

AWAY FROM HOME TRAVEL

# On the go

Services for our Medicare health plan members who are traveling in the U.S. or anywhere in the world<sup>1</sup>



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# Getting care in Kaiser Permanente service areas

This brochure will help you learn how to get care in the areas where Kaiser Permanente operates, which includes all or parts of:

- California
- Colorado
- Georgia
- Hawaii
- Maryland
- Oregon
- Virginia
- Washington
- Washington, D.C.

You can find Kaiser Permanente locations at [kp.org/kpfacilities](https://kp.org/kpfacilities). You're also covered for urgent and emergency care from any non-Kaiser Permanente provider.

## If you're traveling outside Kaiser Permanente areas

You're covered for urgent and emergency care anywhere in the world.<sup>1</sup> Routine care isn't covered outside Kaiser Permanente areas, so make sure to get it before your trip. Routine care includes preventive care, exams, checkups, and services for ongoing medical conditions.

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## Care while traveling

### What are the types of care?

Anything can come up when you travel, and different health needs require different types of care. These examples can help you better understand emergency, urgent, and routine care.

#### Emergency care

An emergency care need is a medical or psychiatric condition, including severe pain, that requires immediate medical attention to prevent serious jeopardy to your health.<sup>2</sup>

#### Examples include:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- Severe shortness of breath

#### Urgent care

An urgent care need is an illness or injury that requires prompt medical attention but isn't an emergency medical condition.

#### Examples include:

- Minor injuries/wounds/cuts needing stitches
- Minor breathing issues
- Minor stomach pain
- Flu or similar symptoms

#### Routine care

A routine care need is something that's expected. Examples include:

- Physical exams
- Well-child checkups
- Immunizations (shots)

If you're not sure what kind of care you need, you can call our advice nurses, 24 hours a day, 7 days a week. Just call the appointment and advice line for your home facility or region for help.



### In case of an emergency

If you have a medical emergency, call **911** or go to the nearest hospital.

## What if I need emergency or urgent care?

You're covered for emergency care anywhere in the world.<sup>1</sup>

### What should I do if I need emergency care and I'm not in a Kaiser Permanente service area?

- Get care right away. You don't need to call Kaiser Permanente first.
- You're covered for emergency care anywhere in the world. If you need emergency or out-of-area urgent care, you can get care from any provider.
- If you're in the United States, call **911** or go to the nearest hospital.
- Outside the United States,<sup>1</sup> go right to the nearest hospital or place where you can get medical care.
- Once you're stable, call Kaiser Permanente at **1-800-225-8883**. Let us know you got emergency care or have been admitted to a hospital.
- If you're unable to call, ask the doctor or someone else at the hospital to call for you.
- We'll talk to the doctor who's treating you to make sure you get the right care and to decide what to do next.
- We have interpreters, so we can talk to your doctor even if he or she doesn't speak English.

### What if I need follow-up care after an emergency and I'm not in a Kaiser Permanente area?

- Call us at **1-800-225-8883** as soon as you can. It's better to call us before you get care. If we agree that you need care, we may approve the care the doctor who's treating you recommends, or we may choose a different doctor to make sure you're getting the right care.
- Ask the doctor who's treating you if Kaiser Permanente has approved your care.
- Ask your care team if Kaiser Permanente has approved any transportation you may need. In some cases, we'll arrange your transportation for you.

## What services are available?<sup>4</sup>

In addition to emergency, urgent, and routine care, you can get most of the same services you would in your home area when visiting another Kaiser Permanente service area.

You can get these services as long as they're provided or referred by a Kaiser Permanente doctor in the area you're visiting.

### Inpatient services

Hospital stays, including surgery and other services you may get while you're admitted

### Outpatient services

- Office visits
- Outpatient surgery (with certain exceptions)
- Allergy tests and allergy injections
- Physical, occupational, and speech therapy
- Maternity care
- Chemotherapy
- Vision exams
- Dialysis care

### X-ray and laboratory services

In or out of the hospital

### Prescription drugs

If the drug is covered in your home area

### Mental health/chemical dependency services

Same coverage as in your home area

### Skilled nursing facility services

### Home health care services

Part-time or occasional home health care services inside a Kaiser Permanente area

These services and items must be medically necessary and meet the requirements described in your

### Evidence of Coverage.

This brochure does not include a complete list of exclusions or available services. Services may vary by service area. For more specific information about services, call the Away From Home Travel Line at **951-268-3900**.<sup>3</sup>

## What services may be available with approval in advance?

If the following services are included in your plan as described in your **Evidence of Coverage** and are available in the region you're visiting, they're available to you. But you'll need to get approval in advance from your home area.

