Hello
Greetings from Kaiser Permanente

Subscriber first name, you’re starting off on the right foot with Kaiser Permanente. We’re glad to be your partner on this journey, and we look forward to a long and healthy relationship with you and your family.

To help you make the most of your membership, we recently mailed your Kaiser Permanente ID card with simple steps to get started. If you’ve already taken those steps, then you’re well on your way. If you haven’t, now’s a great time to begin.

This handbook will walk you through the most important steps toward maximizing your membership. The sooner you choose a doctor and register on our website, the more you’ll get out of your new health plan.

Take advantage of all that life has to offer by being as healthy as you can be.

Welcome to Kaiser Permanente!

Donna Lynne, DrPH
President
Kaiser Foundation Health Plan of Colorado

William Wright, MD, MSPH
Executive Medical Director
Colorado Permanente Medical Group, P.C.

This is the start of something good

Get Acquainted
You can choose your own personal physician from a location that’s convenient to you. Then get ready to meet your doctor and other members of your care team in person. Being prepared for your first visit will help you make the most of your care.

Get Connected
Maximize your relationship with your care team by becoming a registered user on kp.org. See how your electronic health record is linked across our medical offices and connected to you at home—to help you get the right care at the right time.

Get in the Know
Like they say, knowledge is power. The best way to make the most of your plan is to understand how it works. Then get up to full speed by taking advantage of our other health services and resources available to enhance your well-being.
Choose the right doctor for you. Having your personal physician nearby makes getting care simple and accessible.

**Find a convenient location**
With 22 Kaiser Permanente medical offices across the Denver-Boulder area, it’s easy to find a doctor who’s close to your home or workplace. Most of our medical offices house primary care, laboratory, X-ray, and pharmacy services under one roof—so you can visit your personal physician and manage many of your other needs in a single trip.

In addition to the locations listed here, you can visit Kaiser Permanente medical offices in Southern Colorado for primary care, pharmacy, lab, and X-ray services. To find a Southern Colorado location, go to kp.org/facilities.
Look for the right department

Now that you know which locations are nearest you, look for the primary care department that best suits your needs. The department where you choose your personal physician may depend on your age, gender, and other factors. <The members of your family can have different personal physicians, or you can all choose to have the same family practitioner.>

Choose your personal physician

When considering your potential doctors, you can get information on their background and training, areas of interest, and other details. If you want help making your decision, give us a call. If you want to explore on your own, go online. And if you ever wish to change your personal physician, you can do so at any time, for any reason.

For help in your language

Interpreter services are available at no cost to you. For telephone assistance in a language other than English, call Member Services at 303-338-3800 (or TTY for the hearing/speech impaired at 303-338-3820), Monday through Friday from 8 a.m. to 5 p.m. Just identify your preferred language when you’re connected to a representative. Our physician selection and appointment and advice lines are also equipped to provide you with a telephone interpreter when you call.

Transferring your prescriptions

If you’re currently taking prescription medications, please transition your prescriptions to Kaiser Permanente before your first appointment. Call our Clinical Pharmacy Call Center at 303-338-4503 (or TTY 303-338-4428), Monday through Friday from 8 a.m. to 6 p.m. If you’d like prescription mail-order information for future refills, call 303-326-6777 (or TTY 1-800-659-2656).
Get ready for your first appointment
Your first appointment is a chance to establish a relationship with your new doctor and get familiar with our services. That makes it one of the most important wellness visits you’ll have. Please complete the Prevention Testing History form, available in the “transfer your records” section at kp.org/newmember, before your first appointment. If you have an ongoing condition, like asthma or diabetes, it’s especially important to visit your new doctor as soon as possible.

Expanding your care team
Your personal physician comes with a team of health care professionals—including nurse practitioners and physician assistants. When you need a primary care appointment, you can see any member of your care team. They work in consultation with your doctor to give you the care that’s right for you. Your care team may also include clinicians outside your primary care department.

How to prepare

- **GATHER UP YOUR MEDICATIONS**
  Transition your prescriptions by calling 303-338-4503 (or TTY 303-338-4428), Monday through Friday from 8 a.m. to 6 p.m., and make a list of other medications you take, including vitamins and herbal supplements.

