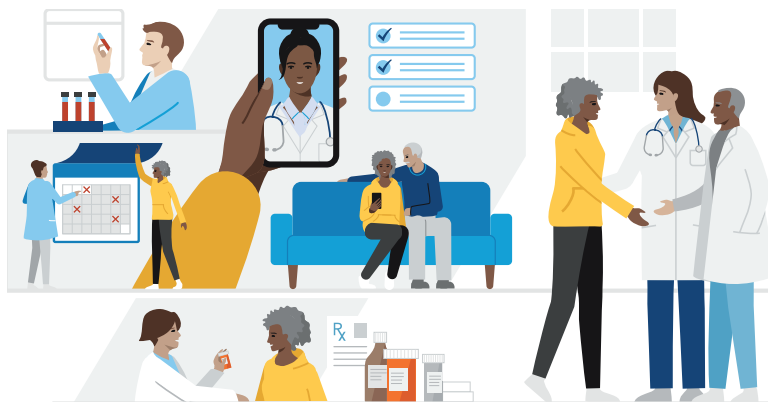




Health care options for all that is you

A guide to getting the care
you and your family need

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 from other health care providers. Your doctors are connected to each other across different specialties and locations through your electronic health record and have instant access to your recorded medical history – including prescriptions, X-rays, labs, and test results.¹ This enables them to coordinate your care – so you don't have to. Learn more at 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
or call 303-338-4545 or 1-800-218-1059 (TTY 711),
Monday–Friday, 6 a.m.–7 p.m.

Online and mobile care options



Online chat²

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^{2,3,4}

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



24/7 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^{2,4}

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.



Email

Message your Kaiser Permanente doctor's office with nonurgent medical questions and get a reply, usually within 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/co.



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

- Schedule or cancel routine appointments³
- Refill prescriptions
- View most lab results³
- Pay medical bills
- And more!

Set up your account at **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. No referral is required for routine outpatient mental health services.

- Appointments with a mental health clinician through phone,⁴ video,⁴ or in-person visits
- Online chat with a mental health clinician
- 24/7, one-on-one emotional support through the Headspace Care app⁵
- Tips for meditation, improved sleep, and mental resilience through the Calm app⁵

Connect to care, services, and support near you

Call us to get answers to questions about mental health care appointments and advice. Our staff will walk you through a brief screening questionnaire and guide you to the right path to get the mental health support you need, with no referral needed.

- Denver/Boulder: **303-471-7700** or **1-866-359-8299** (TTY 711), Monday-Friday, 8 a.m.-6:30 p.m.
- Southern Colorado: **1-866-702-9026** (TTY **1-866-835-2755**), 24 hours a day, 7 days a week.



Routine care

Routine care consists of visits to your clinician for a checkup, preventive screenings, or nonurgent health issues.



Specialty care

Specialty care involves services from doctors trained in specific areas of care, such as cardiology, orthopedics, and more. A referral is needed to be seen in Kaiser Permanente allergy, dermatology, and urology departments (depending on your benefit coverage). For most other specialists, no referral is needed. However, many health conditions can be effectively treated by your personal doctor.



Pediatric care

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



Schedule an appointment³

Schedule routine, specialty, and pediatric appointments at **kp.org**, through our 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.



Urgent care

This can include minor injuries, backaches, earaches, sore throats, coughs, upper respiratory symptoms, and frequent urination or a burning sensation when urinating. See page 10 for urgent care locations.



Urgent care at home

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



Emergency care

Emergency care is for medical or psychiatric conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness
- Severe shortness of breath
- Severe, persistent bleeding
- Broken bones and head injuries
- Severe fever, violent vomiting

See locations on pages 12-13.

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**.



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 office 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.⁶ Call Member Services with questions at **303-338-3800** or **1-800-632-9700 (TTY 711)**.

