Kaiser Permanente mobile app and kp.org

With the Kaiser Permanente mobile app, or through kp.org, you can:

- Email your doctor’s office
- View most lab and test results
- Refill most prescriptions
- Schedule or cancel routine appointments
- Get medical advice
- Manage the health of a family member
- Pay your Kaiser Permanente medical bills

Registering is Easy

Go to kp.org/newmember and follow the sign-on instructions. You’ll need your health record number, which you can find on your member ID card.

Member Services

Denver/Boulder: 303-338-3800
Northern Colorado: 1-844-201-5824
Southern Colorado: 1-888-681-7878
TTY 711
IN-PERSON CARE OPTIONS FOR YOU

Find doctors and locations across Colorado

There are 1,200+ Kaiser Permanente physicians, and 15,000+ network providers at locations across Colorado. For a full list of providers included in your plan, visit kp.org/locations.

EVENING AND SATURDAY PRIMARY CARE HOURS
Now available at most Kaiser Permanente medical offices that offer primary care services, see page 6.

- Kaiser Permanente medical offices
- Affiliated Providers with Extended Hours
- Urgent care facility
- Emergency care facility
- Behavioral health offices (network providers available in Northern and Southern Colorado).

Numbers indicate multiple locations in a city or metropolitan area.
Medical Offices

Arapahoe Medical Offices
5555 E. Arapahoe Road
Centennial, CO 80122

Aurora Centrepoint Medical Offices
14701 E. Exposition Ave.
Aurora, CO 80012

Baseline Medical Offices
580 Mohawk Drive
Boulder, CO 80303

Brighton Medical Offices
859 S. 4th Ave.
Brighton, CO 80601

Castle Rock Medical Offices
4318 Trail Boss Drive
Castle Rock, CO 80104

East Denver Medical Offices
10400 E. Alameda Ave.
Denver, CO 80247

Englewood Medical Offices
2955 S. Broadway
Englewood, CO 80113

Franklin Medical Offices
2045 Franklin St.
Denver, CO 80205

Hidden Lake Medical Offices
7701 Sheridan Blvd.
Westminster, CO 80003

Highlands Ranch Medical Offices
9285 Hepburn St.
Highlands Ranch, CO 80129

Ken Caryl Medical Offices
7600 Shaffer Parkway
Littleton, CO 80127

Lakewood Medical Offices
8383 W. Alameda Ave.
Lakewood, CO 80226

Lone Tree Medical Offices
10240 Park Meadows Drive
Lone Tree, CO 80124

Longmont Medical Offices
2345 Bent Way
Longmont, CO 80503

Midtown Medical Office Building
1960 N. Ogden St.
Denver, CO 80218

Parker Medical Offices
10168 Parkglenn Way
Parker, CO 80138

Rock Creek Medical Offices
280 Exempla Circle
Lafayette, CO 80026

Skyline Medical Offices
1375 E. 20th Ave.
Denver, CO 80205

Smoky Hill Medical Offices
16290 E. Quincy Ave.
Aurora, CO 80015

Southwest Medical Offices
5257 S. Wadsworth Blvd.
Littleton, CO 80123

Westminster Medical Offices
11245 Huron St.
Westminster, CO 80234

Wheat Ridge Medical Offices
4803 Ward Road
Wheat Ridge, CO 80033

Urgent Care

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

Aurora Centrepoint Medical Offices
Mon.-Fri., 9 a.m.-9 p.m.
Sat.-Sun., 8 a.m.-6 p.m.

Lakewood Medical Offices
Mon.-Fri., 9 a.m.-9 p.m.
Sat.-Sun., 8 a.m.-6 p.m.

Lone Tree Medical Offices
Mon.-Fri., 9 a.m.-9 p.m.
Sat.-Sun., 8 a.m.-6 p.m.

NextCare Urgent Care
2144 Main St., Suite 8
Longmont, CO 80501
303-772-0041

Pediatric care (only) available at the following facilities

Children's Hospital Colorado North Campus, Broomfield Outpatient and Urgent Care
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado Outpatient and Urgent 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.

