

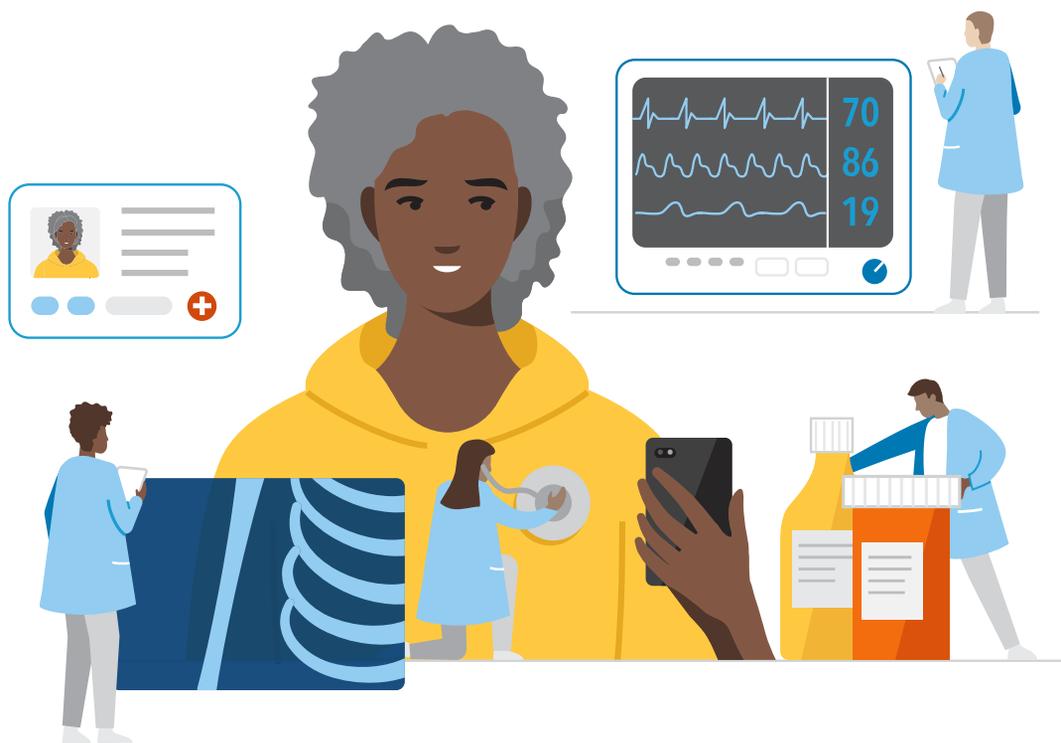
**Experience health
care the way it's
meant to be**



**Kaiser Permanente
2022 Enrollment Guide**

Why choose Kaiser Permanente? Because we believe you should thrive!

You do your best to care for yourself and those who rely on you. And that's why we're here for you. Kaiser Permanente offers care and coverage together, with 24/7 access that fits into your daily routine. So it's simpler. Easier. Better.



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.

Learn more about Kaiser Permanente

- Care at Kaiser Permanente is different 4
- Medical excellence is standard practice 5
- Manage your health with ease 6-8
- In-person care 9-11
 - Map of Colorado service area 10
 - Kaiser Permanente medical offices 11
- Care away from home 12
- Getting started with Kaiser Permanente is easy 13

Questions?

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



Care at Kaiser Permanente is different

Integrated care is simpler. Easier. Better.

As one of America's leading, nonprofit health plans, we deliver nationally recognized, integrated care—an approach originated by Kaiser Permanente. Integrated care is where doctors, pharmacists, and your entire care team share important information about you through an electronic health record.¹

For example, if you see a specialist, have a hospitalization, a new test or a procedure, all the providers involved in your care—including your primary care provider—are informed.¹ This helps them coordinate every aspect of your care—so you don't have to.

We believe you shouldn't have to manage your care among different doctors, pharmacies, labs, and imaging centers. That's our job.

Get seamless care with the help of your electronic health record¹



Share your health history and any concerns with your personal doctor.



Your doctor coordinates your care, so you don't have to worry about where to go or who to call next.



Future care teams have a full picture of your health history—without you having to repeat your story.



With your health records in hand, your care team knows your needs in the moment and reminds you to schedule checkups and tests. Plus, you can view your records 24/7.

