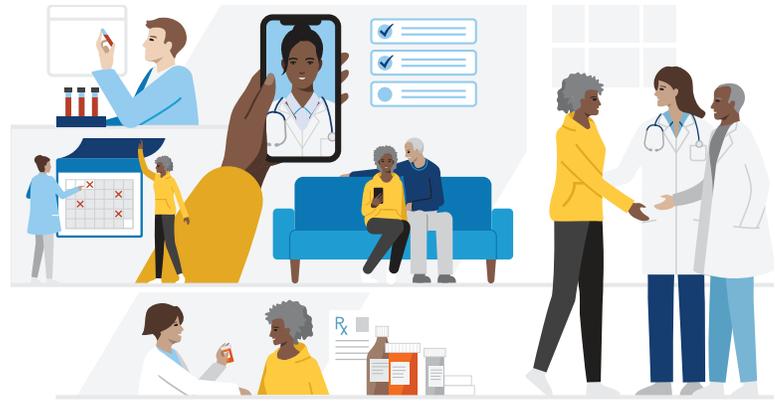




# Health care options for all that is you

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.<sup>1</sup> This enables them to coordinate your care – so you don't have to. Learn more at [kp.org/myhealthyplace](https://kp.org/myhealthyplace).

## Member Services

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

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

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

# Online and mobile care options



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

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



## Scheduled phone or video visits<sup>2,3,4</sup>

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<sup>2,4</sup>

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



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



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

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

Set up your account at [kp.org/registernow/co](https://kp.org/registernow/co), 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,<sup>4</sup> video,<sup>4</sup> or in-person visits
- 24/7, one-on-one emotional support through the Headspace Care app<sup>5</sup>
- Tips for meditation, improved sleep, and mental resilience through the Calm app<sup>5</sup>

## 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 appointment<sup>3</sup>

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.<sup>6</sup> 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 delivery<sup>7</sup>

Get most medications delivered. Standard delivery is 5 to 7 days at no extra cost. You can fill prescriptions online at [kp.org](https://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](https://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](https://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](https://kp.org/pharmacy).



## Kaiser Permanente medical offices

At most Kaiser Permanente medical offices, **you can see a doctor, fill a prescription, and have lab and imaging services done in the same place.** You can get care from any Kaiser Permanente medical 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.<sup>8</sup> Urgent and emergency care are available anywhere in the world.

# In-person care locations

## Colorado medical facilities

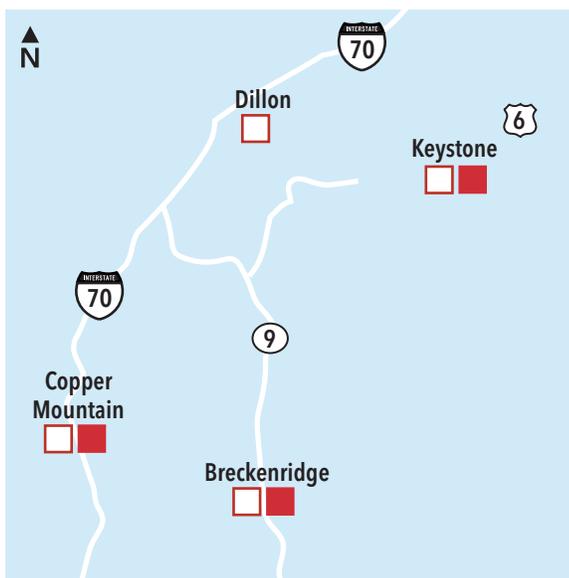
29	Kaiser Permanente medical offices	●
59	Urgent care facilities	□
49	Emergency care facilities	■
6	Behavioral health offices	▲

