



Welcome to Kaiser Permanente

Get started in 3 easy steps

kp.org/newmember

kp.org/espanol

kp.org/newmember is also available in Spanish

 KAISER PERMANENTE®

Welcome,

Get started in 3 easy steps

Complete all 3 by visiting kp.org/newmember.



For help in your language, you may request language assistance at no cost to you by calling Member Services (see phone numbers on inside back cover).

Please refer to your *Evidence of Coverage* or Membership Agreement for more details on your plan or for specific limitations and exclusions.

Step 1

Create your online account

Go to kp.org/newmember or use the Kaiser Permanente app.

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your **medical record number** to create your account, which you can find on your member ID card.

Kp.org is also available in Spanish
kp.org/espanol.



You can also access your digital member ID card with the Kaiser Permanente app.

Online or on the app, stay on top of your health anytime, anywhere¹

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent health questions
- Schedule and cancel routine appointments
- Manage a family member's health care²

Step 2

Choose your doctor – and change anytime

Go to kp.org/newmember or call us at **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you.

Each covered family member may choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)
- Obstetrics-gynecology

Women 18 and older can choose an ob-gyn, as well as a personal doctor.



1. These features are available when you get care from Kaiser Permanente facilities. **2.** Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

Step 3

Get prescriptions

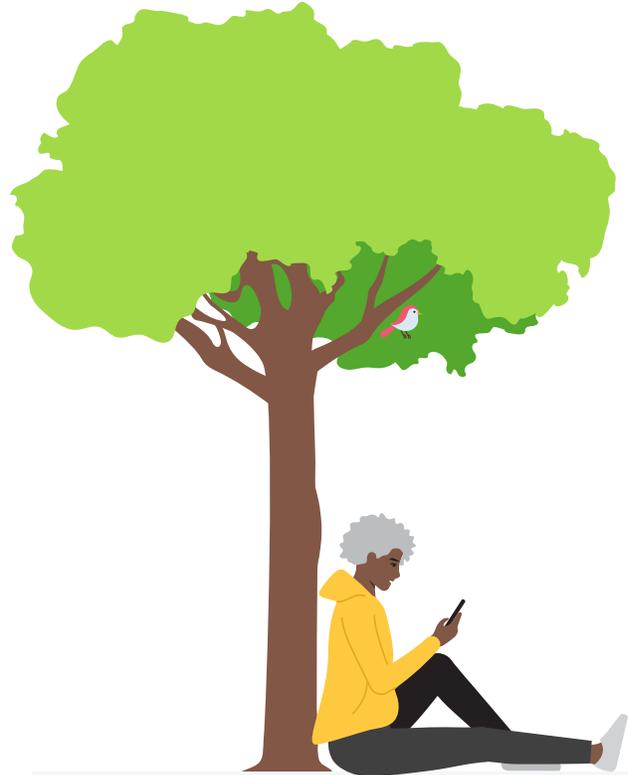
Go to kp.org/newmember and follow the steps to transition your prescriptions or call us at **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

You have options to help transition your prescriptions to a Kaiser Permanente pharmacy near you. Since this transition can take 2 or more business days, make sure to contact us before your first appointment or before you need a refill.

Get prescriptions by mail

Once you've transitioned your prescriptions, you can sign in to your online account and click "Pharmacy" to order refills.

For certain prescriptions, you can get refills delivered to you, usually within 5 to 7 days, through our mail-order pharmacy.¹ Standard delivery is available at no extra cost. And at most of our facilities, many services are often under one roof, making it easier to see your doctor and pick up prescriptions—all in one trip.



Resources for healthy living

Support for emotional wellness

Try 3 on-demand self-care apps today. Get help with anxiety, stress, mood, and more. Anytime you need it. Go to kp.org/selfcareapps to learn about Calm, Headspace Care, and myStrength, available at no additional cost to members.^{2,3,4}

1. Some restrictions apply and may vary by plan type. Check your plan benefits for more information. **2.** 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. **3.** Calm and myStrength can be used by members 13 and over. The Headspace Care app and services are not available to any members under 18 years old. **4.** 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.