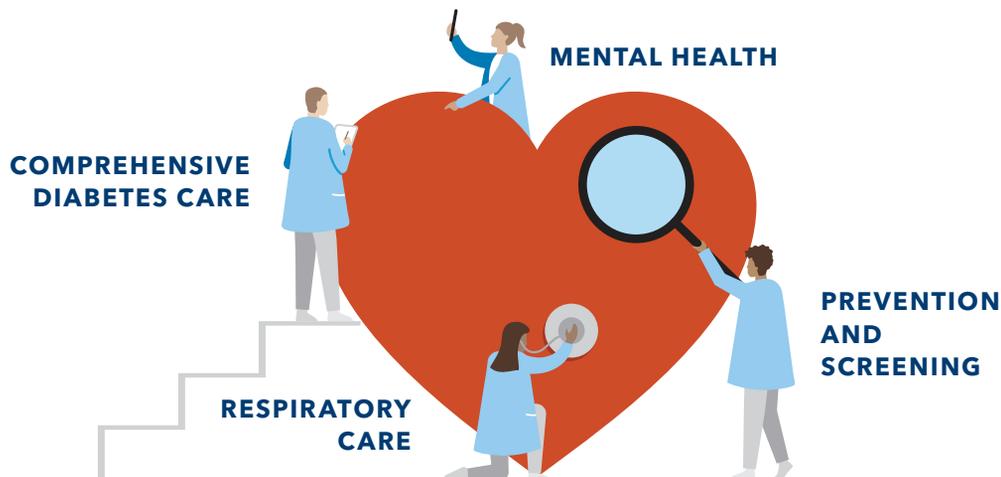
Come to where medical excellence is standard practice

Nationally Recognized Care

Year after year, many of Kaiser Permanente's highly skilled and trained physicians are honored as Top Doctors by 5280 magazine (121 in 2021), receive 5-star reviews online, and earn some of the highest clinical quality ratings from the National Committee for Quality Assurance (NCQA).²

Our doctors are known for catching problems early with preventive care. But, as one of the largest multispecialty groups in Colorado, if your health needs require specialized care, we have expert providers across many specialties who will create a personalized plan for your care.

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded, proven approach backed by advanced technology, we'll help you get the care you need to live life to the fullest.



#1 Kaiser Permanente is Colorado's highest-rated health plan²



In 2020, Kaiser Permanente led the nation as the top performer in 34 effectiveness-of-care measures. The closest competitor led in only 17.³

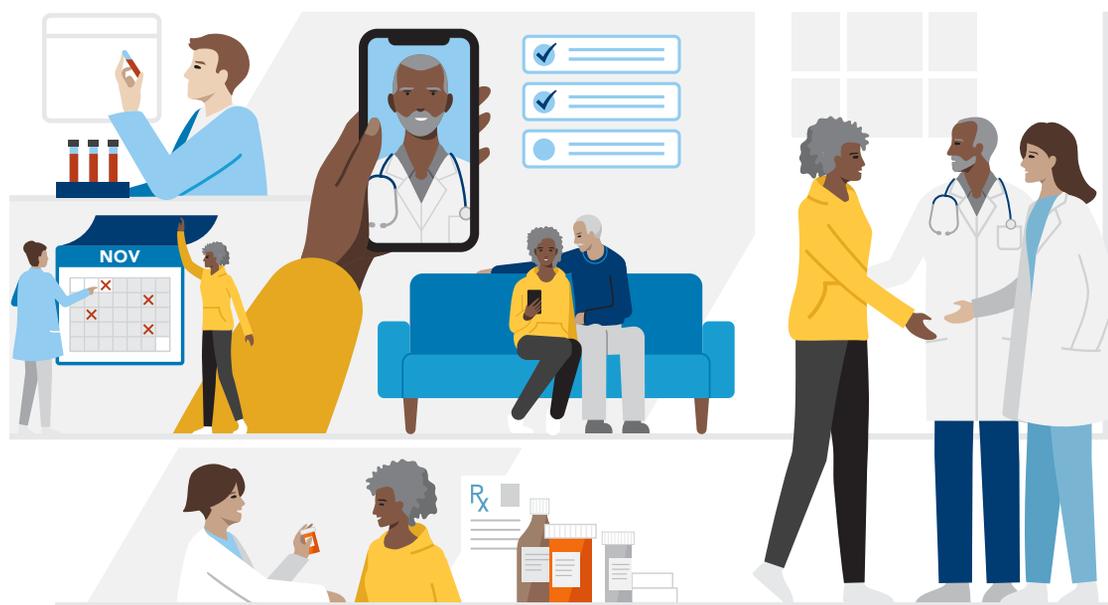


Kaiser Permanente is Colorado's only 5-star-rated Medicare plan.⁴

Manage your health with ease

24/7 care options, prescription refills,
your medical records, and more – all at your fingertips

With Kaiser Permanente, you have peace of mind knowing that care for your total health is there when and where you need it – from your doctor’s office to your living room.