Pharmacy and other services

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



Prescription delivery⁷

Get most medications delivered. Standard delivery is 5 to 7 days at no extra cost. You can fill prescriptions online at **kp.org**, through our mobile app, or by calling the pharmacy at a Kaiser Permanente medical office of your choice at **1-866-523-6059** (TTY 711).



In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Order refills or new prescriptions at **kp.org/rxrefill** for pickup usually within 24 hours, or select priority pickup and get your refill usually within 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**.



Same-day/next-day delivery

Request same-day/next-day delivery on most 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**.



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 office 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 **303-614-1070 (TTY 711)**, Monday-Friday, or visit **kp.org/coaching**.



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.⁸ Urgent and emergency care are available anywhere in the world.

In-person care locations

Colorado medical facilities

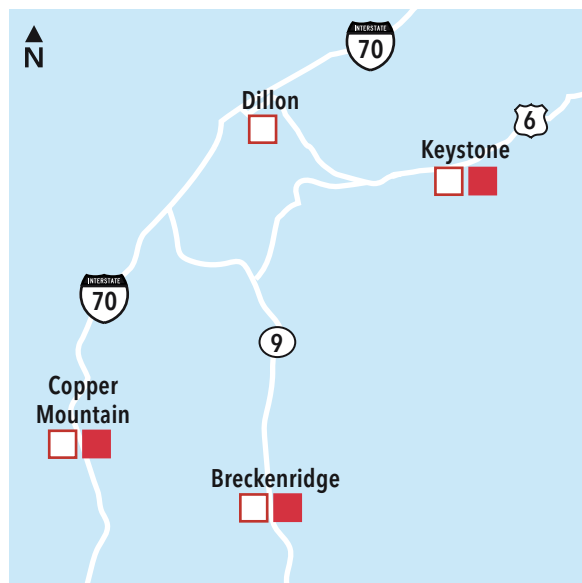
29	Kaiser Permanente medical offices	●
57	Urgent care facilities	□
49	Emergency care facilities	■
6	Behavioral health offices	▲

There are **1,200+** Kaiser Permanente physicians and **22,000+** affiliated plan providers at locations across Colorado.