- Services related to infertility and artificial conception
- Gender confirmation surgery and related services (other than services that are provided in all regions)
- Services related to bariatric surgery and treatment
- Organ and blood/marrow transplants and related care
- Durable medical equipment
- Chronic dialysis

## What services aren't available?

You can see which services, equipment, and supplies aren't covered under your plan in your **Evidence of Coverage**. You can also get more specific information on services that aren't available by calling the Away From Home Travel Line<sup>3</sup> at **951-268-3900**.

- Dental services and dental X-rays (dental services and X-rays that aren't urgent or emergency needs are covered under a different benefit)
- Alternative medicine and complementary care
- Orthotics, prosthetics, hearing aids, eyeglasses, and contacts



## Care where you need it

### How do I get care in other Kaiser Permanente areas?<sup>4</sup>

Call the Away From Home Travel Line<sup>3</sup> at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

- You'll get a medical record number (MRN) or health record number (HRN) and information on making an appointment.

You'll only use this MRN or HRN in the area you're visiting. You'll use the same MRN or HRN whenever you visit the area. There's no need to get a new MRN or HRN if you visit the area again.

When you get back home, you'll use your home MRN or HRN to get care.

### Do I need approval first?

Certain types of care require approval by Kaiser Permanente.

Call the Away From Home Travel Line<sup>3</sup> at **951-268-3900** for more information.

### What happens if I move?

If you move to another Kaiser Permanente area, you may not be able to keep your current membership. You may be able to enroll in a Kaiser Permanente plan in the area you've moved to. See your **Evidence of Coverage** for more information.

### What costs should I expect?

You may have to pay out of pocket for the services and items you get in other Kaiser Permanente service areas. These costs may be different from what you would usually pay in your home service area.

For some services and items, you may have to pay in full and file a claim with your home service area to be paid back.

Contact Member Services in your home service area for more information.<sup>5</sup>



## For more information

### Extra resources

For more information about getting care in another Kaiser Permanente area:

- See your **Evidence of Coverage**.
- Contact Member Services in your home area.

For 24/7 travel support anytime, anywhere, call the Away From Home Travel Line<sup>3</sup> at **951-268-3900** or visit **kp.org/travel**.

## Before you go ...

### Your travel planning checklist

Plan now for a healthy trip.

#### To do:

- Register on **kp.org** to see your health information and email your Kaiser Permanente doctor at home or away from home anytime.<sup>6</sup>
- Download our Kaiser Permanente app to stay connected on the go.
- See your doctor if you need to manage a condition during your trip.
- Refill your prescriptions to have enough while you're away.
- Print a summary of your online medical record in case you don't have internet access.<sup>7</sup>
- Make sure your immunizations are up to date, including your yearly flu shot.

#### Remember:

- Take your Kaiser Permanente ID card. It has important phone numbers on the back.
- Take this brochure on your trip. It explains what to do if you need care.
- If you travel by plane, keep your prescription medications with you in your carry-on baggage.
- Away From Home Travel Line<sup>3</sup> (24/7): **951-268-3900** (TTY **711**) or **kp.org/travel**



## Trip notes

Take note of any medical/health record numbers for getting care in other Kaiser Permanente areas.

Kaiser Permanente area you're visiting:

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Medical/health record number:

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Notes:

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In California, Maryland, and the District of Columbia, Kaiser Permanente is an HMO plan and a Cost plan with a Medicare contract. In Hawaii, Oregon, Washington, Colorado, and Georgia, Kaiser Permanente is an HMO plan with a Medicare contract. In Virginia, Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

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Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year. The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply.

Most members have worldwide emergency and urgent care coverage, and some members have additional coverage when they travel. Please refer to your **EOC** for coverage rules related to covered emergency and urgent care from non-Plan providers. For a copy of your **EOC**, call Member Services.

