

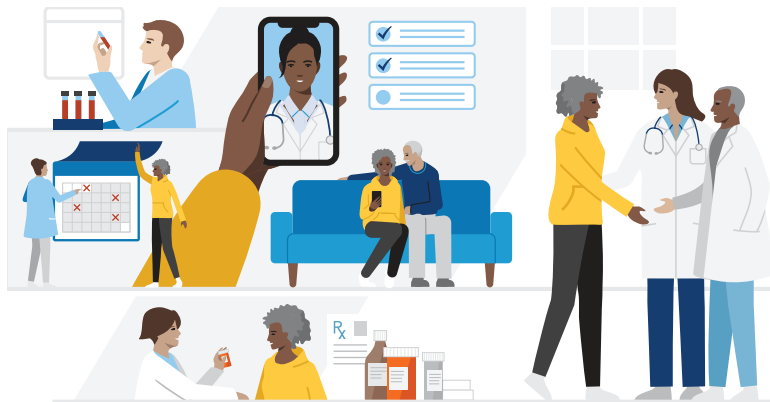


# Health care options for all that is you

A guide to getting the care  
you and your family need.

On the cover:  
**Amy N. Duckro, DO**  
Executive Director,  
Population Management

# How care works at Kaiser Permanente



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Thank you for choosing Kaiser Permanente.

We combine care and coverage in an integrated care delivery system – which makes us different than other health care providers.

Your doctors are connected to each other across different specialties and locations through one computer system called an electronic health record and have instant access to your recorded medical history – including prescriptions, X-rays, labs, and test results.<sup>1</sup> This enables them to coordinate your care – so you don't have to!

Learn more at [kp.org/myhealthyplace](https://kp.org/myhealthyplace).

## Member Services

303-338-3800 or 1-800-632-9700 (TTY 711),  
Monday-Friday, 8 a.m.–6 p.m.

## Clinical Contact Center (24/7 medical advice)

For appointments, book online at [kp.org/appointments](https://kp.org/appointments)  
or call 303-338-4545 or 1-800-218-1059 (TTY 711),  
Monday-Friday, 6 a.m.–7 p.m.

# Online/mobile care options



## Online chat<sup>2</sup>

Chat live online with a clinician for answers to routine or urgent medical questions. Available 7 days a week on **kp.org**.



## Scheduled phone or video visits<sup>2,3</sup>

Schedule time to talk with a clinician by phone or video. With most plans, there's no cost.



## 24/7 nurse advice

Speak to a registered nurse anytime, day or night, for routine or urgent medical or mental health advice. Call **303-338-4545** or **1-800-218-1059** (TTY 711).



## 24/7 virtual care<sup>2,4</sup>

Fast, personalized support around the clock – no appointment needed. Get 24/7 care by phone or video from a Kaiser Permanente clinician across the U.S.



## E-mail<sup>3</sup>

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply, usually within 2-3 business days.



## E-visit

Answer a few questions on **kp.org** or our app for 24/7 self-care advice. In some cases, a Kaiser Permanente clinician will get back to you with a care plan – usually within 4 hours.

To access these care options and more visit [kp.org/getcare](https://kp.org/getcare).



## With the Kaiser Permanente app and **kp.org** you can:

- Schedule or cancel appointments<sup>3</sup>
- Refill prescriptions
- View lab results<sup>3</sup>
- Pay medical bills
- And more!

Set up your account at [kp.org/register](https://kp.org/register), then download our app onto your mobile device.

# Care that meets your needs



## Expanded mental health services

Get care for depression, substance use, eating disorders, anxiety, medication evaluation and management, and more – without a referral!

- Appointments with a mental health clinician through phone, video, and in-person visits
- Online chat with a mental health clinician
- 24-7, one-on-one emotional support through the Ginger app<sup>5</sup>
- Tips for meditation, improved sleep, and mental resilience through the Calm App
- Help managing depression, stress, anxiety, addiction, and more through the myStrength app<sup>6</sup>

Schedule appointments at [kp.org/appointments](https://kp.org/appointments), or call **303-471-7700** or **1-866-359-8299** (TTY **711**). In Southern Colorado, call **1-866-702-9026** (TTY **1-866-835-2755**).