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

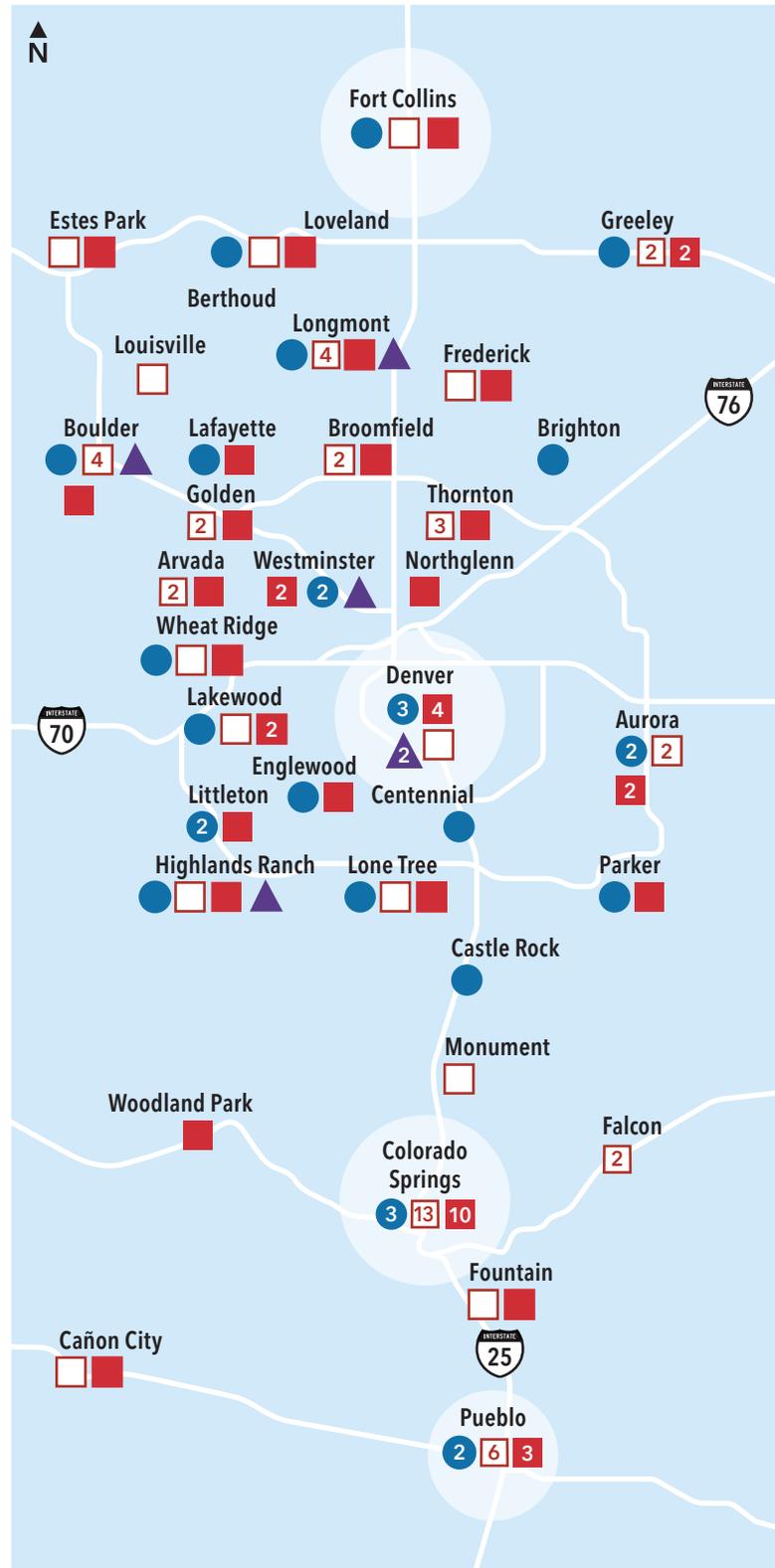
Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change.

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

For KP Select plans, visit [kp.org/kpselect/co](http://kp.org/kpselect/co).  
For Kaiser Permanente Colorado Option plans, visit [kp.org/co-option](http://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 - New Location**  
12249 Pine Bluffs Way  
Parker, CO 80134

#### 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 - New Location

3107 Bonaventure Ct.  
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**

#### Denver

**Concentra Urgent Care**  
5855 E 45th Ave. Suite A-130  
Denver, CO 80216  
**303-371-7444**

#### 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**

**UHealth 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 Colorado Outpatient and Urgent Care, Southeast Aurora**  
23770 E. Smoky Hill Rd  
Aurora, CO 80016  
**720-777-1234**

**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 Dabling 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  
**720-417-7200**

#### 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  
970-453-1010

### Copper Mountain

#### CommonSpirit Emergency & Urgent Care Center Copper Mountain

860 Copper Road  
Copper Mountain, CO 80443  
970-968-2330

### Keystone

#### CommonSpirit Emergency & Urgent Care Center Keystone

1252 County Road 8  
Keystone, CO 80435  
970-468-6677

## Northern

### Estes Park

#### Estes Park Medical Center

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

### Fort Collins

#### Banner Fort Collins Medical Center

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

### Greeley

#### Banner North Colorado Emergency Care

2000 70th Ave.  
Greeley, CO 80634  
970-810-2636

#### Banner North Colorado Medical Center

1801 16th St.  
Greeley, CO 80631  
970-810-4121

### Loveland

#### Banner McKee Medical Center

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

## Southern

### Cañon City

#### 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](https://kp.org/getcare/co) for more information about all your mental health care options. You can schedule appointments at [kp.org/appointments](https://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](https://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](https://kp.org/locations).