Terms of visiting member services are subject to change: Kaiser Permanente may change the terms, conditions, and eligible service areas of visiting member services at any time.

Services covered under your health plan are provided and/or arranged by a Kaiser Foundation Health Plan.

<sup>1</sup> Medicare members should check their **Evidence of Coverage (EOC)** for more details. In the Mid-Atlantic States Region, all Direct Pay Kaiser Permanente Medicare Plus High Option (Cost) and Standard Option (Cost) plan members have worldwide emergency care and urgent care coverage, and all Direct Pay Kaiser Permanente Medicare Plus Basic Option (Cost) plan members have emergency care and urgent care coverage while inside the United States and its territories only.

<sup>2</sup>If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital.

An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

<sup>3</sup>This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

<sup>4</sup>When you get care in other Kaiser Permanente areas, your home-area claims and grievance processes still apply. Members can file a grievance with or without a denial letter. See your **Evidence of Coverage** for details.

<sup>5</sup>Reimbursement subject to the terms and limitations of your health plan coverage document such as **Evidence of Coverage**.

<sup>6</sup>My Health Manager, a secure area of our website that gives you access to doctors and health information, is only available for use in your home region.

<sup>7</sup>These features are available when you register on kp.org and seek care from Kaiser Permanente doctors.

# Kaiser Permanente service areas

## California

### **Kaiser Foundation Health Plan, Inc.**

393 E. Walnut St.  
Pasadena, CA 91188-8514

**1-800-443-0815 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

**Note:** If you're trying to get care from a contracted, non-Kaiser Permanente provider in Coachella Valley (Palm Desert, Palm Springs, Desert Hot Springs, or Indio), you may have to contact your personal doctor in your home service area first to get an OK and a referral.

## Colorado

### **Kaiser Foundation Health Plan of Colorado**

10350 E. Dakota Ave.  
Denver, CO 80247

**1-800-476-2167 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

**Note:** Network providers in Northern Colorado are available only to Northern Colorado members. Network providers in Southern Colorado are available only to Southern Colorado members.

## District of Columbia

### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 E. Jefferson St.  
Rockville, MD 20852

**1-888-777-5536 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Georgia

Atlanta metro area

### **Kaiser Foundation Health Plan of Georgia, Inc.**

Nine Piedmont Center  
3495 Piedmont Road NE  
Atlanta, GA 30305

**1-800-232-4404 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Hawaii

The islands of Oahu and Maui and most of Hawaii (the Big Island)

### **Kaiser Foundation Health Plan, Inc.**

711 Kapiolani Blvd., Tower Suite 400  
Honolulu, HI 96813

**1-800-805-2739 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Maryland

Baltimore and suburban D.C. area

### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 E. Jefferson St.  
Rockville, MD 20852

**1-888-777-5536 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Oregon

### **Kaiser Foundation Health Plan of the Northwest**

500 NE Multnomah St., Suite 100  
Portland, OR 97232

**1-877-221-8221 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Virginia

### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 E. Jefferson St.  
Rockville, MD 20852

**1-888-777-5536 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

## Washington

Southwest area

### **Kaiser Foundation Health Plan of the Northwest**

500 NE Multnomah St., Suite 100  
Portland, OR 97232

**1-877-221-8221 (TTY 711)**

7 days a week, 8 a.m. to 8 p.m.