“Video visits are such a great way to do a quick visit, when being seen in person is not important. I hope it remains an option once the pandemic is over. My primary care physician listened attentively, referred to my chart as needed, and addressed my concerns with professionalism and compassion. I now have a new prescription and an appointment to meet again with my doctor in a few weeks to discuss the effectiveness of the new medication.”

Harryl, Kaiser Permanente Member

Take care of all your needs with one app or through kp.org

With Kaiser Permanente, you don't have to download different apps to manage your care and coverage. With our mobile app, or through kp.org, you can:

- Get care
- Choose or change doctors⁵
- Pay your Kaiser Permanente medical bills
- Schedule or cancel routine appointments⁵
- Fill or refill most prescriptions
- View your medical history, including immunizations, most lab results, and more⁵
- Receive reminders about needed health screenings, prescription renewals, and more

Virtual Care Options

Life has never been busier. You need care that works with your schedule – instead of making you rearrange it. That's why we offer so many ways for you to get care from home, work, or even while on vacation. And in most cases, there's no extra cost for these services.⁶



Online chat



24/7 medical advice



Email your doctor's office⁵



E-visits



Scheduled phone or video visits⁵



24/7 on-demand video visits with a doctor

Wellness resources at kp.org

The Kaiser Permanente website is your health toolbox. Go to kp.org to find:

- Health guides, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Help planning vaccinations for international travel
- Life care planning
- And more



Manage your health with ease

Mental Health and Wellness Apps

Sometimes we need support maintaining our total health – mind, body, and spirit – between doctor’s appointments. That’s why we offer lots of healthy extras at no additional cost, such as:



An app for meditation, mental resilience, and sleep.



An app for managing depression, stress, anxiety, addiction, and more.⁷

CLASSPASS

Access to more than 4,000+ online, on-demand fitness classes, as well as discounts on livestream and in-person classes at top gyms and fitness studios.

Prescription Drug Delivery

Get prescriptions by mail, or have them delivered to your door through same-day/next-day delivery.^{8,9}



“I first ‘chatted’ with a doctor who was **Extremely Helpful**. She sent a request for me to get an X-ray at the Loveland offices. It is so convenient to be able to chat with a doctor and save a trip to the office. That’s just one of the reasons that I love Kaiser. There I was immediately seen and X-rays were taken. The technician there was also very helpful.”

Peggy, Kaiser Permanente Member

In-person routine and specialty care



Choose among more than **1,200 Kaiser Permanente doctors in 46 specialties** and change at any time. Referrals are not needed in most cases to see a Kaiser Permanente specialist.

Members can also choose to see an affiliated provider who meets all of Kaiser Permanente's rigorous standards for delivering excellence in health care. And with thousands of providers along the Front Range, you're certain to find the one who's right for you.¹⁰

Urgent Care

We offer urgent care in several of our Kaiser Permanente Medical Offices and through an expansive network of affiliated locations across the Front Range.

Urgent Care at Home

Members who live in Longmont, Colorado Springs or the Denver/Boulder area can also get in-home urgent care from DispatchHealth.

Emergency Care

When you have a medical or psychiatric emergency, you should dial **911** or go to the nearest emergency room. If time and safety permit, we offer an extensive network of affiliated emergency care locations.

You're Covered

Urgent and emergency care services are covered anywhere in Colorado, the United States, and the world.

In-patient Hospital Care

If you require a scheduled hospitalization, your doctor will refer you to one of many hospitals that are in-plan for Kaiser Permanente.



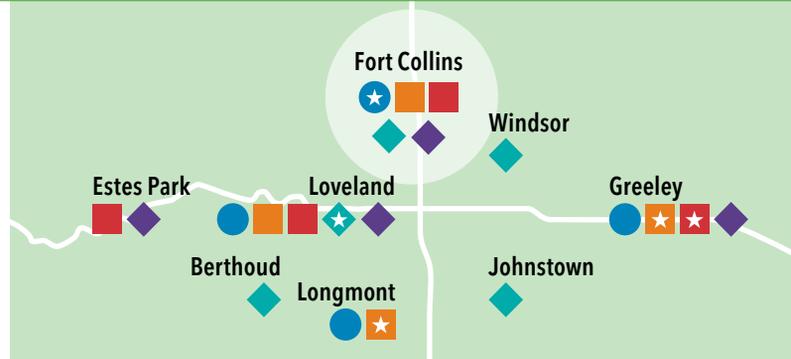
"I went to Lakewood Urgent Care after a bicycling accident. I received timely, kind care, including X-rays, interpretation, temporary treatment (splint/cast) and referral to orthopedics. The care providers answered all my questions and provided me with helpful information."