- **CREATE A BASIC MEDICAL HISTORY**
  Note any allergies, ongoing conditions, past treatments, and surgeries. This will help your doctor decide what information may need to be transferred from your previous health care provider.

- **WRITE DOWN ANY CONCERNS**
  You may want to discuss any cultural, religious, or personal beliefs that could affect your immediate or future treatment options.

- **MAKE A LIST OF OTHER HEALTH NEEDS**
  If you’re curious about our other health services and resources, jot down your questions and ask your doctor for more information.

Tips for maximizing your time

- **DRESS COMFORTABLY**
  You may need to roll up your sleeve to have your blood pressure taken or remove your shoes before we measure your height and weight.

- **SET ASIDE EXTRA TIME**
  Try to arrive 15 minutes before your appointment, and reserve some additional time for any tests or services your doctor may recommend.

- **HAVE YOUR IDs READY**
  To protect your identity, we’ll ask for your member ID card and a photo ID when you check in.

- **HAVE YOUR PAYMENT READY**
  Keep in mind that when you check in you’ll be asked to pay your copayment.

Specialty Care
You can schedule an appointment without a referral in most specialty departments. Just call our appointment and advice line at 303-338-4545 (or TTY 303-338-4428), Monday through Friday from 7 a.m. to 6 p.m. Our appointment representatives will connect you to the right department. If you need other types of specialty care, your doctor will refer you.
To search for specialties at our medical offices, visit kp.org/facilities.

Behavioral Health
Our behavioral health offices provide services for mental health, chemical dependency, and eating disorders. You don’t need a referral to make an appointment. Just call Member Services at 303-338-3800 (or TTY 303-338-3820), Monday through Friday from 8 a.m. to 5 p.m., and ask for Behavioral Health.

Complementary Medicine
Our Centers for Complementary Medicine offer acupuncture, chiropractic, therapeutic massage, and mind-body medicine. You can schedule an integrative medicine consultation with one of our physicians to learn how conventional and complementary therapies can work together to promote health and healing. For more information, visit kpccm.org.

Case and Care Coordination
This specialized case management program is designed to help you manage a variety of medical needs. Registered nurses, social workers, and other health care professionals are available to provide assistance with specialty services and referrals to community resources, including home care services (like oxygen orders), understanding and completing forms (like advance directives), senior care coordination ranging from classes for Alzheimer’s disease to evaluations of memory and comprehension, and pediatric care coordination for children with autism and other conditions. For more information, call 303-614-1065 (or TTY 1-800-659-2656).

Care When You Travel
You can get visiting member benefits when you’re temporarily visiting another Kaiser Permanente region, and you’re covered for emergency care wherever you go. For information about getting care when you travel, call Member Services at 303-338-3800 (or TTY 303-338-3820), Monday through Friday from 8 a.m. to 5 p.m.
Keep the conversation going. Being connected to your care team can put you in touch with your health and wellness.

What it means to be well connected
We store your health information electronically instead of in paper files. When you need care, your health care team accesses your electronic health record through our secure computer network. Every Kaiser Permanente medical office in Colorado is linked to your electronic health record—so wherever you go, you know you’ll get personalized care.

HOW YOUR HEALTH INFORMATION TRAVELS

YOUR DOCTOR’S OFFICE
Your electronic health record is updated with each visit, whether you see your personal physician or another member of your care team. From department to department and medical office to medical office, your record goes where you go.

PHARMACY, LAB, AND X-RAY
If your doctor prescribes you medications, or orders lab tests or other diagnostics, there’s no paperwork to take with you. Just check in with your member ID card, and the pharmacist or technician will pull up your doctor’s orders.

SPECIALTY CARE
Whether you visit an allergist, dermatologist, orthopedist, or psychiatrist, your Kaiser Permanente specialist can view your pertinent health information electronically.

CONTRACTED HOSPITALS
Physicians, specialists, and other clinicians at our full-service contracted hospitals have access to your medical history, as well as to your personal physician. So you’ll get complete, coordinated emergency care and inpatient services when you need them. • Exempla Good Samaritan Medical Center • Exempla Saint Joseph Hospital • Children’s Hospital Colorado

How to connect to your health from home
You have a personal link to your electronic health record online. When you register at kp.org, you can connect to your record through My Health Manager. This set of tools helps you manage your care at Kaiser Permanente medical offices from one appointment to the next. You can also use My Health Manager to act on behalf of a family member. You can even bookmark kp.org on your smartphone or mobile device for on-the-go access to these convenient features.