### **Kaiser Foundation Health Plan of Washington**

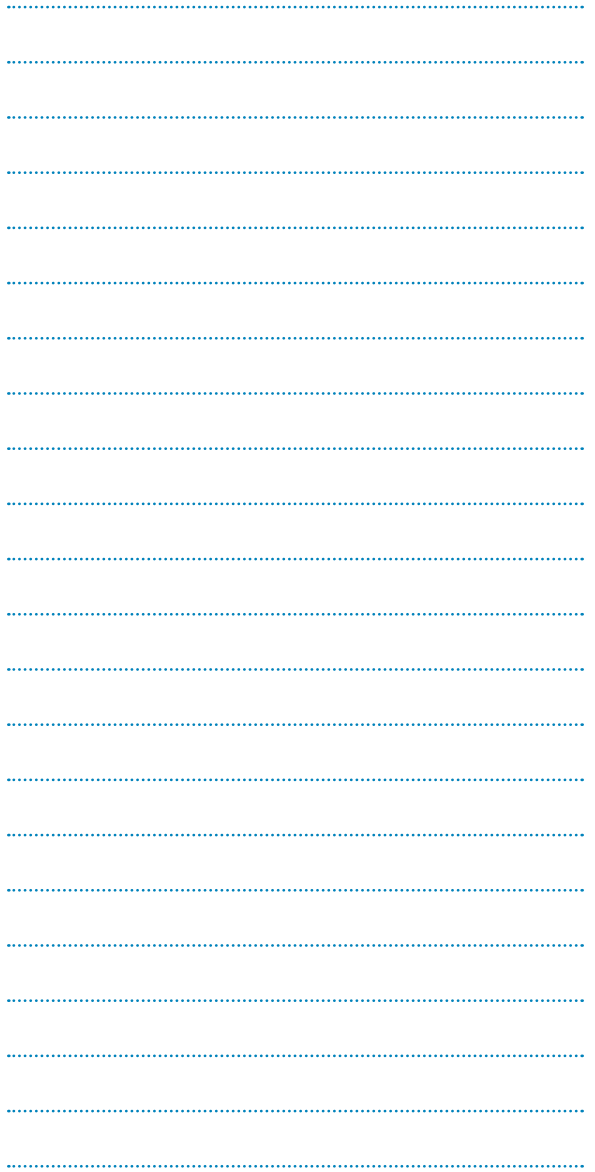
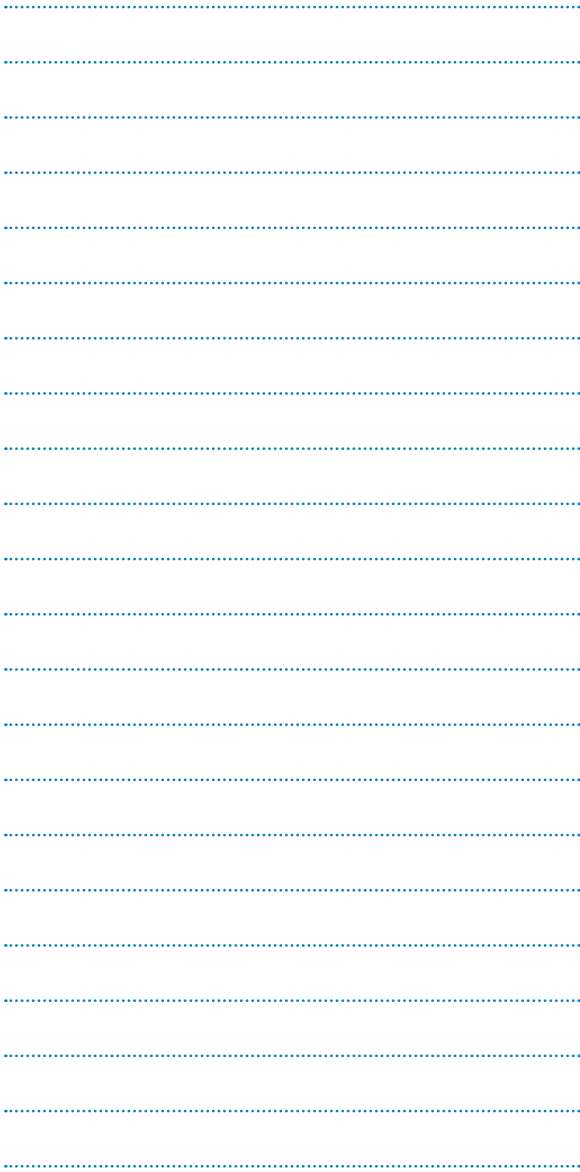
1300 SW 27th St.  
Renton, WA 98057

**1-888-901-4600 (TTY 711)**


7 days a week, 8 a.m. to 8 p.m.

Phone numbers beginning with

**1-800, 1-866, 1-877, or 1-888** are toll  
free. TTY numbers are for the deaf  
or hard of hearing.





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