

CARE OPTIONS TO FIT YOUR LIFESTYLE

AT WORK



ON THE GO



A GUIDE FOR GETTING THE CARE YOU AND YOUR FAMILY NEED

IN PERSON



AT HOME



MAKING HEALTH CARE WORK FOR YOU



**MEMBER
SERVICES**
303-338-3800
or 1-800-632-9700
TTY 711

GET THE CARE YOU NEED, HOW YOU WANT IT – PHONE, ONLINE, FACE-TO-FACE, OR AT HOME.

GET CARE WHEN IT'S CONVENIENT FOR YOU

Thank you for choosing Kaiser Permanente for your health care and coverage. We offer many ways for you to get the care you need when it's convenient for you. In this guide, you'll find explanations of all your care options, their locations, and instructions on how to access them, including:

- Chat with a doctor, pharmacist or financial counselor
- 24/7 medical advice
- In-person mental health care services
- 24/7, on-demand phone and video visits



HOW CARE WORKS AT KAISER PERMANENTE

We are an **integrated care delivery system**, which means all Kaiser Permanente primary care providers, specialists, and other care team members are connected to each other through one computer system called an electronic health record. They have instant access to your complete medical history—including prescriptions, X-rays, lab and test results. This allows them to coordinate your care—so you don't have to!



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.



YOUR CARE OPTIONS



Online/mobile

CHAT NO COST

Message live with a Kaiser Permanente doctor from 6 a.m. to 10 p.m., 7 days a week. You can also talk with a pharmacist and financial counselor. Chat is for routine and urgent medical advice. If needed, doctors will refer you for in-person care and order prescriptions.

E-MAIL¹ NO COST

Get answers to non-urgent medical questions by emailing your doctor's office through our secure message center. The typical response time is within 24 hours.

E-VISIT NO COST

Get a personalized care plan from a Kaiser Permanente nurse after filling out a brief questionnaire about your symptoms. The typical response time is within 4 hours.

SCHEDULED PHONE OR VIDEO VISITS^{1,2}

Schedule a video or phone visit with your Kaiser Permanente doctor for the same high-quality care as an in-person visit.

24/7 ADVICE NO COST

You can call the Appointment and Advice Contact Center 24/7 if you need routine or urgent medical or mental health advice or need help choosing the right care option.

24/7, ON-DEMAND PHONE & VIDEO VISITS

Visit with a doctor anytime, day or night, by video or phone. Get routine or urgent medical advice, referrals, prescriptions and more.



Accessing your care options

Details about accessing your care options are at kp.org/getcare or on our mobile app.



Routine Care

Regular visits to your doctor for preventive screenings and checkups.



Specialty Care

Services from doctors with training in specific areas of care, such as obstetrics-gynecology, dermatology, cardiology, mental health, and more.

CARE & CO

In Person

DOCTOR'S VISIT

See your primary care provider or a specialist. Schedule a visit through kp.org, the mobile app, or the Appointment and Advice Contact Center.¹

MENTAL HEALTH SERVICES

Get care for a wide range of mental health and addiction services, including treatment for depression, substance use, eating disorders, medication evaluation and management, and more. Call to connect with a mental health care provider:

To connect with a mental health care provider, call **303-471-7700** (TTY **711**), or toll free at **1-866-359-8299** (TTY **711**). Those who live in Southern Colorado can call **1-866-702-9026** (TTY **1-866-835-2755**).

URGENT CARE

Not sure if you need urgent care? Chat online with a Kaiser Permanente doctor or call the Appointment and Advice Contact Center for care guidance.

Find an urgent care location near you from the list of providers on pages 9-13.

URGENT CARE AT HOME

Members who live in Denver/Boulder or Colorado Springs can also get in-home urgent care from DispatchHealth:

8 a.m. to 10 p.m., 7 days a week.

Denver/Boulder: **303-500-1518**

Colorado Springs: **719-270-0805**

TTY **711**

EMERGENCY

If you're having an emergency, call **911** or go to the closest emergency room. If time and safety permit, we recommend going to one of the emergency care providers on pages 10-13.



Get medical advice any time, day or night – at no cost!

Call the Appointment and Advice Contact Center 24/7: **303-338-4545** or **1-800-218-1059**
TTY **711**



Urgent Care

For illnesses or injuries that require attention soon but aren't emergencies, such as asthma flare-ups, earaches, minor sprains, wounds or burns. Also good for after-hours care that is not an emergency.