ACCESS YOUR RECORD WITH MY HEALTH MANAGER
From your home computer, go to kp.org/registernow and answer a few questions to confirm who you are. Then sign on to use these secure features.

AFTER YOUR APPOINTMENT

REVIEW YOUR VISIT
A summary of your office visit will be available online so you can review important details.

SEE MOST TEST RESULTS
Your results will be posted as soon as they’re ready. For some tests, we’ll call you with the results.

IN BETWEEN APPOINTMENTS

EMAIL YOUR DOCTOR’S OFFICE
If you have a nonurgent question about your health, you can email your care team at any time.

ORDER PRESCRIPTION REFILLS
Look up your medication details and order most refills online. You can even have them delivered for no extra charge.

FOR YOUR NEXT APPOINTMENT

TRACK YOUR HEALTH
Check your health care reminders, see your immunization history, keep tabs on your allergies, and more.

SCHEDULE A VISIT
Schedule routine and preventive care visits with your personal physician and nonurgent appointments in other select departments.

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The care you need, when you need it

Different health needs require different kinds of care. To better understand those differences, review the chart below. Keep in mind that the examples given are just some of the possible health needs that may fall under each category of care. And of course, if you experience an emergency medical condition, call 911 or go to the nearest hospital.

### ROUTINE NONURGENT CARE

**What is it for?**
An expected care need, like a recommended preventive screening or a visit for a health issue currently being treated.

**Examples of routine nonurgent care needs include:**
- Physical exams
- Pre-travel exams
- <Pap tests>
- <Well-child checkups>
- Medication checkups
- Follow-up visits

You can schedule an appointment online with your personal physician or ob-gyn. If your doctor isn’t available within a time frame that works for you, call us to request an appointment with another available physician.

**What should you know?**

**What do you do?**

Make an appointment:
- Online through My Health Manager at kp.org
- By phone at 303-338-4545 (or TTY 303-338-4428)

### OTHER NONURGENT CARE

**What is it for?**
A new health concern or a change in an existing health condition that is not an urgent care need.

**Examples of other nonurgent care needs include:**
- Trouble sleeping
- General digestion problems
- Gradual skin changes
- Joint stiffness
- Ongoing anxiety issues
- Weight loss or gain

Schedule an appointment online with your personal physician, or call us to request the next available appointment in the primary care department you need.

**What should you know?**

**What do you do?**

Make an appointment:
- Online through My Health Manager at kp.org
- By phone at 303-338-4545 (or TTY 303-338-4428)

### SAME DAY AND AFTER HOURS CARE

**What is it for?**
An illness or injury that requires prompt medical attention, but is not an emergency medical condition.

**Examples of same-day and after-hours care needs include:**
- Minor injuries
- Sore throats or coughs
- Earaches

We make every effort to get you a same-day appointment with your personal physician when you need care. We also offer after-hours care, with no appointment needed. The charge for after-hours care is typically higher than a regular office visit, but less than an emergency room visit.

**What should you know?**

**What do you do?**

Request a same-day appointment:
Call 303-338-4545 (or TTY 303-338-4428). If you need after-hours care, we can confirm current hours and locations for you and direct you to the appropriate medical office.

### EMERGENCY CARE

**What is it for?**
A medical emergency is when you reasonably believe that your health is in serious danger—when every second counts.

**Examples of emergencies include:**
- Suspected heart attacks
- Poisonings
- Severe abdominal pains
- Severe cuts or burns
- Fractures
- Severe asthma attacks

A medical emergency includes severe pain, bad injury, a serious illness, or a medical condition that is quickly getting much worse. If you have an emergency medical condition, call 911 or go to the nearest hospital. Or if time and safety permit, you can go to the Emergency Department at one of the following hospitals:

- Exempla Good Samaritan Medical Center
- Exempla Saint Joseph Hospital
- Children's Hospital Colorado
- Children's Hospital Colorado at Saint Joseph Hospital
- HealthONE Sky Ridge Medical Center
- HealthONE Swedish Medical Center
- HealthONE Centennial Medical Plaza
- HealthONE Swedish Southwest ER

**What should you know?**

**What do you do?**

Take immediate action:
Call 911 or go to the nearest Emergency Department.
Make the most of your benefits. Understanding how your health plan works can give you a healthy advantage.

