

Welcome to Kaiser Permanente

Let's get started!



Hello!

<Subscriber first name>, we're so glad to have you [and your family] as [a] Kaiser Permanente member[s]. Now you can enjoy all the benefits of your health plan and your doctors working *together* for your health.

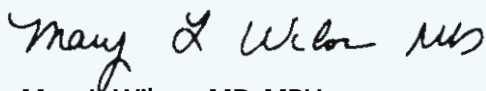
To help you make the most of your membership, we recently mailed your Kaiser Permanente ID card[s] along with simple steps to get started. If you've already taken those steps, then you're well on your way.

If you're still getting started, this guide will walk you through the most important steps to your membership. The sooner you choose one of our top-notch doctors, make your first appointment, and create your online account, the more you'll get out of your new health plan. You'll also find helpful information about getting care and using our health resources.

Get started today by calling the **New Member Desk number listed on your ID Card sticker**, or by calling **404-365-0966**. You can also visit **kp.org/newmember**.

Take advantage of all that life has to offer by being as healthy as you can be. We're here to help you thrive.

Welcome to Kaiser Permanente!



Mary L. Wilson, MD, MPH

*Executive Medical Director and President
The Southeast Permanente Medical Group, Inc.*



Jim Simpson

*President
Kaiser Foundation Health Plan of Georgia, Inc.*



Let's get started!

Making the most of your membership takes only 3 easy steps.
Ready to go?



Step 1:

Choose your doctor – and make your first appointment 2
Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a network of Kaiser Permanente doctors. You can change to another Kaiser Permanente doctor for any reason, at any time.



Step 2:

Create your kp.org account 3
Next, let's get you plugged in to your secure online gateway to health – **kp.org**. There, you can connect with your doctor's office, your health information, and so much more – from anywhere you are.

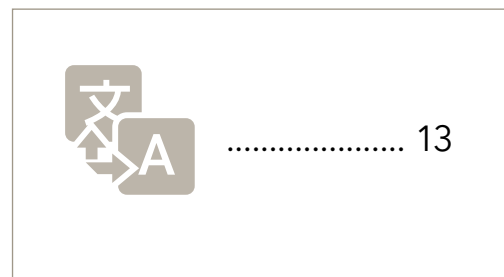


Step 3:

Get prescriptions 4
Finally, we'll help you transition your prescriptions to Kaiser Permanente. Have your prescription information handy and we'll get you started.

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Learn about different ways to access care and different kinds of care you may need.	
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Get help understanding how your plan works.	
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Get an overview of your resources to help you stay informed, get inspired, and feel your best.	
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1

Choose your doctor – and make your first appointment

Select from a wide range of great Kaiser Permanente doctors

Having a personal doctor you connect with is an important part of taking care of your health.

Choose the right doctor

To get started, take a look at our locations on page 8. At most locations, you can also get labs, X-rays and prescriptions all under the same roof.

To view your doctor choices, browse our online doctor profiles on **kp.org**. Search by gender, location, languages spoken, and more – and view their photos, education, and credentials.

You can choose a personal doctor with any of these specialties:

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

[Each covered family member may choose his or her own personal doctor.]

Schedule your first appointment

When you call us to get started, go ahead and choose your doctor and schedule your first appointment. That way, you can start building a relationship with your new partner in health. (There's no need to bring your past medical records unless your doctor asks for them when you visit.)

Choose online

Go to **kp.org/newmember** to browse our doctor profiles and select a doctor who matches your needs.

Choose by phone

Call us at the **New Member Desk number listed on your ID Card sticker**, Monday - Friday, 7 a.m. to 7 p.m., and we'll help you find a doctor. No sticker? You can also call **404-365-0966 (TTY 711)**, Monday - Friday, 7 a.m. to 7 p.m. We can even help you schedule your first appointment.

Change anytime

You can change to another Kaiser Permanente doctor at any time, for any reason – online or by phone.

See specialists, most without a referral

When you call us to get started, we can also help you coordinate any specialty care you might need.

You don't need a referral to see most specialists in any of our medical offices. (Some specialists may require a clinical evaluation or additional information before they see you.) Just call the appointment and advice line at **404-365-0966 (TTY 711)**, Monday - Friday, 7 a.m. to 7 p.m.



2 Create your kp.org account

Save time with our secure app and website

Kp.org is your connection to great health and great care. Once you register, you can securely access many time-saving tools and resources – right from your computer or smartphone – to help you stay on top of your health.

Manage your care

Use our app or visit **kp.org** anytime, from anywhere, to securely:*

- View most lab test results.
- Refill most prescriptions and have them mailed to your home.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- View your plan benefits and coverage, pay medical bills, and get cost estimates.†

[• **Manage a family member's health care.****]

➤ Get started—it's easy!