Visit [kp.org/getcare](https://kp.org/getcare) for more information about all of your mental health care options.



### Routine care

Routine care consists of visits to your clinician for a checkup, preventative screenings, or non-urgent health issues.



### Specialty care

Specialty care involves services from doctors trained in specific areas of care, such as cardiology, dermatology, orthopedics, and more. A referral is not needed to see many specialists.



### Pediatric care

Routine pediatric care (for children up to 18 years old) is provided by appointment only.



### Schedule an appointment<sup>3</sup>

Schedule routine, specialty, and pediatric appointments at [kp.org](https://kp.org), through the mobile app, or by calling **303-338-4545** or **1-800-218-1059** (TTY **711**), Monday-Friday, 6 a.m.-7 p.m.



### Inpatient hospital care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of many hospitals that are in-plan with Kaiser Permanente. See page 13 for a list of these in-plan hospitals.



### Urgent care

Urgent care is for illnesses or injuries that require prompt attention but are not medical or psychiatric emergencies. This can include abdominal pain, asthma, cough, fever, sore throat, earaches, headaches, migraines, minor lacerations, ankle sprains, and other urgent conditions. See page 10 for Kaiser Permanente urgent care locations that offer evening, weekend, and holiday hours.



### Emergency care

Emergency care is for when your health is in danger and you require immediate care. For example, you feel like you're having a heart attack, have severe difficulty breathing, cannot talk or move one side of your body, develop slurred speech, have a sudden change of consciousness, or have serious wounds, injuries, or a psychiatric emergency (see locations on pages 11-12).

For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at [kp.org/eoc](http://kp.org/eoc).



### Urgent care at home

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, from 7 a.m.-10 p.m., **720-588-9686 (TTY 711)**.



### Care outside the Colorado Service Area

You have many care options:

- Online and mobile care (see page 3)
- Urgent and emergency care
- Certain services at any Kaiser Permanente medical offices in California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia, and the District of Columbia.



### Out-of-Area Benefit

Covered dependents up to age 26 who live outside the Colorado service area are covered for certain routine, continuing, or follow-up care through our Out-of-Area Benefit.<sup>7</sup> Call Member Services with questions at **303-338-3800** or **1-800-632-9700**.

# Pharmacy and other services

You have many ways to fill and manage your prescriptions – when it’s most convenient for you.



## Prescription Delivery<sup>8</sup>

Get most prescriptions delivered within a few days with no shipping costs. You can fill them online at [kp.org](https://kp.org), through the mobile app, or by calling the pharmacy at a Kaiser Permanente medical office of your choice at **1-866-523-6059 (TTY 711)**, or at [kp.org/refill](https://kp.org/refill).



## In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Order refills at [kp.org/refill](https://kp.org/refill) for pickup within 24 hours – or select priority pickup and get your refill in 30 minutes. Eligible members can choose to use an affiliated pharmacy.



## 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](https://kp.org).



## Same-day/next-day delivery

Request same-day/next-day delivery of your prescriptions for a flat fee. Simply call **1-888-626-0454** to check for eligibility. Same-day deliveries must be within 15 miles of a participating pharmacy.



## Manage your prescriptions or learn more

To manage your prescriptions or learn more about our pharmacy services, visit [kp.org/pharmacy](https://kp.org/pharmacy).



## 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.



## Wellness coaching

Get one-on-one guidance and support from a dedicated wellness coach who can help you set goals, stick to them and, most importantly, see results. And you can do it all from the comfort of home. For more information and to make an appointment, call **720-536-7753**, Monday through Friday, or visit **kp.org/coaching**. Wellness coaching by phone is available at no cost to Kaiser Permanente members – and no referral is required.



## Answers to benefits questions

If you have questions about your benefits or cost of care:

- Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at **kp.org/eoc**
- Call Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, Monday-Friday, 8 a.m.-6 p.m.



## Medical financial counseling

- Price estimates for upcoming services and procedures
- Payment plan options
- General counseling or questions

Call Financial Counseling at **303-338-3025** or **1-877-803-1929 (TTY 711)**, Monday-Friday, 8 a.m.-6 p.m.