HealthONE Centennial Medical Plaza ER
14200 E. Arapahoe Road
Centennial, CO 80112

HealthONE The Medical Center of Aurora-South Campus
1501 S. Potomac St.
Aurora, CO 80012

HealthONE North Suburban Northeast ER
12793 Holly St.
Thorton, CO 80241

HealthONE North Suburban Northwest ER
11230 N. Benton St.
Westminster, CO 80020

HealthONE Rose Stapleton ER
4930 Wabash St.
Denver, CO 80238

HealthONE Saddle Rock ER
22500 E. Dry Creek Road
Aurora, CO 80016

HealthONE Sky Ridge Medical Center
10101 RidgeGate Parkway
Lone Tree, CO 80124

HealthONE Sky Ridge South Parker ER
12223 Pine Bluffs Way
Parker, CO 80134

HealthONE Swedish Belmar ER
260 S. Wadsworth Blvd.
Lakewood, CO 80226

HealthONE Swedish Medical Center
501 E. Hampden Ave.
Englewood, CO 80113

HealthONE Swedish Southwest ER
6196 S. Ammons Way
Littleton, CO 80123

SCL Health Good Samaritan Medical Center
200 Exempla Circle
Lafayette, CO 80026

SCL Health Saint Joseph Emergency Aurora
23770 E. Smoky Hill Road
Suite 100
Aurora, CO 80016

SCL Health Saint Joseph Emergency Littleton
8515 W. Coal Mine Ave.
Littleton, CO 80123

SCL Health Saint Joseph Emergency Northglenn
11900 Grant St.
Northglenn, CO 80233

SCL Health Saint Joseph Hospital
1375 E. 19th Ave.
Denver, CO 80218

Pediatric care (only) available at the following facilities

Children’s Hospital Colorado Anschutz Medical Campus
13123 E. 16th Ave.
Aurora, CO 80045

Children’s Hospital Colorado at Parker Adventist Hospital Emergency Care
9395 Crown Crest Blvd.
Parker, CO 80138

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.

Baseline Behavioral Health
580 Mohawk Drive
Boulder, CO 80303

Hidden Lake Behavioral Health
7701 Sheridan Blvd.
Westminster, CO 80003

Highline Behavioral Health
10350 E. Dakota Ave.
Denver, CO 80247

Entrance located on east side of building

Ridgeline Behavioral Health Center
9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

Skyline Medical Offices
1375 E. 20th Ave.
Denver, CO 80205
Northern Colorado

Medical Offices

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

Greeley Medical Offices
2429 35th Ave.
Greeley, CO 80634

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

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

Affiliated Providers with Extended Hours

Banner Health Clinic—Berthoud
401 10th Street
Berthoud, CO 80513
970-532-4910

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

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

Banner Health Clinic—Southwest Loveland
1230 14th St. SW
Loveland, CO 80537
970-820-3999

Banner Health Clinic—Columbine
2701 Madison Square Drive
Loveland, CO 80537
970-820-5000

Banner Health Clinic—Windsor
1300 Main St.
Windsor, CO 80550
970-686-5646

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.

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

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

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

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

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

Behavioral Health

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., for assistance.
Southern Colorado

Medical Offices

Acero Medical Offices
2625 W. Pueblo Blvd.
Pueblo, CO 81004

Briargate Medical Offices
4105 Briargate Parkway,
Suite 125
Colorado Springs, CO 80920

Parkside Medical Offices
215 Parkside Drive
Colorado Springs, CO 80910

Pueblo North Medical Offices
3670 Parker Blvd., Suite 200
Pueblo, CO 81008

Affiliated Providers with Extended Hours

Urgent Care

Colorado Springs

Alliance Urgent Care
9320 Grand Cordera Parkway,
Suite 100
Colorado Springs, CO 80924
719-282-6337

Centura Health Urgent Care Broadmoor
1263 Lake Plaza Drive, Suite 120
Colorado Springs, CO 80906
719-776-3330

Colorado Complete Urgent Care
8115 Voyager Parkway
Colorado Springs, CO 80920
719-247-1999

Concentra Urgent Care
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

Concentra Urgent Care
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Emergicare Medical Clinics
3002 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-7017

Emergicare Medical Clinics
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

Emergicare Medical Clinics
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

Penrose Community Urgent Care
3027 N. Circle Drive
Colorado Springs, CO 80909
719-776-3216

UCHealth Urgent Care
8
1035 Garden of the Gods Road,
Suite 120
Colorado Springs, CO 80907
719-329-1000

UCHealth Urgent Care
8
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

UCHealth Urgent Care
8
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care
8
3027 N. Circle Drive
Colorado Springs, CO 80909
719-776-3216

UCHealth Urgent Care
8
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

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.,
719-270-0805 (TTY 711).
Falcon
Falcon Urgent Care
7475 McLaughlin Road
Falcon, CO 80831
719-495-9994

UCHealth Urgent Care
11605 Meridian Market View, Suite 184
Falcon, CO 80831
719-364-9560

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

Pueblo
Emergicare Medical Clinics
4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

Southern Colorado Clinic, PC
3676 Parker Blvd., Suite 220
Pueblo, CO 81008
719-553-2208

Southern Colorado Clinic, PC
3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

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

Colorado Springs
Penrose Hospital
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

St. Francis Medical Center
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-5000

UCHealth ER
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

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

UCHealth Memorial Hospital North
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-3368