Create your account at **kp.org/registernow** or simply download and sign in to the **free Kaiser Permanente app**. You'll need your health record number, which you can find on your member ID card.

Get inspired

Your **kp.org** registration also gives you access to many tools and tips for healthy living.

- Access online health programs like reducing stress, eating healthier, and more
- Find recipes and articles on health topics

* These features are available when you get care at Kaiser Permanente facilities.

† These tools are not yet available on smartphones and tablets.

[** Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.]



3

Get prescriptions

Here's how to get your prescriptions with us

Have existing prescriptions?

We'll help you transition your prescriptions from your current doctor to a Kaiser Permanente physician. Call us and we can help you:

- Schedule a pharmacy telephone consult to review your medications. We can usually help you get a temporary supply, if needed.
- Schedule your first office visit to get your prescription written by your new doctor

Just call us before you need a refill, as it can take a few business days to transition your prescriptions.



Get prescriptions by phone

Call us at the **New Member Desk number listed on your ID Card sticker**, or by calling **404-365-0966**, Monday - Friday, 7 a.m. to 7 p.m.



Get prescriptions online

If you've already set up your first doctor appointment, you can go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

Here's what you'll need

To transition a prescription, please have the following information handy:

- Your Kaiser Permanente health record number (found on your Kaiser Permanente ID Card)
- The name and telephone number of your current pharmacy
- The name and prescription number of your medication

Picking up your medication

Once you've transitioned your prescriptions, you can get them filled at any one of the pharmacies in our Kaiser Permanente medical offices. (When you get your prescription during your doctor visit, you can usually just pick up your medication on the way out the door!) If you're not near a Kaiser Permanente facility, you also have the option to get your initial prescription filled at one of our network pharmacies like Rite Aid or Walgreens (usually at a higher copay).

Getting new and refill prescriptions by mail

Once you've transitioned your prescriptions, just visit **kp.org/pharmacy** or use the Kaiser Permanente app to get most new or refill prescriptions* mailed to you. There's no charge for shipping, and with most plans, you can save money by ordering a 90-day supply. (Just make sure you've registered on **kp.org** first.) You can also get refills by calling our 24-hour automated refill line at **770-434-2008**.

*For most drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You normally receive them within 3-5 business days.



Getting care

No matter what kind of care you need, we've got you covered

Appointments and advice when you need them

For help determining which type of care you need, finding a location, or making any type of appointment, call **404-365-0966** (TTY **711**). Call for nurse advice, location help, and scheduling most appointments 24/7. For specialty appointments, call Monday - Friday, 8 a.m. to 5 p.m.

As a Kaiser Permanente member, you have access to a full range of care and services, including:[†]



Routine care

An expected care need, such as:

- Scheduled doctor visits
- Recommended preventive screenings
- Physical exams
- Well-child checkups



Urgent care

An illness or injury that requires prompt medical attention, but is not an emergency medical condition, such as:

- Minor injuries like sprains or broken fingers/toes
- Minor wounds needing stitches
- Fever or severe sore throat
- Ear aches
- Minor breathing issues
- Minor stomach pain



Emergency care

An emergency medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, such as:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- A sudden decrease in or loss of consciousness
- Severe shortness of breath

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital emergency room.**

[†] You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent or dialysis care or as otherwise described in the *Evidence of Coverage (EOC)*. If you use providers that are not in our network, the plan may not pay for these services.

**List does not include all possible symptoms and conditions. A medical emergency is a medical or psychiatric condition that would put your life, health, limbs, or bodily functions in serious jeopardy. If you need care – including observation and admission – after your condition has been stabilized, you, a family member, or the hospital must call us at the preauthorization number on the back of your ID card first. (That way, we can coordinate future care, and if it makes sense based on your condition, arrange a transfer to a Kaiser Permanente Affiliated Hospital.) Otherwise, you may be responsible for the full cost of your post-stabilization care.

Get the care you need, when and where you need it.

PHONE AND VIDEO



Appointments and advice by phone

Need to make any type of appointment? Want advice from a registered nurse on the best place to go for care? Just call **404-365-0966**. Advice nurses even have access to your health record.



Telephone and video visits

Get same-day adult care – by phone or video appointment – for certain minor symptoms such as*:

- sore throat
- cough
- nausea, vomiting, and diarrhea
- stuffy nose/sinus issues
- itchy/red eyes
- allergies
- bladder infection

Just like a visit to the office, your doctor will be able to view your medical record, prescribe medicine, and order lab tests and X-rays.



Specialty phone and video visits

Get follow-up care with telephone or video appointments* for specialties including Behavioral Health, Dermatology, Ear/Nose/Throat, Gastroenterology, Neurology/Sleep Medicine, Ob/Gyn, Urology and much more. These visits can be conducted right from your computer, tablet, or smartphone. Ask your Kaiser Permanente doctor if a video visit is right for you.