Amy, Kaiser Permanente Member

In-person care options for you

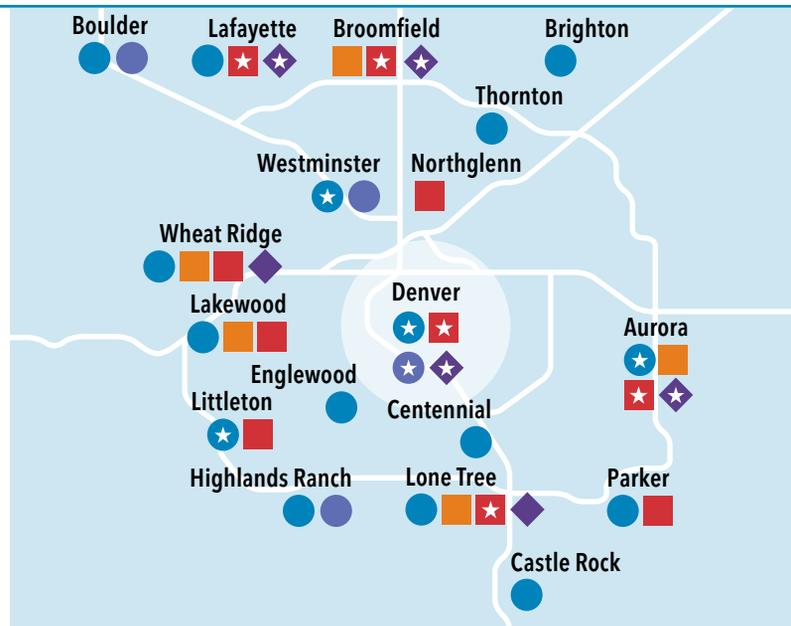
Northern

5	Kaiser Permanente medical offices	●
6	Affiliated providers with extended hours	◆
6	Urgent care facilities	■
5	Emergency care facilities	■
4	Affiliated hospital/in-patient care	◆



Central

20	Kaiser Permanente medical offices	●
5	Urgent care facilities	■
16	Emergency care facilities	■
5	Behavioral health offices	●
9	Affiliated hospital/in-patient care	◆

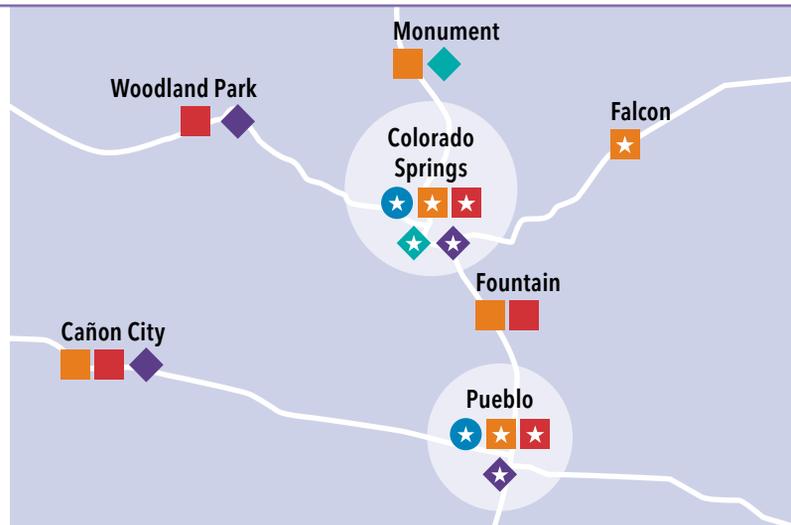


Find doctors and locations across Colorado

 There are 1,200+ Kaiser Permanente providers, and 12,300 affiliated providers at locations across Colorado.¹⁰ For a full list of providers included in your plan, visit kp.org/locations.

Southern

5	Kaiser Permanente medical offices	●
3	Affiliated providers with extended hours	◆
23	Urgent care facilities	■
15	Emergency care facilities	■
9	Affiliated hospital/in-patient care	◆



★ Indicates multiple facilities

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

Midtown Med. Office Building

1960 N. Ogden St.
Denver, CO 80218

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

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

Longmont

Longmont

2345 Bent Way
Longmont, CO 80503

Loveland

Loveland

4901 Thompson Parkway
Loveland, CO 80534-6426

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

For a full list of providers included
in your plan, visit kp.org/locations

Care away from home – for you and covered family members

Get care whenever you need it, wherever you are.