UCHealth ER
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

UCHealth ER
7890 Fountain Mesa Ridge
Fountain, CO 80817
719-390-2680

UCHealth ER
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

UCHealth Grandview Hospital
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

Pueblo
Parkview Medical Center
400 W. 16th St.
Pueblo, CO 81003
719-584-4000

Parkview – Pueblo West Emergency Services
899 E. Industrial Blvd.
Pueblo West, CO 81007
719-288-2100

St. Mary-Corwin Medical Center
1008 Minnequa Ave.
Pueblo, CO 81004
719-557-4000

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

Behavioral Health
Call Beacon Health Options at 1-866-702-9026
(TTY 1-866-835-2755), anytime, day or night for behavioral health and chemical dependency services.
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

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

Arabic (العربية): إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغة (711 TTY) 1-800-632-9700 (TTY 711).

Bassa (Ɓাসɔ́ɔ̀-wùɖù): _CONTAINER: If you speak Bassa, you can use free language assistance services. Call 1-800-632-9700 (TTY 711).

Chinese (中文) 注意：如果您使用繁體中文，您可以免费獲得語言援助服務。請致電 1-800-632-9700 (TTY 711)。

Persian (فارسی): اگر به زبان فارسی گفتگو ی کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌شود. تلفن: 1-800-632-9700 (TTY 711).

French (Français) ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appellez le 1-800-632-9700 (TTY 711).

German (Deutsch) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-632-9700 (TTY 711).

Igbo (Igbo) NRỤBAMA: O buru na i na asu Igbo, oru enyemaka asusu, n’efu, diiri gi. Kpoọ 1-800-632-9700 (TTY 711).
日本語 (Japanese) 注意事項: 日本語を話す場合、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。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다。1-800-632-9700 (TTY 711) 번으로 전화해 주십시오。

Naabehó (Navajo) Díí baa akó nínízin: Díí saad bee yánilti’go Diné Bizaad, saad bee ákà’ánda’áwo’dé’é, t’áá jiik’eh, éí ná hól ó, koj i’ hódíílnih 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान द्दानुहोस्: तपाईंले नेपाली बोल्नुहुनून भने तपाईंको ननमतत भाषा र सहायता से वाह न भुन्तै प्रमा उपलब्ध छ। 1-800-632-9700 (TTY 711) को फोन गनहोस।

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).

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) PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walong bayad. Tumawag sa 1-800-632-9700 (TTY 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-632-9700 (TTY 711).

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. These services are available when you see Kaiser Permanente providers. Check with your doctor to see if video visits are available to you.

2. No cost for most health plans. HSA-qualified high deductible health plan (HDHP) members must meet your deductible first before phone and video visits are provided at no cost.

3. Hours are applicable to the majority of Kaiser Permanente medical offices that offer primary care.

4. Affiliated network providers may or may not have access to your Kaiser Permanente electronic health records.

5. Available for members with HMO, DHMO, and high-deductible plans with an HSA, and HMO in-network tier of a point of service plan. The PPO and POS plans are NOT eligible for the Out-of-Area benefit coverage. Your specific benefits may vary if your membership is through the Federal Employee Health Benefit Program or Medicare. Medicare and Federal members should consult their Evidence of Coverage (EOC) or FEHB Brochure, respectively.

6. 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 to the following states at this time: Arkansas, Kansas, Louisiana, North Carolina, Nebraska, Oklahoma, South Carolina, and South Dakota.

7. Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change. In an emergency, call 911 or go to the nearest emergency department.

8. In-network for members on KP Select plans.

9. Medicare not accepted at these locations.
GET CARE FROM VIRTUALLY ANYWHERE

Get medical advice or have a doctor’s visit – whether you’re at home, at work, or on the go.

Convenient care options

**Chat online**
AT NO COST
Get medical advice in real time from a Kaiser Permanente doctor or chat with a financial counselor or pharmacist.

**24/7 medical advice**
AT NO COST
Call the Appointment and Advice Contact Center to get medical guidance any time, day or night.

**Email**
AT NO COST
Message your doctor’s office anytime with nonurgent questions.

**E-visits**
AT NO COST
Fill out an online questionnaire for select conditions to receive a care plan or medical advice.

**Video visits**
AT NO COST
Schedule this online alternative to an in-person visit.2,3

**Phone visits**
AT NO COST
Save a trip to the doctor’s office by scheduling a call with your doctor.

Member Services

- Denver/Boulder: 303-338-3800
- Northern Colorado: 1-844-201-5824
- Southern Colorado: 1-888-681-7878
- TTY 711

**24/7 Medical Advice and Appointments**

- Denver/Boulder: 303-338-4545
- Northern Colorado: 970-207-7171
- Southern Colorado: 1-800-218-1059
- TTY 711