# Notices and references

## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable Federal and state civil rights laws and does not discriminate, exclude people or treat them less favorably on the basis of race, color, national origin (including limited English proficiency and primary language), ancestry, age, disability, sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, gender expression, and sex stereotypes), religion, creed or marital status.

Kaiser Health Plan:

- Provides no-cost auxiliary 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, braille, and accessible electronic formats
- Provides 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, ancestry, age, disability, sex, (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, gender expression, and sex stereotypes), religion, creed, or marital status, 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](https://hhs.gov/ocr/office/file/index.html).

This notice is available at

<https://healthy.kaiserpermanente.org/colorado/language-assistance/nondiscrimination-notice>

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-632-9700** (TTY **711**).

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**አማርኛ (Amharic) ትኩረት:** አማርኛ የሚናገሩ ከሆነ ተገቢ የሆኑ ረዳት መርጃዎችን እና አገልግሎቶችን ጫምሮ የቋንቋ እርዳታ አገልግሎቶች በነጻ ይገኛሉ። በ **1-800-632-9700** ይደውሉ (TTY 711)።

**العربية (Arabic) تنبيه:** إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية بما في ذلك من وسائل المساعدة والخدمات المناسبة بالمجان. اتصل بالرقم **1-800-632-9700 (TTY : 711)**.

**Bàsòò Wùdù (Bassa) Mbi sog:** nia maa Bàsàa, njàl mbom a ka maa njàng ndol ni mbom mi tson ni son, niñ ma kénhèn yé, mbi èyem. Wò nàñ **1-800-632-9700 (TTY 711)**

**中文 (Chinese) 注意事項:** 如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 **1-800-632-9700 (TTY 711)**。

**فارسی (Farsi) توجه:** اگر به زبان فارسی صحبت می‌کنید، «تسهیلات زبانی»، از جمله کمک‌ها و خدمات پشتیبانی مناسب، به صورت رایگان در دسترس‌تان است با **1-800-632-9700 (تلفن متنی) (711)** تماس بگیرید.

**Français (French) ATTENTION:** si vous parlez français, des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le **1-800-632-9700 (TTY 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistentz mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Rufen Sie **1-800-632-9700** an (TTY 711).

**Igbo (Igbo) TINYE UCHE:** Ọ bụrụ na ị na-asụ Igbo, Ọrụ enyemaka nke asụsụ gụnyere udi enyemaka na ọrụ kwesiri ekwesị, n'efu, dị nye gị. Kpọ **1-800-632-9700 (TTY 711)**.

**日本語 (Japanese) 注意:** 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。 **1-800-632-9700** までお電話ください (TTY : 711)。

**한국어 (Korean) 주의:** 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-632-9700** 로 전화해 주세요 (TTY 711).

**Naabeehó (Navajo) DÍÍ BAA AKÓ NÍNÍZIN:** Díí saad bee yáníti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', biniit'aa da beeso ndinish'aah t'aala'I bi'aa 'anashwo' doo biniit'aa, t'aadoo baahilinigoo bits'aadoo yeel, t'áá jiiik'eh, éí ná hóló, koji' hódíílnih **1-800-632-9700 (TTY 711)**.

**नेपाली (Nepali) ध्यान दिनुहोस्:** यदि तपाईं नेपाली बोल्नुहुन्छ भने, उपयुक्त सहायक सहायता र सेवाहरू सहित भाषा सहायता सेवाहरू, निःशुल्क उपलब्ध छन्। फोन **1-800-632-9700 (TTY : 711)**.

**Afaan Oromoo (Oromo) XIYYEEFFANNOO:** Yoo Afaan Oromo dubbattu ta'e, Tajaajila gargaarsa afaanii, gargaarsota dabalataa fi tajaajiloota barbaachisoo kaffaltii irraa bilisa ta'an, isiniif ni jira. **1-800-632-9700** irratti bilbilaa (TTY 711)

**Русский (Russian) ВНИМАНИЕ!** Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Позвоните по номеру **1-800-632-9700 (TTY 711)**.

**Español (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-632-9700 (TTY 711)**.

**Tagalog (Tagalog) PAALALA:** Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-632-9700 (TTY 711)**.

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**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-632-9700 (TTY 711)**.

**Yorùbá (Yoruba) ÀKÍYÈSÍ:** Tí o bá n sọ èdè Yorùbá, àwọn isẹ̀ ìrànlọ́wọ̀ èdè tó fi kún àwọn ohun èlò ìrànlọ́wọ̀ tó yẹ àti àwọn isẹ̀ láisí idíyelé wà fún ọ. Pe **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, 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.



# Thank you for choosing Kaiser Permanente.

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



## Member Services

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

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

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

## Online/mobile care

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

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

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

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