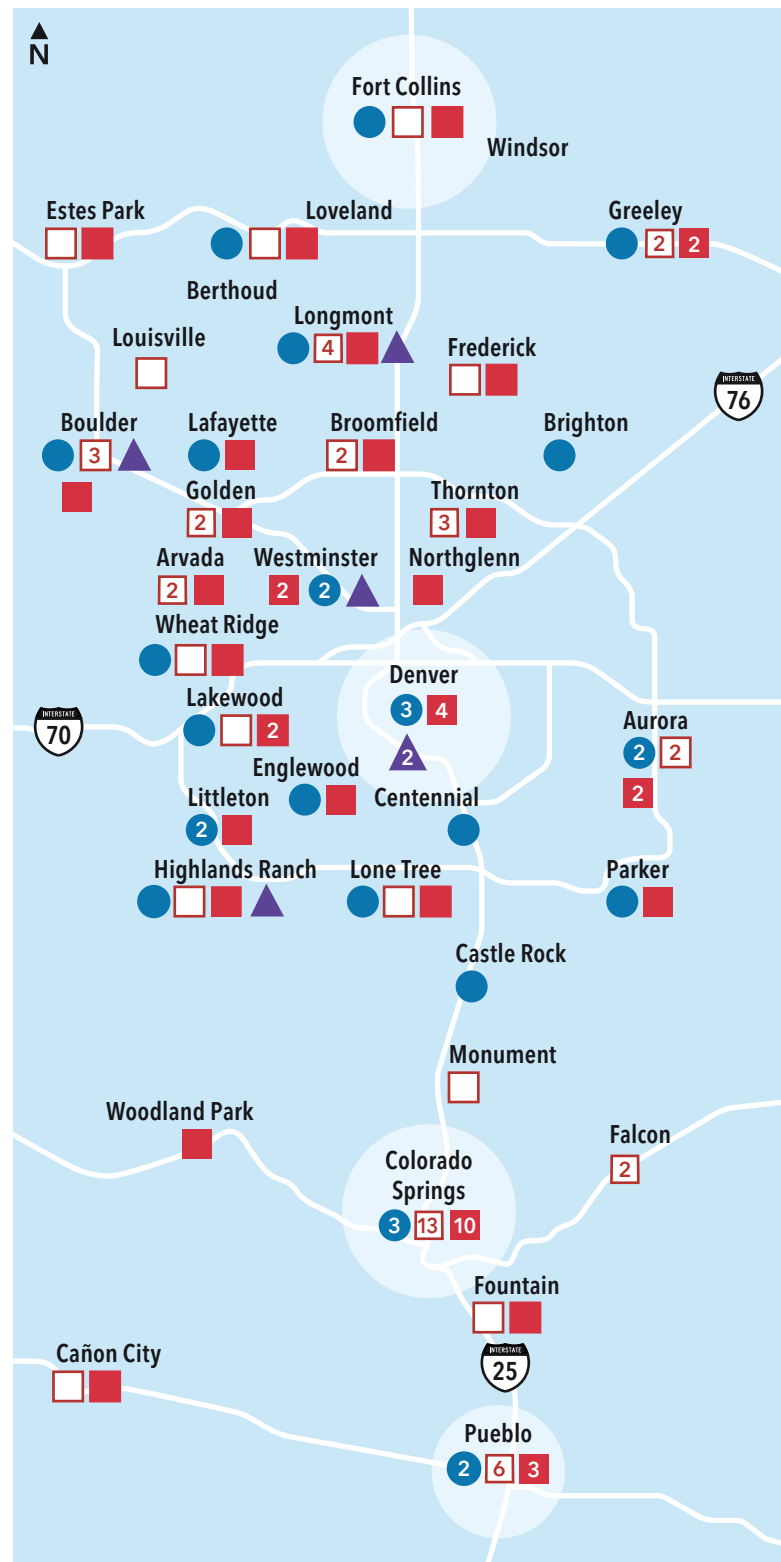
Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change.

For the most up-to-date list of providers and facilities included in your plan, visit kp.org/locations.

For KP Select plans, visit kp.org/kpselect/co.
For Kaiser Permanente Colorado Option plans, visit kp.org/co-option.



Maps not to scale



Maps not to scale

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

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 determine what type of care is most appropriate for your need. Call **303-338-4545** or **1-800-218-1059 (TTY 711)**, anytime, day or night.

Central

Arvada

CommonSpirit Emergency & Urgent Care Arvada
16320 W. 64th Ave.
Arvada, CO 80007
303-925-4560

NextCare Urgent Care – 52nd Ave.
7380 W. 52nd Ave., Unit I
Arvada, CO 80002
303-463-5941

Aurora

Aurora Centrepont Medical Offices
14701 E. Exposition Ave.
Aurora, CO 80012
303-338-4545

NextCare Urgent Care – Hampden
18890 W. Hampden Ave.
Aurora, CO 80013
303-617-1604

Boulder

AFC Baseline Urgent Care
4800 Baseline Road, Unit D106
Boulder, CO 80303
720-961-9700

AFC Boulder Urgent Care
2795 Pearl St., Suite 106
Boulder, CO 80302
720-961-9700

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

Broomfield

NextCare Urgent Care – 121st
4590 W 121st Ave.
Broomfield, CO 80020
303-439-4544

Frederick

CommonSpirit Emergency & Urgent Care Indian Peaks
4943 State Highway 52, Suite 100
Frederick, CO 80514
303-925-4840

Golden

CommonSpirit Emergency & Urgent Care Golden
760 Warner Drive
Golden, CO 80401
303-925-4360

NextCare Urgent Care – Golden
17121 S. Golden Road, Suite C150
Golden, CO 80401
720-506-1332