## Need care when traveling?

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900 (TTY 711)** for all your options. Urgent and emergency care are available anywhere in the world.

# In-person care locations

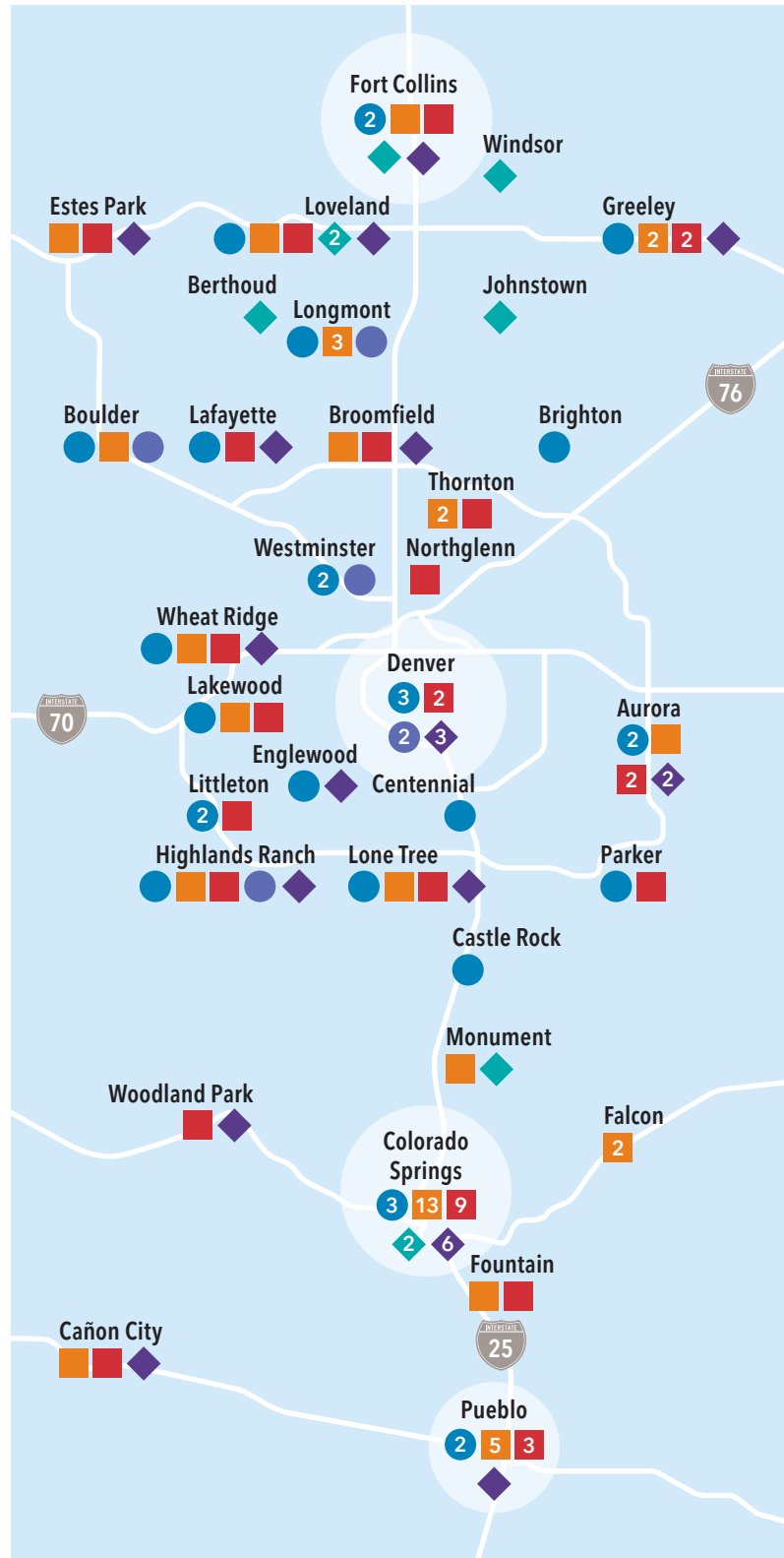
## Colorado medical facilities

30	Kaiser Permanente medical offices	●
40	Urgent care facilities	■
35	Emergency care facilities	■
6	Behavioral health offices	●
9	Affiliated providers with extended hours	◆
24	Affiliated hospital/inpatient care	◆

There are **1,100+** Kaiser Permanente physicians, and **12,300** affiliated plan providers at locations across Colorado.