ONLINE



Email

Send an email to a doctor you've seen for answers to non-urgent health questions, or email a pharmacist with medication questions.



E-visits

For certain common symptoms—like fever, coughing, stuffy nose, or pain when urinating—you can skip the phone call and fill out an online questionnaire. Based on your responses, you'll be shown self-care advice or recommendations for the best way to get the care you need. You can even get a prescription written and sent to a Kaiser Permanente pharmacy. To complete an E-visit, go to **kp.org/appointments**.

* For members 18 or older who are registered on **kp.org** and have seen their doctor in the past year.

Save time and money when you need care quickly. When it's not an emergency, you can:

- Schedule a same-day telephone, video, or in-person visit.
- Walk in to one of our Express Care or urgent care locations.

You'll have a lower copay than for the emergency room, and could save hours of wait time.

IN-PERSON



In-person routine and specialty care

At most Kaiser Permanente offices, you can see a doctor or specialist, plus get labs, X-rays and prescriptions all under the same roof. Same-day appointments are even available at many locations for primary care and gynecology. And you won't need a referral to see any of our specialists.



Express Care

At select locations (see page 8), you can get seen the same day by a Certified Nurse Practitioner. Make an appointment or even walk in for minor health issues such as headaches, coughs and fever; to pains, strains and sprains; to sports physicals for kids.



Urgent care

When you need care quickly (but it's not an emergency), you can get 24/7 walk-in care at our three Advanced Care Centers (see page 8). Even get care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, and dehydration. You also have access to a broad network of affiliated urgent care centers. For help finding one near you, call **404-365-0966**.



In an emergency

For medical emergencies, you have access to any hospital emergency room, even if it's not affiliated with Kaiser Permanente.



At the hospital

You'll have access to inpatient care at Children's Healthcare of Atlanta, Emory University Hospital Midtown, Emory Saint Joseph's Hospital, Northside Hospital Atlanta, and others. At Emory Midtown and Emory Saint Joseph's, you'll get care from a Kaiser Permanente doctor who has access to your medical record. Your personal physician will decide which facility is best for you.



When traveling or away at school

When you're temporarily in another Kaiser Permanente region, you can get visiting member benefits – like coverage for routine or specialty care from our providers. Not in a Kaiser Permanente region? You're still covered for emergency and urgent care. For information, call our 24/7 Travel Line at **951-268-3900**[†] or visit **kp.org/travel**.

Paying for care

You'll usually be asked to pay your share of costs (e.g., copayment) at your visit. When getting care at a Kaiser Permanente office (or other in-network facility), you usually won't have to file claims. For your plan's benefit information, see your *Evidence of Coverage* or visit **kp.org/costsandcoverage**. Or visit **kp.org/costestimates**, where you can get personalized cost estimates for specific services.

[†] If outside the United States, dial the U.S. country code "001" for land lines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

Find a convenient location

You can choose a doctor from any of the locations listed below. Even after you've chosen a personal doctor at a particular location, you can see another doctor at a different location whenever it's more convenient. Most locations also have lab, X-ray, and pharmacy services under the same roof. For details about each location, visit kp.org/facilities or call **404-365-0966**.