Lakewood

Lakewood Medical Offices
8383 W. Alameda Ave.
Lakewood, CO 80226
303-338-4545

Lone Tree

Lone Tree Medical Offices
10240 Park Meadows Drive
Lone Tree, CO 80124
303-338-4545

Longmont

AFC Longmont Urgent Care
589 S. Hover St., Suite 500
Longmont, CO 80501
720-961-9700

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 Drive
Longmont, CO 80503
303-772-1600

Louisville

AFC Louisville Urgent Care
1335 E. South Boulder Road, Suite C
Louisville, CO 80027
720-961-9700

Thornton

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

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

NextCare Urgent Care – Thornton
9720 Grant St.
Thornton, CO 80229
303-756-3499

Pediatric care (only) available at the following facilities

Children's Hospital Colorado North Campus, Broomfield
469 State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado South Campus, Highlands Ranch
1811 Plaza Drive
Highlands Ranch, CO 80219
720-478-1234

Children's Hospital Colorado 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 for Denver/Boulder members, 7 days a week, 7 a.m.-10 p.m., **720-588-9686 (TTY 711)**.

Mountain

Breckenridge

CommonSpirit Emergency & Urgent Care Center Breckenridge
555 S. Park Ave., Plaza II
Breckenridge, CO 80424
970-453-1010

Copper Mountain

CommonSpirit Emergency & Urgent Care Center Copper Mountain
860 Copper Road
Copper Mountain, CO 80443
970-968-2330

Dillon

Peaks Urgent Care
956 W. Anemone Trail
Dillon, CO 80435
970-485-6826

Keystone

CommonSpirit Emergency & Urgent Care Center Keystone
1252 County Road 8
Keystone, CO 80435
970-468-6677

Northern

Estes Park

Estes Park Urgent Care Center

420 Steamer Drive
Estes Park, CO 80517
970-577-4500

Fort Collins

Banner Urgent Care

110 E. Boardwalk Drive
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

CommonSpirit Urgent Care

Cañon City
3245 East US Highway 50
Cañon City, CO 81212
719-285-2888

Colorado Springs

Alliance Urgent Care

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

CommonSpirit Urgent Care Circle

3027 N. Circle Drive
Colorado Springs, CO 80909
719-776-3216

CommonSpirit Urgent Care

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

CommonSpirit Urgent Care

Powers Pointe
5607 Barnes Road, Suite 140
Colorado Springs, CO 80917
719-776-3851

Concentra Urgent Care

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

Concentra Urgent Care

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

Concentra Urgent Care

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

Concentra Urgent Care

5320 Mark Dabbling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

Concentra Urgent Care

6011 E. Woodmen Road, Suite 100
Colorado Springs, CO 80923
719-571-8888

UCHealth Urgent Care

1035 Garden of the Gods Road
Suite 120
Colorado Springs, CO 80907
719-365-3200

UCHealth Urgent Care

4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

UCHealth Urgent Care

2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

UCHealth Urgent Care

13445 Voyager Parkway
Colorado Springs, CO 80921
719-365-3220

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

Fountain

CommonSpirit Urgent Care Fountain

7955 Fountain Mesa Road
Fountain, CO 80817
719-776-3737

Monument

CommonSpirit Urgent Care Tri-Lakes

17230 Jackson Creek Parkway
Monument, CO 80132
719-571-7070

Pueblo

Concentra Urgent Care

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

Concentra Urgent Care

4112 Outlook Blvd., Suite 325
Pueblo, CO 81008
719-562-6300

Southern Colorado Clinic Urgent Care

2403 Santa Fe Drive, Suite 7
Pueblo, CO 81006
719-553-2206

Southern Colorado Clinic Urgent Care

3676 Parker Blvd.
Pueblo, CO 81008
719-553-2208

Southern Colorado Clinic Urgent Care

3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

Southern Colorado Clinic Urgent Care

109 S. Burlington Drive
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

Arvada

CommonSpirit Emergency & Urgent Care Arvada
16320 W. 64th Ave.
Arvada, CO 80007
303-925-4560