For the most up-to-date list of providers and facilities included in your plan, visit [kp.org/locations](http://kp.org/locations).





## Kaiser Permanente Medical Offices

### Central

#### Aurora

**Aurora Centrepoint**  
14701 E. Exposition Ave.  
Aurora, CO 80012

**Smoky Hill**  
16290 E. Quincy Ave.  
Aurora, CO 80015

#### Boulder

**Baseline**  
580 Mohawk Drive  
Boulder, CO 80303

#### Brighton

**Brighton**  
859 S. 4th Ave.  
Brighton, CO 80601

#### Castle Rock

**Castle Rock**  
4318 Trail Boss Drive  
Castle Rock, CO 80104

#### Centennial

**Arapahoe**  
5555 E. Arapahoe Road  
Centennial, CO 80122

#### Denver

**East Denver**  
10400 E. Alameda Ave.  
Denver, CO 80247

**Franklin**  
2045 Franklin St.  
Denver, CO 80205

**Skyline**  
1375 E. 20th Ave.  
Denver, CO 80205

#### Englewood

**Englewood**  
2955 S. Broadway  
Englewood, CO 80113

#### Highlands Ranch

**Highlands Ranch**  
9285 Hepburn St.  
Highlands Ranch, CO 80129

#### Lafayette

**Rock Creek**  
280 Exempla Circle  
Lafayette, CO 80026

#### Lakewood

**Lakewood**  
8383 W. Alameda Ave.  
Lakewood, CO 80226

#### Littleton

**Ken Caryl**  
7600 Shaffer Parkway  
Littleton, CO 80127

**Southwest**  
5257 S. Wadsworth Blvd.  
Littleton, CO 80123

#### Lone Tree

**Lone Tree**  
10240 Park Meadows Drive  
Lone Tree, CO 80124

#### Longmont

**Longmont**  
2345 Bent Way  
Longmont, CO 80503

#### Parker

**Parker**  
10168 Parkglenn Way  
Parker, CO 80138

#### Westminster

**Hidden Lake**  
7701 Sheridan Blvd.  
Westminster, CO 80003

**Westminster**  
11245 Huron St.  
Westminster, CO 80234

#### Wheat Ridge

**Wheat Ridge**  
4803 Ward Road  
Wheat Ridge, CO 80033

### Northern

#### Fort Collins

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

**Spring Creek**  
1136 E. Stuart St.  
Building 3, Suite 200  
Fort Collins, CO 80525

#### Greeley

**Greeley**  
2429 35th Ave.  
Greeley, CO 80634

#### Loveland

**Loveland**  
4901 Thompson Parkway  
Loveland, CO 80534

### Southern

#### Colorado Springs

**Briargate**  
4105 Briargate Parkway, Suite 125  
Colorado Springs, CO 80920

**Parkside**  
215 Parkside Drive  
Colorado Springs, CO 80910

**Premier**  
3920 North Union Blvd.  
Colorado Springs, CO 80907

#### Pueblo

**Acero**  
2625 W. Pueblo Blvd.  
Pueblo, CO 81004

**Pueblo North**  
3670 Parker Blvd., Suite 200  
Pueblo, CO 81008

## Urgent Care

If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate or help you schedule an appointment. Most locations have extended hours. Call **303-338-4545** or **1-800-218-1059 (TTY 711)** for the latest hours of operation.