The importance of prevention
Regular checkups and preventive care can help you stay well longer. That’s why we offer most preventive care services at little or no cost to you. And you’re always covered for annual physical exams with a simple copay. See how the parts of your health plan work together to promote wellness.

Organized for your health

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<thead>
<tr>
<th>CONVENIENT MEDICAL OFFICES</th>
<th>Our convenient medical offices house a variety of services under one roof. That means you can get many preventive care services, like immunizations, annual physicals, &lt;well-child visits&gt;, &lt;mammograms&gt;, and cholesterol screenings in as little as one visit to your doctor's office.</th>
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<tbody>
<tr>
<td>YOUR PERSONAL PHYSICIAN</td>
<td>Your personal physician is your partner in good health. You can schedule annual physicals with your personal physician online, or email your doctor's office with routine health questions anytime through My Health Manager.</td>
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<tr>
<td>MY HEALTH MANAGER</td>
<td>My Health Manager helps you keep up with your preventive care and other health services at Kaiser Permanente. As a member registered on kp.org, you can review past office visits, check most lab test results, see a list of your recent immunizations, and more.</td>
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<tr>
<td>PREVENTION GUIDELINES</td>
<td>Our prevention guidelines can tell you what services your doctor may recommend at your next visit. Certain immunizations and health screenings may be done as part of your annual physical exam. For general recommendations by age group and gender, go to kp.org/prevention.</td>
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Support your healthy lifestyle
Just because you’re feeling fine doesn’t mean it’s time to put your membership away. In fact, staying well takes work, and we’re here to help it feel a little less like work. Look out for resources and offerings from Kaiser Permanente that can keep you informed and inspired.

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<tr>
<th>MEMBER PUBLICATIONS</th>
<th>HEALTH RESOURCES</th>
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<tr>
<td>MEMBER RESOURCE GUIDE</td>
<td>HEALTHY LIFESTYLE PROGRAMS</td>
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<td>This annual publication offers detailed medical office listings and information about getting care at Kaiser Permanente. Download a copy at kp.org/formsandpubs.</td>
<td>These online programs create customized action plans tailored to your health needs and areas of interest. Start with a total health assessment and go from there. Visit kp.org/healthylifestyles.</td>
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<tr>
<td>PARTNERS IN HEALTH</td>
<td>WELLNESS COACHING</td>
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<td>When you register on kp.org, you’ll receive this monthly e-newsletter with health news, member stories, and updates on medical offices, and services. Unregistered members will get a seasonal publication by mail.</td>
<td>Wellness coaches provide personal support by phone to help you quit tobacco, eat healthy, get active, reduce stress, or manage your weight. To learn more, call 1-866-402-4320, Monday through Friday from 7 a.m. to 8 p.m.</td>
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<tr>
<td>HEALTHY LIVING RESOURCE GUIDE</td>
<td>INTERNATIONAL TRAVEL CLINIC</td>
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<td>This catalog is available online at kp.org/formsandpubs. It lists health classes and support groups offered for little or no fee online or at our medical offices. You can also browse kp.org/classes.</td>
<td>Travel the globe with confidence, along with the right immunizations and plenty of information. Call 303-283-2650 (or TTY 1-800-659-2656) two months before your trip to allow time to schedule any vaccines you may need.</td>
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The big picture of your plan
For a complete understanding of your health plan benefits, see your Evidence of Coverage. To view a copy, go to kp.org/eoc. If you have questions, call Member Services at 303-338-3800 (or TTY 303-338-3820), Monday through Friday from 8 a.m. to 5 p.m.

Eye care at Kaiser Permanente
Your eyes are a window to your health. In fact, some health conditions can be detected with a regular eye exam. When you receive care at Vision Essentials by Kaiser Permanente, your eye health information becomes part of your electronic health record. This gives your care team a clearer picture of your total health. To learn more about Vision Essentials, visit kp2020.org. For details about your eye care benefits, see your Evidence of Coverage or call Member Services.
Ready, set, go!

Prefer a virtual path to a paper trail? Head to our online destination for new members. It’ll walk you through the steps in this handbook and link you to online wellness resources for support and inspiration. Visit today!

kp.org/newmember