Emergency Care

For when your health is in danger and you need immediate care, such as trouble breathing, severe chest or stomach pain that comes on suddenly, or serious injuries and wounds.

CARE SERVICES THAT FIT YOUR BUSY LIFE

Primary and pediatric care hours

Most Kaiser Permanente medical offices that offer primary and pediatric care are open from 7 a.m. to 7 p.m., Monday–Friday, and from 8 a.m. to Noon, Saturdays.³

Weekend hours at our Westminster Medical Offices are from 8 a.m. to 4 p.m., Saturdays and Sundays.

Routine primary and pediatric care is provided by appointment only, but same-day appointments are often available. To schedule an appointment, call the Appointment and Advice Contact Center:

303-338-4545 or **1-800-218-1059**
TTY 711

Note: In response to the COVID-19 pandemic, office hours for some of our medical offices and pharmacy hours have temporarily changed. Please visit kp.org/locations for the latest hours.

Care outside of Colorado Service Areas

If you're outside any Colorado service area, you still have many options for getting care in person.

- Online and mobile care options (see page 4).
- Urgent and emergency care are covered anywhere in the world.
- Certain services are available at any Kaiser Permanente medical offices in the 7 states where Kaiser Permanente operates, as well as the District of Columbia (California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia).
- Covered family members who live outside of any Kaiser Permanente service area (either in Colorado or another state without Kaiser Permanente providers) are covered for certain routine, continuing and follow-up care through our Out-of-Area Benefit.⁵

Call Member Services for questions about the Out-of-Area Benefit at **303-338-3800** or **1-800-632-9700**.



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
- Planning for travel and vaccinations for international travel
- Life care planning
- And more

CARE SERV

Pharmacy Services

You have many options for getting your prescriptions at Kaiser Permanente:

IN PERSON

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible members can choose to use an affiliated plan pharmacy. Refer to [kp.org/locations](https://www.kp.org/locations) to find all pharmacies available to you.

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://www.kp.org).

ONLINE

Order refills online for pick-up at any medical offices via [kp.org/refill](https://www.kp.org/refill).

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 a 15-mile radius of a participating pharmacy.



Mail Order Pharmacy

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

Manage your health through the Kaiser Permanente mobile app and [kp.org](https://www.kp.org)

With the Kaiser Permanente mobile app, or through [kp.org](https://www.kp.org), you can:

- Email your doctor's office¹
- View most lab and test results¹
- Refill most prescriptions
- Schedule or cancel routine appointments¹
- Get medical advice
- Manage the health of a family member
- Pay your Kaiser Permanente medical bills

Registering is Easy

Go to [kp.org/newmember](https://www.kp.org/newmember) and follow the sign-on instructions. You'll need your health record number, which you can find on your member ID card.



Planning for a trip?

Let us help you plan for potential health care needs before you travel. Visit [kp.org/travel](https://www.kp.org/travel) or call **951-268-3900** (TTY 711) to learn what you need to know, to get claim forms for reimbursement after your trip, or for convenient care guidance.