Aurora

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

Boulder

Boulder Community Foothills Hospital
4747 Arapahoe Ave.
Boulder, CO 80303
303-415-7000

Denver

HCA HealthONE Rose Medical Center
4567 E. 9th Ave.
Denver, CO 80220
303-320-2121

HCA HealthONE Presbyterian St. Luke's Medical Center
1719 E. 19th Ave.
Denver, CO 80218
720-754-6000

Intermountain Health Saint Joseph Hospital
1375 E. 19th Ave.
Denver, CO 80218
303-812-2000

Englewood

HCA HealthONE Swedish Medical Center
501 E. Hampden Ave.
Englewood, CO 80113
303-788-5000

Frederick

CommonSpirit Emergency & Urgent Care Indian Peaks
4943 State Highway 52, Suite 100
Frederick, CO 80514
303-925-4840

Golden

CommonSpirit Emergency & Urgent Care Golden
760 Warner Drive
Golden, CO 80401
303-925-4360

Lafayette

Intermountain Health Good Samaritan Medical Center
200 Exempla Circle
Lafayette, CO 80026
303-689-4000

Lakewood

CommonSpirit St. Anthony Hospital
11600 W. 2nd Place
Lakewood, CO 80228
720-321-0000

HCA HealthONE Swedish Belmar ER
260 S. Wadsworth Blvd.
Lakewood, CO 80226
303-932-6911

Littleton

HCA HealthONE Swedish Southwest ER
6196 S. Ammons Way
Littleton, CO 80123
303-932-6911

Lone Tree

HCA HealthONE Sky Ridge Medical Center
10101 Ridgeway Parkway
Lone Tree, CO 80124
720-225-1000

Longmont

CommonSpirit Longmont United Hospital
1950 Mountain View Ave.
Longmont, CO 80501
303-651-5111

Northglenn

Intermountain Health Saint Joseph Hospital Northglenn ER
11900 Grant St.
Northglenn, CO 80233
303-812-5095

Parker

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

Thornton

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

Westminster

CommonSpirit St. Anthony North Hospital
14300 Orchard Parkway
Westminster, CO 80023
720-627-0000

CommonSpirit Emergency Center 84th Ave. Neighborhood
2551 W. 84th Ave.
Westminster, CO 80031
303-426-2151

Wheat Ridge

Intermountain Health Lutheran Medical Center
12911 W. 40th Ave.
Wheat Ridge, CO 80033
303-425-4500

Pediatric care (only) available at the following facilities

Children's Hospital Colorado Anschutz Medical Campus
13123 E. 16th Ave.
Aurora, CO 80045
720-777-1234

Children's Hospital Colorado North Campus
469 State Highway 7
Broomfield, CO 80023
720-777-1340

Children's Hospital Colorado South Campus
1811 Plaza Drive
Highlands Ranch, CO 80129
720-478-1234

Rocky Mountain Hospital for Children
2001 N. High St.
Denver, CO 80205
720-754-1000