You and your covered family members can get urgent and emergency care anywhere in the world. And you can visit any Kaiser Permanente medical offices in Colorado, California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia, and the District of Columbia for certain routine services.



Out-of-Area Benefit for covered family members

Covered dependents up to age 26 who live outside a Kaiser Permanente service area are covered for certain routine, continuing, or follow-up care through our Out-of-Area Benefit.¹¹



Care on the road

We make it easy to get care even when you're on the road. Just call our 24-hour Away from Home Travel Line at **951-268-3900** for help getting care, or visit **kp.org/travel** to learn more.¹²

Getting started with Kaiser Permanente is easy

It's as simple as a call

With a single call, we will guide you through each step of joining Kaiser Permanente, so you get the care you need without missing a beat. After enrolling, simply call our New Member Connect Department, Monday through Friday, 8 a.m. to 5 p.m., at **1-844-639-8657 (TTY 711)**.

Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. From day one, you'll have the support you need to help reach your health goals.

Search profiles to find the right doctor for you

Our online doctor profiles at **kp.org/findadoctor** let you browse the many doctors and locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs. Choose your doctor and change at any time.

Connect to care online

After you enroll, create an account at **kp.org** or download the Kaiser Permanente app. Then manage your health on your schedule – whenever, wherever.

Learn the basics of health care

If you don't know an HMO from an HSA, you're not alone. But rest assured, we're here to make health care easier to understand. Get help learning the basics at **kp.org/learnthebasics**.



Transition your care seamlessly



Search profiles to find the right doctor



Connect to care online

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, 2500 S. Havana St., Aurora, CO 80014, or by phone at Member Services: **1-800-632-9700**.

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, 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.

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 ድርጅቶቹ በነጻ ሊያግዝዎት 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**)

Básó ò Wù d̀̀ (Bassa) Dè d̀̀c nià ke dyéqé gbo: Ɔ jũ ké ò B́́àsò̀̀-ẁ̀d̀̀q̀̀-̀̀po-nyò jũ ní, níí, à wuđ̀̀u kà kò d̀̀ò po-poò b́́é in ògbo 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 گفتگوی 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, dijirị gi. 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 무료이용 하실 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 jik'eh, éí ná hól'ó, koj'í' hódíílnih 1-800-632-9700 (TTY 711).

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

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

- Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.
- NCQA is a third-party organization that receives clinical quality information (HEDIS) and member survey feedback (CAHPS) to rate health plans nationwide.
- Kaiser Permanente 2020 HEDIS scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass and represent all lines of business. Kaiser Permanente's combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2020 and is used with the permission of NCQA. Quality Compass 2020 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass and HEDIS are registered trademarks of NCQA. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.
- Every year, Medicare evaluates plans based on a 5-star rating system. In 2021, Kaiser Permanente Colorado received 5 out of 5 stars. Kaiser Permanente is an HMO plan with a Medicare contract. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.
- These services available when you receive care at Kaiser Permanente medical offices. Check with your doctor to see if video visits are available to you.
- Chat with a doctor or mental health specialist, 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 Certificate of Insurance, 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.
- myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
- 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.
- Same-day prescription delivery available for eligible prescription drug orders. It is not available to every address or from all pharmacy locations. Order cutoff times and delivery days may vary by pharmacy location. Delivery may be subject to delays. Delivery fees apply and may vary by location. Other restrictions apply. Same-day deliveries must be within 15 miles of a participating pharmacy.
- Choice of providers varies by plan 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. In an emergency, call 911 or go to the nearest emergency department.
- Available for members with HMO, DHMO, and high-deductible plans 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.
- 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.

Get care from virtually anywhere

Get medical advice or have a doctor's visit—whether you're at home, at work, or on the go.

Convenient Care Options



Online chat

Chat online with a Kaiser Permanente doctor, mental health specialist, pharmacist, financial counselor, or member services.



24/7 medical advice

Call the Clinical Contact Center to get medical guidance any time, day or night.



Email⁵

Message your doctor's office any time with nonurgent questions.



E-visits

Fill out an online questionnaire for select conditions to receive a care plan or medical advice.



Scheduled phone or video visits⁵

Save a trip to the doctor's office by scheduling a video or phone visit with your doctor.



24/7 on-demand video visits

Visit with a doctor any time, day or night, by video.



Explore Kaiser Permanente

See how we make health care simpler. Easier. Better. Visit kp.org/co.



Questions about Kaiser Permanente?

Call 303-338-3800 or 1-800-632-9700 (TTY 711).