Member Services

303-338-3800 or **1-800-632-9700**
TTY 711

IN-PERSON CARE OPTIONS FOR YOU

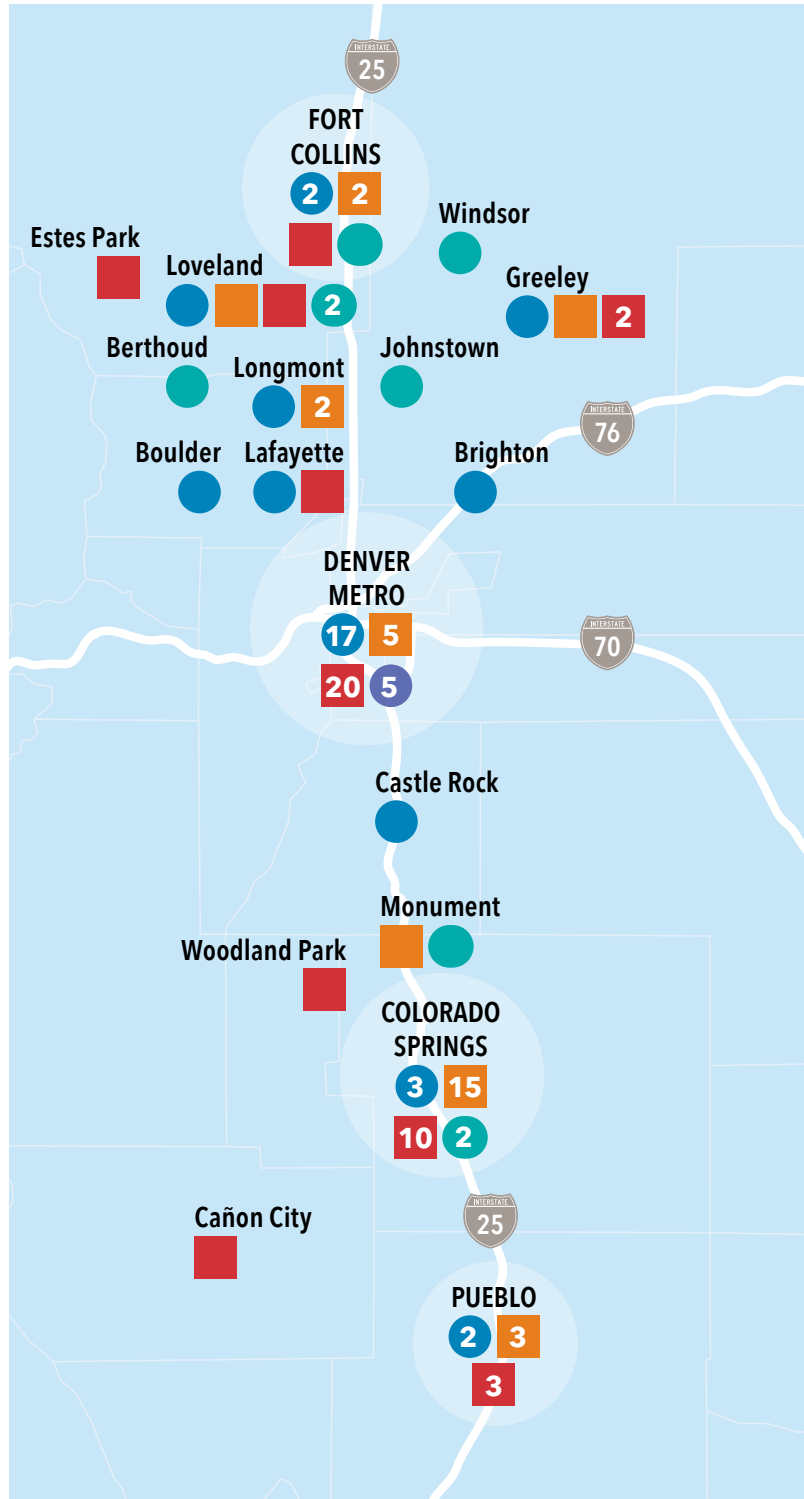
Find doctors and locations across Colorado

There are **1,200+** Kaiser Permanente physicians, and **15,000+** affiliated plan providers at locations across Colorado.⁷ For a full list of providers included in your plan, visit kp.org/locations.

EVENING AND SATURDAY PRIMARY CARE HOURS

Now available at most Kaiser Permanente medical offices that offer primary care services, see page 6.

- Kaiser Permanente medical offices
- Affiliated plan providers with extended hours
- Urgent care facility
- Emergency care facility⁷
- Behavioral health offices
Eligible members can see affiliated plan providers.
- ① Numbers indicate multiple locations in a city or metropolitan area.