It's easy to get the care you need

Schedule most appointments online at kp.org/appointments

or call us at **303-338-4545** or **1-800-218-1059 (TTY 711)**, Monday through Friday, from 6 a.m. to 7 p.m. For medical advice, call anytime day or night.

Convenient care options

At Kaiser Permanente, you've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit kp.org/getcare to learn more.

- **In-person:** Most locations offer many services under one roof, so you'll save time with a single trip.
- **Chat services:** Chat online with a clinician, pharmacist, financial counselor, member services, or a mental health specialist.¹
- **Scheduled phone or video visits:** Schedule time to talk with a clinician by phone or video. With most plans, there's no cost.^{1,2}
- **24/7 virtual care:** Fast, personalized support around the clock – no appointment needed. Get 24/7 care by phone or video from a clinician across the U.S.^{1,2}
- **Away from home:** Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900 (TTY 711)** for travel support.³

Seeing a Kaiser Permanente specialist

You don't need a referral for obstetrics-gynecology, optometry, mental health services, or treatment for substance use disorders. For other types of specialty care, your doctor can refer you.

Support for mental health

Everyone's mental health and wellness journey is different. We're committed to helping you find the best path for you. Kaiser Permanente services include:

- Online self-assessments
- Counseling and therapy
- Personalized healthy lifestyle programs
- Classes and support groups⁴



1. Online chat as well as video and phone services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance, or deductible first before being provided at no additional cost. Review your *Evidence of Coverage*, Membership Agreement, or call Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, Monday through Friday, from 8 a.m. to 6 p.m., for your plan details. **2.** 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. **3.** 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 11 p.m., and it reopens the day after a holiday at 5 a.m. **4.** Classes may vary by location, and some may require a fee.