## Central

### Aurora

**Aurora Centrepont Medical Offices**  
14701 E. Exposition Ave.  
Aurora, CO 80012

### Boulder

**Concentra Urgent Care**  
3300 N. 28th St.  
Boulder, CO 80301  
303-541-9090

### Lakewood

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

### Lone Tree

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

### Longmont

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

**UCHealth Urgent Care – Main Street**  
2101 Main St.  
Longmont, CO 80501  
**720-745-8030**

**Orthopaedic & Spine Center  
of the Rockies – Urgent Care  
(orthopedics only)**  
1610 Dry Creek Dr.  
Longmont, CO 80503  
**303-772-1600**

### Thornton

**Concentra Urgent Care**  
500 E. 84th Ave., Suite B14  
Thornton, CO 80229  
**303-287-7070**

**Concentra Urgent Care**  
550 E. Thornton Pkwy, Suite 110  
Thornton, CO 80229  
**720-872-0399**

### Pediatric care (only) available at the following facilities

**Children’s Hospital Colorado<sup>9</sup>  
North Campus, Broomfield**  
469 W. State Highway 7  
Broomfield, CO 80023  
**720-777-1340**

**Children’s Hospital Colorado<sup>9</sup>  
South Campus, Highlands Ranch**  
1811 Plaza Dr.  
Highlands Ranch, CO 80219  
**720-478-1234**

**Children’s Hospital Colorado<sup>9</sup>  
Wheat Ridge**  
3455 N. Lutheran Parkway, Suite 230  
Wheat Ridge, CO 80033  
**720-777-1370**

### Urgent Care at Home<sup>9</sup>

DispatchHealth delivers high-quality health care to your home. Available for Denver/Boulder members, 7 days a week, from 7 a.m.–10 p.m., **720-588-9686 (TTY 711)**.

## Northern

### Estes Park

**Estes Park Urgent Care Center**  
420 Steamer Dr  
Estes Park, CO 80517  
**970-577-4500**

### Fort Collins

**Banner Urgent Care**  
110 E. Boardwalk  
Fort Collins, CO 80525  
970-821-1500

### Greeley

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

**NextCare Urgent Care**  
1011 39th Ave., Suite A  
Greeley, CO 80634  
**970-351-8181**

### Loveland

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

## Southern

### Cañon City

**Centura Health Urgent Care**  
3245 East US Highway 50, Unit E  
Canon City, CO 81212  
**719-285-2888**

### Colorado Springs

**Alliance Urgent Care<sup>9</sup>**  
9320 Grand Cordera Parkway  
Suite 100  
Colorado Springs, CO 80924  
**719-282-6337**

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

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

**Centura Health Urgent Care  
Powers Pointe**  
5607 Barnes Road, Suite 140  
Colorado Springs, CO 80917  
**719-776-3851**

**Concentra Urgent Care<sup>9</sup>**  
2322 S. Academy Blvd.  
Colorado Springs, CO 80916  
**719-390-1727**

**Concentra Urgent Care<sup>9</sup>**  
4083 Austin Bluffs Parkway  
Colorado Springs, CO 80918  
**719-594-0046**

**Concentra Urgent Care<sup>9</sup>**  
402 W. Bijou St.  
Colorado Springs, CO 80905  
**719-302-6942**

**Concentra Urgent Care<sup>9</sup>**  
5320 Mark Dabling Blvd.  
Building 7, Suite 100  
Colorado Springs, CO 80918  
**719-592-1584**

**Concentra Urgent Care<sup>9</sup>**  
6011 E. Woodmen Road, Suite 100  
Colorado Springs, CO 80923  
**719-571-8888**

**UCHealth Urgent Care<sup>9</sup>**  
1035 Garden of the Gods Road  
Suite 120  
Colorado Springs, CO 80907  
**719-365-3200**