Denver/Boulder

Medical Offices
Arapahoe Medical Offices

5555 E. Arapahoe Road
Centennial, CO 80122

Aurora Centrepont Medical Offices

14701 E. Exposition Ave.
Aurora, CO 80012

Baseline Medical Offices

580 Mohawk Drive
Boulder, CO 80303

Brighton Medical Offices

859 S. 4th Ave.
Brighton, CO 80601

Castle Rock Medical Offices

4318 Trail Boss Drive
Castle Rock, CO 80104

East Denver Medical Offices

10400 E. Alameda Ave.
Denver, CO 80247

Englewood Medical Offices

2955 S. Broadway
Englewood, CO 80113

Franklin Medical Offices

2045 Franklin St.
Denver, CO 80205

Hidden Lake Medical Offices

7701 Sheridan Blvd.
Westminster, CO 80003

Highlands Ranch Medical Offices

9285 Hepburn St.
Highlands Ranch, CO 80129

Ken Caryl Medical Offices

7600 Shaffer Parkway
Littleton, CO 80127

Lakewood Medical Offices

8383 W. Alameda Ave.
Lakewood, CO 80226

Lone Tree Medical Offices

10240 Park Meadows Drive
Lone Tree, CO 80124

Longmont Medical Offices

2345 Bent Way
Longmont, CO 80503

Midtown Medical Office Building

1960 N. Ogden St.
Denver, CO 80218

Parker Medical Offices

10168 Parkglenn Way
Parker, CO 80138

Rock Creek Medical Offices

280 Exempla Circle
Lafayette, CO 80026

Skyline Medical Offices

1375 E. 20th Ave.
Denver, CO 80205

Smoky Hill Medical Offices

16290 E. Quincy Ave.
Aurora, CO 80015

Southwest Medical Offices

5257 S. Wadsworth Blvd.
Littleton, CO 80123

Westminster Medical Offices

11245 Huron St.
Westminster, CO 80234

Wheat Ridge Medical Offices

4803 Ward Road
Wheat Ridge, CO 80033


Urgent Care

Call **303-338-4545 (TTY 711)** at the time of need to confirm urgent care hours and locations.

Aurora Centrepont Medical Offices

Mon.-Fri., 9 a.m.-9 p.m.
Sat.-Sun., 8 a.m.-6 p.m.

Lakewood Medical Offices

Mon.-Fri., 9 a.m.-9 p.m.
Sat.-Sun., 8 a.m.-6 p.m.

Lone Tree Medical Offices

Mon.-Fri., 9 a.m.-9 p.m.
Sat.-Sun., 8 a.m.-6 p.m.

NextCare Urgent Care

2144 Main St., Suite 8
Longmont, CO 80501
303-772-0041

UCHealth Urgent Care – Main Street

2101 Main Street
Longmont, CO 80501
720-745-8030

Pediatric care (only) available at the following facilities

Children’s Hospital Colorado North Campus, Broomfield Outpatient and Urgent Care
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Children’s Hospital Colorado Outpatient and Urgent Care, 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 7 days a week, from 8 a.m.-10 p.m., **303-500-1518 (TTY 711)**.


Denver/Boulder

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following affiliated plan locations where your costs may be lower.

HealthONE Centennial Medical Plaza ER

14200 E. Arapahoe Road
Centennial, CO 80112

HealthONE The Medical Center of Aurora-South Campus

1501 S. Potomac St.
Aurora, CO 80012

HealthONE North Suburban Northeast ER

12793 Holly St.
Thornton, CO 80241

HealthONE North Suburban Northwest ER

11230 N. Benton St.
Westminster, CO 80020

HealthONE Presbyterian/St. Luke's Medical Center

1719 E. 19th Ave.
Denver, CO 80218

HealthONE Rose Stapleton ER

4930 Wabash St.
Denver, CO 80238

HealthONE Saddle Rock ER

22500 E. Dry Creek Road
Aurora, CO 80016

HealthONE Sky Ridge Medical Center

10101 RidgeGate Parkway
Lone Tree, CO 80124

HealthONE Sky Ridge South Parker ER

12223 Pine Bluffs Way
Parker, CO 80134

HealthONE Swedish Belmar ER

260 S. Wadsworth Blvd.
Lakewood, CO 80226

HealthONE Swedish Medical Center

501 E. Hampden Ave.
Englewood, CO 80113

HealthONE Swedish Southwest ER

6196 S. Ammons Way
Littleton, CO 80123

SCL Health Good Samaritan Medical Center

200 Exempla Circle
Lafayette, CO 80026

SCL Health Lutheran Medical Center

8300 W. 38th Ave
Wheat Ridge, CO 80033

SCL Health Saint Joseph Emergency Aurora

23770 E. Smoky Hill Road
Suite 100
Aurora, CO 80016

SCL Health Saint Joseph Emergency Littleton

8515 W. Coal Mine Ave.
Littleton, CO 80123

SCL Health Saint Joseph Emergency Northglenn

11900 Grant St.
Northglenn, CO 80233

SCL Health Saint Joseph Hospital

1375 E. 19th Ave.
Denver, CO 80218

Pediatric care (only) available at the following facilities

Children's Hospital Colorado Anschutz Medical Campus

13123 E. 16th Ave.
Aurora, CO 80045

Children's Hospital Colorado at Parker Adventist Hospital Emergency Care

9395 Crown Crest Blvd.
Parker, CO 80138

Rocky Mountain Hospital for Children

2001 N. High St.
Denver, CO 80205


Behavioral Health Offices

To schedule an appointment, call our Behavioral Health Access Center at **303-471-7700** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m.