Mountain

Breckenridge

CommonSpirit Emergency & Urgent Care Center Breckenridge

555 S. Park Ave. Plaza II
Breckenridge, CO 80424
770-453-1010

Copper Mountain

CommonSpirit Emergency & Urgent Care Center Copper Mountain

860 Copper Road
Copper Mountain, CO 80443
770-968-2330

Keystone

CommonSpirit Emergency & Urgent Care Center Keystone

1252 County Road 8
Keystone, CO 80435
770-468-6677

Northern

Estes Park

Estes Park Medical Center

555 Prospect Ave.
Estes Park, CO 80517
770-586-2317

Fort Collins

Banner Fort Collins Medical Center

4700 Lady Moon Drive
Fort Collins, CO 80528
770-821-4000

Greeley

Banner North Colorado Emergency Care

2000 70th Ave.
Greeley, CO 80634
770-810-2636

Banner North Colorado Medical Center

1801 16th St.
Greeley, CO 80631
770-810-4121

Loveland

Banner McKee Medical Center

2000 N. Boise Ave.
Loveland, CO 80538
770-820-4640

Southern

Cañon City

CommonSpirit St. Thomas More Hospital

1338 Phay Ave.
Cañon City, CO 81212
719-285-2000

Colorado Springs

CommonSpirit St. Francis Hospital – Interquest

10860 New Allegiance Drive
Colorado Springs, CO 80921
719-757-7000

CommonSpirit Penrose Hospital

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

CommonSpirit St. Francis Medical Center

6001 E. Woodmen Road
Colorado Springs, 80923
719-776-5000

UCHealth ER

3790 E. Woodmen Road
Colorado Springs, CO 80920
719-364-7080

UCHealth Memorial Hospital Central

1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-5000

UCHealth Memorial Hospital North

4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-5000

UCHealth ER

13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-364-7010

UCHealth ER

2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-364-7030

UCHealth Grandview Hospital

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

Fountain

UCHealth ER – Fountain

7890 Fountain Mesa Road
Fountain, CO 80817
719-364-7050

Pueblo

CommonSpirit 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
719-585-1717

Woodland Park

UCHealth Pikes Peak Regional Hospital

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
4090 Briargate Parkway
Colorado Springs, CO 80920
719-305-1234

▲ Behavioral health

Visit kp.org/getcare/co for more information about all your mental health care options. You can schedule appointments at 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 a.m.–6:30 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 a.m.–6:30 p.m.

Southern

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

Inpatient hospital care

If you need surgery or an elective procedure or you have a planned delivery, your care team will discuss your options with you. Kaiser Permanente's extensive hospital network includes CommonSpirit facilities, such as St. Anthony, St. Anthony North, OrthoColorado, Longmont United, Penrose, St. Francis, St. Francis Interquest, St. Thomas More, and St. Mary-Corwin; HCA HealthONE Rose and Presbyterian St. Luke's; Intermountain Health's Saint Joseph, Good Samaritan, and Lutheran; Children's Hospital Colorado; Boulder Community Foothills Hospital; Banner Health; UCHealth's Memorial Central and Parkview Medical Center, and more.

To see in-network providers for your specific health plan, visit kp.org/locations or review your *Evidence of Coverage*, *Membership Agreement*, or *Certificate of Insurance*.



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. For the most up-to-date list of providers and facilities included in your plan, visit 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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, (TTY **1-800-537-7697**). Complaint forms are available at hhs.gov/ocr/office/file/index.html.

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 ሊያገኝዎት ተዘጋጅተዋል፡ ወደ ሚስተኛው 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**)

Bàsò ò Wù dǔ (Bassa) Dè dɛ nià kɛ dyédé gbo:
O jǔ ké m̀Bàsòò-wùdǔ-po-nyò jǔ ní, níí, à wuɖu kà kò dò po-poò béín m̀gbo kpáa. Dá **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. با **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, dịrị gị. 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 yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hól'ó, koj'í' hódíílnih 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान दिनुहोस्: तपा'ले नेपाली बोल्नुहुन्छ भने तपा'को ननमतत भाषा सहायता सेवाह न शुल्क पमा उपलब्ध छ । 1-800-632-9700 (TTY 711) फोन गर्नहोस् ।

Afaan Oromoo (Oromo) XIYYEEFFANNAA:
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 record. 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 copay, 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. Calm can be used by members 13 and over. The Headspace Care app and services are not available to any members under 18 years old. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost. The apps and services described above 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. The apps and services may be discontinued at any time. 6. Available for members with HMO, DHMO, or high deductible plan with an HSA, and HMO in-plan 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 Employees Health Benefits Program or Medicare. Medicare and Federal members should consult their *Evidence of Coverage (EOC)* or FEHB Brochure, respectively. 7. 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, Nebraska, North Carolina, Oklahoma, South Carolina, and South Dakota. 8. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

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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
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/co

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
- Life care planning
- And more