**UCHealth Urgent Care<sup>9</sup>**  
4323 Integrity Center Point  
Colorado Springs, CO 80917  
**719-591-2558**

**UCHealth Urgent Care<sup>9</sup>**  
2767 Janitell Road  
Colorado Springs, CO 80906  
**719-365-2888**

**UCHealth Urgent Care<sup>9</sup>**  
13445 Voyager Parkway  
Colorado Springs, CO 80921  
**719-365-3200**

#### **Falcon**

**Falcon Urgent Care**  
7475 McLaughlin Road  
Falcon, CO 80831  
**719-495-9994**

**UCHealth Urgent Care<sup>9</sup>**  
11605 Meridian Market View, Suite 184  
Falcon, CO 80831  
**719-364-9560**

#### **Fountain**

**Centura Health Urgent Care Fountain**  
7955 Fountain Mesa Road  
Fountain, CO 80817  
**719-776-3737**

#### **Monument**

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

#### **Pueblo**

**Concentra Urgent Care<sup>9</sup>**  
4117 N. Elizabeth St.  
Pueblo, CO 81008  
**719-545-0788**

**Concentra Urgent Care<sup>9</sup>**  
4112 Outlook Blvd., Suite 325  
Pueblo, CO 81008  
**719-562-6300**

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

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

**Southern Colorado Clinic, PC**  
109 S Burlington Dr.  
Pueblo West, CO 81007  
**719-553-2205**

## **Emergency Care**

If you think you are experiencing an emergency medical condition, call **911**, or if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

### **Central**

#### **Aurora**

**HealthONE The Medical Center of  
Aurora South Campus**  
1501 S. Potomac St.  
Aurora, CO 80012  
**303-695-2600**

#### **Denver**

**Intermountain Healthcare  
(SCL Health) Saint Joseph Hospital<sup>9</sup>**  
1375 E. 19th Ave.  
Denver, CO 80218  
**303-812-2000**

#### **Englewood**

**HealthONE Swedish Medical Center**  
501 E. Hampden Ave.  
Englewood, CO 80113  
**303-788-6555**

#### **Lafayette**

**Intermountain Healthcare  
(SCL Health) Good Samaritan  
Medical Center<sup>9</sup>**  
200 Exempla Circle  
Lafayette, CO 80026  
**303-689-4000**

#### **Lakewood**

**HealthONE Swedish Belmar ER**  
260 S. Wadsworth Blvd.  
Lakewood, CO 80226  
**720-417-7200**

#### **Littleton**

**HealthONE Swedish  
Southwest ER**  
6196 S. Ammons Way  
Littleton, CO 80123  
**303-788-6911**

#### **Lone Tree**

**HealthONE Sky Ridge  
Medical Center**  
10101 RidgeGate Parkway  
Lone Tree, CO 80124  
**720-225-5362**

#### **Northglenn**

**Intermountain Healthcare  
(SCL Health) Saint Joseph Emergency  
Northglenn<sup>9</sup>**  
11900 Grant St.  
Northglenn, CO 80233  
**720-573-5095**

#### **Parker**

**HealthONE Sky Ridge  
South Parker ER**  
12223 Pine Bluffs Way  
Parker, CO 80134  
**720-347-6100**

#### **Thornton**

**HealthONE North Suburban  
Northeast ER**  
12793 Holly St.  
Thornton, CO 80241  
**303-280-6640**

#### **Wheat Ridge**

**Intermountain Healthcare  
(SCL Health) Lutheran  
Medical Center<sup>9</sup>**  
8300 W. 38th Ave.  
Wheat Ridge, CO 80033  
**303-425-4500**

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

**Children's Hospital Colorado  
Anschutz Medical Campus<sup>9</sup>**  
13123 E. 16th Ave.  
Aurora, CO 80045  
**720-777-1234**

**Children's Hospital Colorado  
North Campus<sup>9</sup>**  
469 W. State Highway 7  
Broomfield, CO 80023  
**720-777-1340**

**Children's Hospital Colorado  
South Campus<sup>9</sup>**  
1811 Plaza Dr  
Highlands Ranch, CO 80129  
**720-478-1234**

**Rocky Mountain  
Hospital for Children<sup>9</sup>**  
2001 N. High St.  
Denver, CO 80205  
**720-754-1000**

## Northern

### Estes Park

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

### Fort Collins

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

### Greeley

**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**

### Loveland

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

## Southern

### Cañon City

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

### Colorado Springs

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

**Centura Health St. Francis Medical Center**  
6001 E. Woodmen Road  
Colorado Springs, 80923  
**719-571-1000**

**UCHealth ER<sup>9</sup>**  
3790 E. Woodmen Road  
Colorado Springs, CO 80920  
**719-264-5080**

**UCHealth Memorial Hospital Central<sup>9</sup>**  
1400 E. Boulder St.  
Colorado Springs, CO 80909  
**719-365-5000**

**UCHealth Memorial Hospital North<sup>9</sup>**  
4050 Briargate Parkway  
Colorado Springs, CO 80920  
**719-364-5000**