Baseline Behavioral Health

580 Mohawk Drive
Boulder, CO 80303

Hidden Lake Behavioral Health

7701 Sheridan Blvd.
Westminster, CO 80003

Highline Behavioral Health

10350 E. Dakota Ave.
Denver, CO 80247

Entrance located on east side of building

Ridgeline Behavioral Health Center

9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

Skyline Medical Offices

1375 E. 20th Ave.
Denver, CO 80205

N Northern Colorado

Medical Offices

Fort Collins Medical Offices

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

Greeley Medical Offices

2429 35th Ave.
Greeley, CO 80634

Loveland Medical Offices

4901 Thompson Parkway
Loveland, CO 80534-6426

Spring Creek Medical Offices

1136 E. Stuart St., #200
Building 3, 2nd Floor
Fort Collins, CO 80525

Urgent Care

Banner Health Clinic – Skyline Urgent Care

2555 E. 13th St., Suite 110
Loveland, CO 80537
970-820-4264

Banner Urgent Care

3617 S. College Ave., Suite C
Fort Collins, CO 80525
970-821-1500

Banner Urgent Care

2015 35th Ave.
Greeley, CO 80634
970-810-4155

HealthCare Clinic of Fort Collins

1721 W. Harmony Road, #102
Fort Collins, CO 80526
970-223-1999

Affiliated plan Providers with Extended Hours

Banner Health Clinic – Berthoud

401 10th Street
Berthoud, CO 80513
970-532-4910

Banner Health Clinic – Family Practice

702A W. Drake Road
Fort Collins, CO 80526
970-821-4600

Banner Health Clinic – Family Practice

222 Johnstown Center Drive
Johnstown, CO 80534
970-587-4974

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 80537
970-820-5000

Banner Health Clinic – Windsor

1300 Main St.
Windsor, CO 80550
970-686-5646

Emergency Care

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following affiliated plan locations where your costs may be lower.

Banner McKee Medical Center

2000 N. Boise Ave.
Loveland, CO 80538
970-820-4640

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

Banner Fort Collins Medical Center

4700 Lady Moon Drive
Fort Collins, CO 80528
970-821-4000

Estes Park Medical Center

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

Behavioral Health

Call the Kaiser Permanente Behavioral Health Access Center at **1-866-359-8299** (TTY **711**), Monday through Friday, 8:30 a.m. to 5 p.m., for assistance.

S Southern Colorado

Medical Offices

Acero Medical Offices

2625 W. Pueblo Blvd.
Pueblo, CO 81004

Briargate Medical Offices

4105 Briargate Parkway,
Suite 125
Colorado Springs, CO 80920

Parkside Medical Offices

215 Parkside Drive
Colorado Springs, CO 80910

Premier Medical Offices

3920 North Union Blvd.
Colorado Springs, CO 80907

Pueblo North Medical Offices

3670 Parker Blvd., Suite 200
Pueblo, CO 81008

Affiliated plan Providers with Extended Hours

Colorado Springs

Optum Medical Group (DaVita)⁸

1633 Medical Center Point
Colorado Springs, CO 80907
719-636-2999

Optum Medical Group (DaVita)⁸

600 S. 21st St.
Colorado Springs, CO 80903
719-635-5900

Monument

Optum Medical Group (DaVita)⁸

15909 Jackson Creek Parkway
Monument, CO 80132
719-488-9933

Urgent Care

Colorado Springs

Alliance Urgent Care⁸

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

Centura Health 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
719-776-3750

Concentra Urgent Care⁸

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

Concentra Urgent Care⁸

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

Emergicare Medical Clinics^{8,9}

3002 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-7017

Emergicare Medical Clinics^{8,9}

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

Emergicare Medical Clinics^{8,9}

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

UCHealth Urgent Care⁸

1035 Garden of the Gods Road,
Suite 120
Colorado Springs, CO 80907
719-329-1000

UCHealth Urgent Care⁸

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

UCHealth Urgent Care⁸

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

UCHealth Urgent Care⁸

13445 Voyager Parkway
Colorado Springs, CO 80921
719-219-0333

Urgent Care at Home

DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., **719-270-0805 (TTY 711).**

Falcon**Falcon Urgent Care⁸**

7475 McLaughlin Road

Falcon, CO 80831

719-495-9994**UCHealth Urgent Care⁸**11605 Meridian Market View,
Suite 184

Falcon, CO 80831

719-364-9560**Monument****Centura Health Urgent Care –
Tri Lakes**17230 Jackson Creek Parkway,
Suite 120

Monument, CO 80132

719-571-7070**Pueblo****Emergicare Medical Clinics^{8,9}**

4117 N. Elizabeth St.

Pueblo, CO 81008

719-545-0788**Southern Colorado Clinic, PC**

3676 Parker Blvd., Suite 220

Pueblo, CO 81008

719-553-2208**Southern Colorado Clinic, PC**

3937 Ivywood Lane

Pueblo, CO 81005

719-553-0111**Emergency Care**

If you have an emergency medical condition, call **911** or go to the nearest emergency department. If time and safety permit, you can go to one of the following affiliated plan locations where your costs may be lower.