In-person care options for you

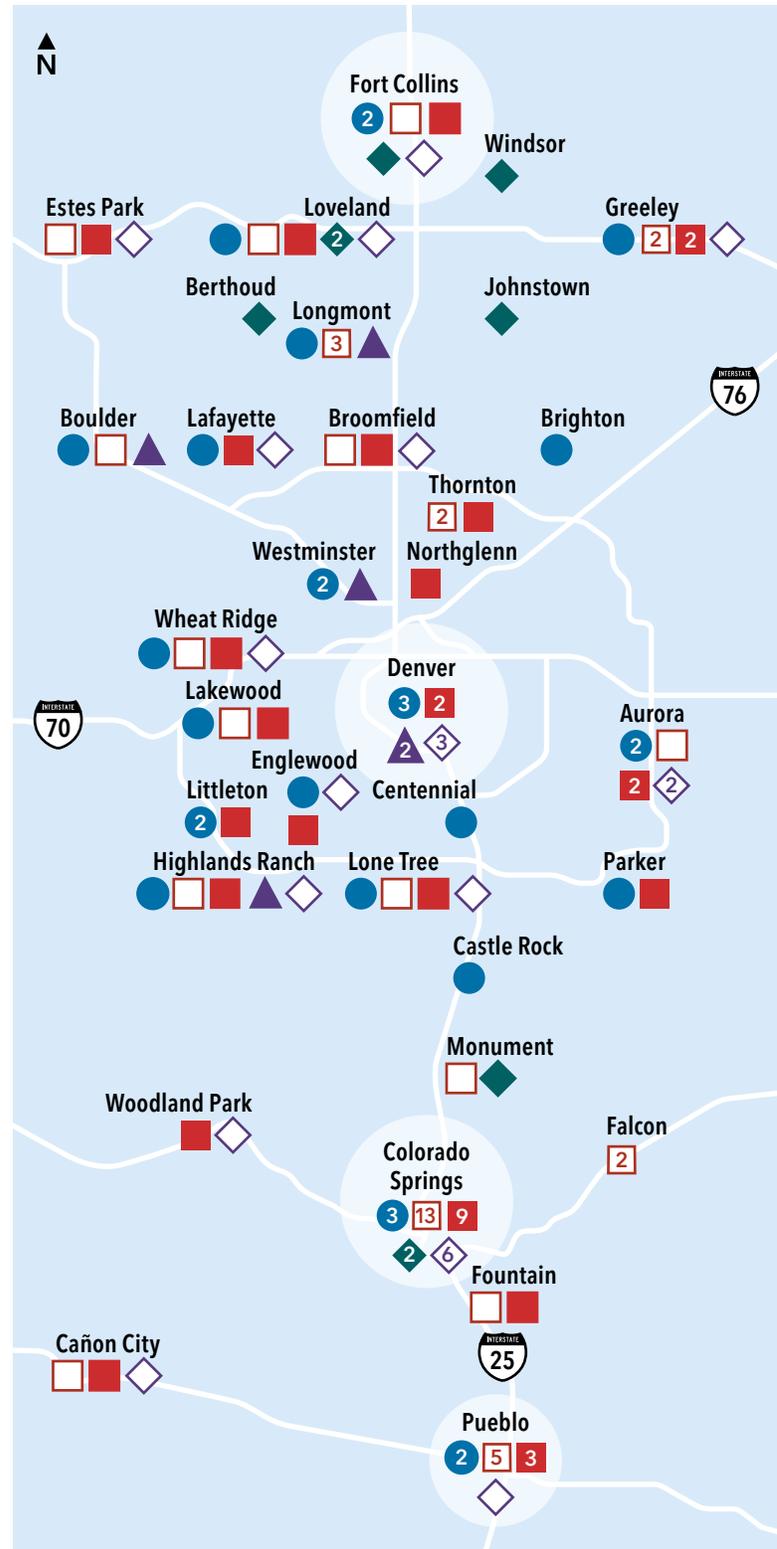
Colorado medical facilities

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

There are **1,300+** Kaiser Permanente physicians, and **14,000+** affiliated plan providers at locations across Colorado. For a full list of providers included in your plan, visit kp.org/locations.



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. In an emergency, call **911** or go to the nearest emergency department.



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

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 እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት 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**)።

Bàsòò Wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̀ Bàsòò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béin m̀ gbo kpáa. Đá **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) NRUBAMA: O bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. **Кроо 1-800-632-9700 (TTY 711)**.

日本語 (Japanese) 注意事項: 日本語を話される場合、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 yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éi ná hóló, kojí' hódíílnih **1-800-632-9700 (TTY 711)**.

नेपाली (Nepali) ध्यान दिनहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । **1-800-632-9700 (TTY: 711)** फोन गर्नुहोस् ।

Afaan Oromoo (Oromo) XIYEEFFANNA: 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)**.

Notes

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Important member information

Clinical Contact Center

Schedule most appointments online at kp.org/appointments or call us at **303-338-4545** or **1-800-218-1059** (TTY **711**), Monday through Friday, from 6 a.m. to 7 p.m. For medical advice, call anytime, day or night.

If you see an affiliated provider, contact that provider directly to schedule an appointment.

Member Services

We're here to help. Call us at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m., with questions about your benefits and coverage or to request a copy of your *Evidence of Coverage* or Membership Agreement, which have a complete list of the services covered in your plan.

Members on a Kaiser Permanente Select plan may also visit kp.org/kpselect/co for plan details.

Be informed

Your Annual Notices Guide includes important information about quality, utilization management, and your member rights and responsibilities. You can view this guide at kp.org/formsandpubs. You can also view quality and utilization management information at kp.org/quality, and you can view your member rights and responsibilities in full at kp.org/memberrights-co. For utilization management process or referral inquiries, call **1-877-895-2705** (TTY **711**), Monday through Friday, 8 a.m to 5 p.m. If you speak limited or no English, staff will provide a telephone interpreter to assist with utilization management questions, at no cost to you.



Kaiser Foundation Health Plan of Colorado
Communications
10350 E. Dakota Ave.
Denver, CO 80247

Important plan information

 Please recycle 1228621641 New Member Guidebook 2024

Let's get started

Your quick-start guide is inside.