**UCHealth ER<sup>9</sup>**  
13510 Meadowgrass Drive  
Colorado Springs, CO 80921  
**719-487-2060**

**UCHealth ER<sup>9</sup>**  
2770 N. Powers Blvd.  
Colorado Springs, CO 80922  
**719-638-3000**

**UCHealth Grandview Hospital<sup>9</sup>**  
5623 Pulpit Peak View  
Colorado Springs, CO 80918  
**719-272-3600**

### Fountain

**UCHealth ER<sup>9</sup>**  
7890 Fountain Mesa Road  
Fountain, CO 80817  
**719-390-2680**

### Pueblo

**Centura Health St. Mary-Corwin Medical Center**  
1008 Minnequa Ave.  
Pueblo, CO 81004  
**1-800-228-4039**

**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**

### Woodland Park

**UCHealth Pikes Peak Regional Hospital<sup>9</sup>**  
16420 W. U.S. Highway 24  
Woodland Park, CO 80863  
**719-374-6060**

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

**Children's Hospital Colorado, Colorado Springs<sup>9</sup>**  
4090 Briargate Parkway  
Colorado Springs, CO 80920  
**719-305-1234**

## Extended Hours

*from affiliated providers*

## Northern

### Berthoud

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

### Fort Collins

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

### Johnstown

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

### Loveland

**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 80538  
**970-820-5000**

### Windsor

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

## Southern

### Colorado Springs

**Optum Medical Group<sup>9</sup>**  
1633 Medical Center Point  
Colorado Springs, CO 80907  
**719-632-5109**

**Optum Medical Group<sup>9</sup>**  
600 S. 21st St.  
Colorado Springs, CO 80904  
**719-522-1133**

### Monument

**Optum Medical Group<sup>9</sup>**  
15909 Jackson Creek Parkway  
Monument, CO 80132  
**719-522-1133**

## ● Behavioral Health

Visit [kp.org/getcare](http://kp.org/getcare) for more information about all your mental health care options. You can schedule appointments at [kp.org/appointments](http://kp.org/appointments) or by calling the appropriate number for the area where you live.

### Central

Call **303-471-7700** (TTY **711**), Monday–Friday, 8:30 a.m.–5 p.m.

#### Boulder

**Baseline Behavioral Health**  
580 Mohawk Drive  
Boulder, CO 80303

#### Denver

**Highline Behavioral Health**  
10350 E. Dakota Ave.  
Denver, CO 80247  
*Entrance located on east side of building*

#### Skyline Medical Offices

1375 E. 20th Ave.  
Denver, CO 80205  
*Addiction Medicine services only*

#### Highlands Ranch

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

#### Longmont

#### Longmont Medical Offices

2345 Bent Way  
Longmont, CO 80503

#### Westminster

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

### Northern

Call **1-866-359-8299** (TTY **711**), Monday–Friday, 8:30 a.m.–5 p.m.

### Southern

Call **1-866-702-9026** (TTY **1-866-835-2755**), anytime day or night.

## ◆ Inpatient Hospital Care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of the following in-plan hospitals. For questions about your hospital admission copayment, deductible, or coinsurance, please review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

### Central

#### Aurora

Children’s Hospital Colorado  
Anschutz Medical Campus<sup>9</sup>  
HealthONE The Medical Center of Aurora

#### Broomfield

Children’s Hospital Colorado  
North Campus<sup>9</sup>

#### Denver

HealthONE Presbyterian/  
St. Luke’s Medical Center  
Intermountain Healthcare  
(SCL Health) Saint Joseph Hospital<sup>9</sup>  
Rocky Mountain Hospital  
for Children<sup>9</sup>

#### Englewood

HealthONE Swedish Medical Center

#### Highlands Ranch

Children’s Hospital Colorado  
South Campus<sup>9</sup>

#### Lafayette

Intermountain Healthcare  
(SCL Health) Good Samaritan  
Medical Center<sup>9</sup>