Cañon City**St. Thomas More Hospital**

1338 Phay Ave.

Cañon City, CO 81212

719-285-2000**Colorado Springs****Children's Hospital Colorado,
Colorado Springs**

4090 Briargate Parkway

Colorado Springs, CO 80920

719-305-1234**Penrose Hospital**

2222 N. Nevada Ave.

Colorado Springs, CO 80907

719-776-5000**St. Francis Medical Center**

6001 E. Woodmen Road

Colorado Springs, CO 80923

719-571-5000**UCHealth ER⁸**

3790 E. Woodmen Road

Colorado Springs, CO 80920

719-264-5080**UCHealth Memorial Hospital
Central⁸**

1400 E. Boulder St.

Colorado Springs, CO 80909

719-365-6820**UCHealth Memorial Hospital
North⁸**

4050 Briargate Parkway

Colorado Springs, CO 80920

719-364-3368**UCHealth ER⁸**

13510 Meadowgrass Drive

Colorado Springs, CO 80921

719-487-2060**UCHealth ER⁸**

7890 Fountain Mesa Ridge

Fountain, CO 80817

719-390-2680**UCHealth ER⁸**

2770 N. Powers Blvd.

Colorado Springs, CO 80922

719-638-3000**UCHealth Grandview Hospital⁸**

5623 Pulpit Peak View

Colorado Springs, CO 80918

719-272-3600**Pueblo****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**St. Mary-Corwin
Medical Center**

1008 Minnequa Ave.

Pueblo, CO 81004

719-557-4000**Woodland Park****UCHealth Pikes Peak Regional
Hospital⁸**

16420 W. U.S. Highway 24

Woodland Park, CO 80863

719-687-9999**Behavioral Health**Call **Beacon Health Options**at **1-866-702-9026**(TTY **1-866-835-2755**),

anytime, day or night for

behavioral health and chemical

dependency services.

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 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)

Básó ò Wù dǔ (Bassa) Dè qe nià ke dyéqé gbo:

Ɔ jǔ ké m̀Básóò-wùdǔ-po-nyò jǔ ní, nií, à wuǔq u kà kò dò po-poò b́é in 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. تماس بگیرید. **1-800-632-9700** (TTY 711)

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, dijiri 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 무료로이용 하실 수 있습니다. 1-800-632-9700 (TTY 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin:
Díí saad bee yáníłt'igo Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hól'ó, koj i' hódííłnih 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

1. These services are available when you see Kaiser Permanente providers. Check with your doctor to see if video visits are available to you.
2. No cost for most health plans. HSA-qualified high deductible health plan (HDHP) members must meet your deductible first before phone and video visits are provided at no cost.
3. Hours are applicable to the majority of Kaiser Permanente medical offices that offer primary care.
4. Affiliated plan providers may or may not have access to your Kaiser Permanente electronic health records.
5. Available for members with HMO, DHMO, and high-deductible plans with an HSA, and HMO in-network 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 Employee Health Benefit Program or Medicare. Medicare and Federal members should consult their Evidence of Coverage (EOC) or FEHB Brochure, respectively.
6. 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.
7. 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. In an emergency, call **911** or go to the nearest emergency department.
8. In-network for members on KP Select plans.
9. Medicare not accepted at these locations.

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



Chat online

AT NO COST

Get medical advice in real time from a Kaiser Permanente doctor or chat with a financial counselor or pharmacist.



24/7 medical advice

AT NO COST

Call the Appointment and Advice Contact Center to get medical guidance any time, day or night.



Email¹

AT NO COST

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



E-visits

AT NO COST

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



Scheduled video and phone visits¹

AT NO COST²

Save a trip to the doctor's office by scheduling a video or phone visit with your doctor.³



On-demand phone & video visits

AT NO COST²

Visit with a doctor any time, 24/7, by video or phone.

Member Services

- 303-338-3800 or 1-800-632-9700
- TTY 711

24/7 Medical Advice

303-338-4545 or 1-800-218-1059 (TTY 711).

For appointments call Monday-Friday, 6 a.m.-7 p.m.