#### Lone Tree

HealthONE Sky Ridge Medical Center

#### Wheat Ridge

Intermountain Healthcare  
(SCL Health) Lutheran Medical  
Center<sup>9</sup>

### Northern

#### Estes Park

Estes Park Medical Center

#### Fort Collins

Banner Fort Collins Medical Center

#### Greeley

Banner North Colorado  
Medical Center

#### Loveland

Banner McKee Medical Center

### Southern

#### Cañon City

Centura Health St. Thomas More  
Hospital

#### Colorado Springs

Centura Health Penrose Hospital

Centura Health St. Francis  
Medical Center

Children’s Hospital Colorado,  
Colorado Springs<sup>9</sup>

UCHealth Grandview Hospital<sup>9</sup>

UCHealth Memorial Hospital Central<sup>9</sup>

UCHealth Memorial Hospital North<sup>9</sup>

#### Pueblo

Parkview Medical Center

#### Woodland Park

UCHealth Pikes Peak  
Regional Hospital<sup>9</sup>



For the latest information on all of our facilities, including hours and department listings, visit [kp.org/locations](http://kp.org/locations).

# Notices and references

## 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, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services 1-800-632-9700 (TTY 711).

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](https://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](https://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).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶቻችን በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY 711)።

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

**Bàsó ò Wù qù (Bassa) Dè qe nià ke dyéqé gbo:** Ɔ jũ ké n̄Bàsò-ò-wùqù-po-nyò jũ ní, n̄í, à wuqù kà kò qò po-poò bé in m̄gbo kpáa. Ɖá **1-800-632-9700** (TTY 711)

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

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

### Français (French) ATTENTION:

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-632-9700** (TTY 711).

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

**Igbo (Igbo) NRỤBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịiri ị. Kpọọ **1-800-632-9700** (TTY 711).

**日本語 (Japanese) 注意事項:** 日本語を話さる場合、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。

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

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hól'ó, koj'í' hódíílnih 1-800-632-9700 (TTY 711).

**नेपाली (Nepali) ध्यान दिनुहोस्:** तपांले नेपाली बोल्नुहुन्छ भने तपांको ननमतत भाषा सहायता सेवाहन शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गर्नहोस ।

**Afaan Oromoo (Oromo) XIYYEEFFANNA:** Afaan dubbattu Oroomiffa, tajaajila 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, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang 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. Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.
2. Online chat with a clinician or mental health specialist, as well as video and phone services, are offered at no additional cost for most health plans. With some PPO or high-deductible health plans, a copayment, coinsurance, or deductible must be met first before these services are provided at no additional cost.
3. These services are available when you see Kaiser Permanente providers.
4. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.
5. The Ginger coaching services described are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old. The coaching services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members, aged 18 and older, who become members of Kaiser Permanente. The coaching services are not available to anyone enrolled in the State of Colorado's Fee-for-Service Medicaid program and receiving primary care medical provider services from Kaiser Permanente.
6. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
7. Available for members with HMO, DHMO, or high-deductible plan with an HSA, and HMO in-plan tier of a point-of-service plans. 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.
8. 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.
9. In-network for members on KP Select plans.

# Thank you for choosing Kaiser Permanente.

We're here to answer your questions – from where to get care to understanding your benefits.



## Member Services

303-338-3800 or 1-800-632-9700 (TTY 711),  
Monday–Friday, 8 a.m.–6 p.m.

## Clinical Contact Center (24/7 medical advice)

For appointments, book online at [kp.org/appointments](https://kp.org/appointments)  
or call 303-338-4545 or 1-800-218-1059 (TTY 711),  
Monday–Friday, 6 a.m.–7 p.m.

## Online/mobile care

[kp.org/getcare](https://kp.org/getcare)

## Resources at [kp.org](https://kp.org)

The Kaiser Permanente website is your health toolbox.  
Go to [kp.org](https://kp.org) to find information about:

- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Life care planning
- And more

Kaiser Foundation Health Plan of Colorado, Inc. (KFHP) underwrites the HMO Network Provider Tier, and Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and Non-Participating Provider Tier of the 3-Tiered POS Plan. Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the Participating Provider Tier and the Non-Participating Provider Tier.