1 Alpharetta Medical Center
3550 Preston Ridge Road
Alpharetta, GA 30005

2 Athens Medical Office
2142 West Broad Street
Building 200
Athens, GA 30606

EXPRESS CARE

3 Brookwood at Peachtree Medical Office
1745 Peachtree Road
Suite U
Atlanta, GA 30309

4 Cascade Medical Center
1175 Cascade Parkway
Atlanta, GA 30311

5 Conyers Medical Office
1478 Dogwood Drive
Conyers, GA 30013

EXPRESS CARE

6 Crescent Medical Center
200 Crescent Centre Parkway
Tucker, GA 30084

EXPRESS CARE

7 Cumberland Medical Center
2525 Cumberland Parkway SE
Atlanta, GA 30339

8 Douglasville Medical Office
6875 Douglas Blvd.
Suite A
Douglasville, GA 30135

9 Downtown Decatur Medical Office
201 W. Ponce de Leon Ave.
Suite A
Decatur, GA 30030

10 Fayette Medical Office
101 Banks Road
Fayetteville, GA 30214

11 Forsyth Medical Office
1400 Northside Forsyth Dr.
Suite 350
Cumming, GA 30041

24/7 URGENT CARE & EXPRESS CARE

12 Gwinnett Comprehensive Medical Center
3650 Steve Reynolds Blvd.
Duluth, GA 30096

13 Henry Towne Centre Medical Center
1125 Towne Centre Village Dr.
McDonough, GA 30253

14 Holly Springs Medical Office
684 Sixes Road, Suite 275
Holly Springs, GA 30115

15 Lawrenceville Medical Office
455 Philip Blvd., Suite 130
Lawrenceville, GA 30046

16 Newnan Medical Office
203 Newnan Crossing Bypass
Newnan, GA 30263

17 Panola Medical Center
5440 Hillandale Drive
Lithonia, GA 30058

18 Sandy Springs Medical Office
1100 Lake Hearn Drive NE
Suites 250 & 500
Sandy Springs, GA 30342

19 Snellville Medical Office
2240 Fountain Drive
Snellville, GA 30078

24/7 URGENT CARE & EXPRESS CARE

20 Southwood Comprehensive Medical Center and 24/7 Advanced Care Center
2400 Mt. Zion Parkway
Jonesboro, GA 30236

21 Stonecrest Medical Center
8011 Mall Parkway
Lithonia, GA 30038

22 Sugar Hill-Buford Medical Center
1435 Broadmoor Blvd.
Sugar Hill, GA 30518

24/7 URGENT CARE & EXPRESS CARE

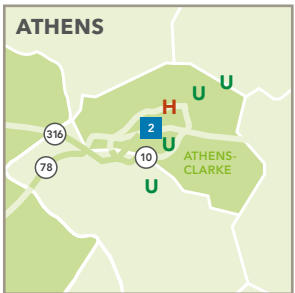
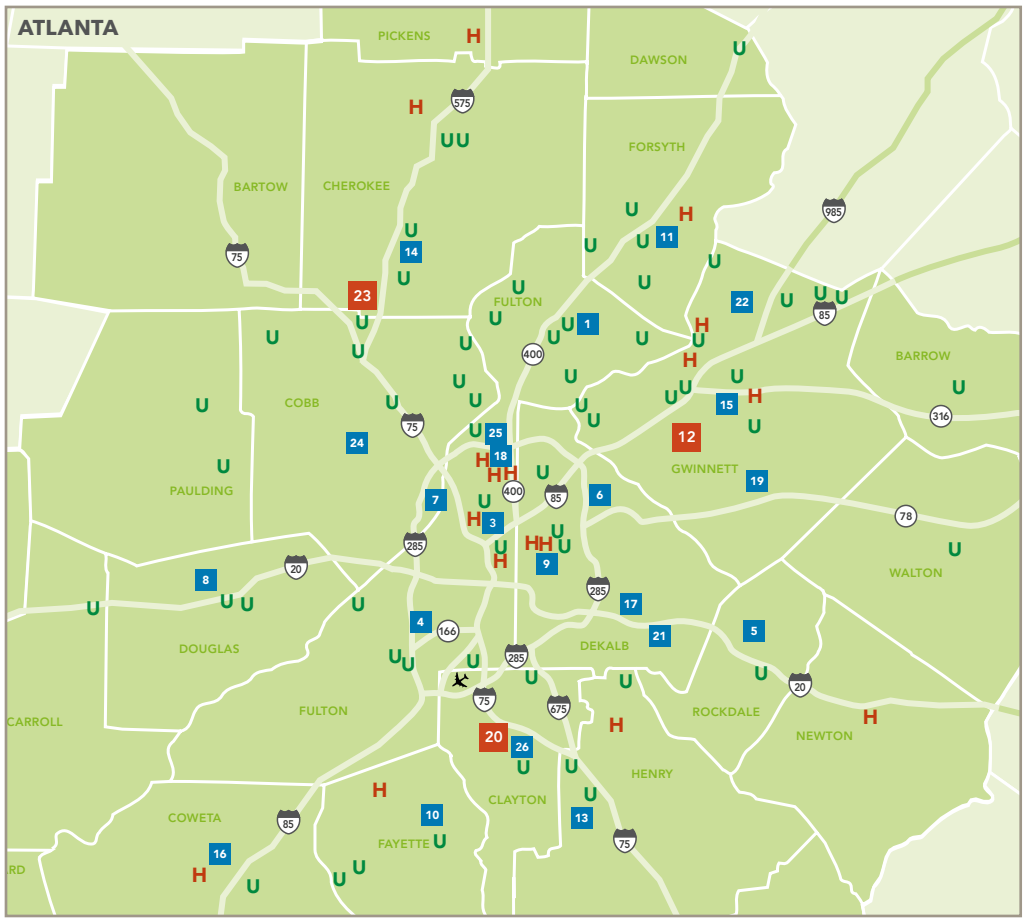
23 TownPark Comprehensive Medical Center and 24/7 Advanced Care Center
750 TownPark Lane
Kennesaw, GA 30144


24 West Cobb Medical Center
3640 Tramore Pointe Parkway
Austell, GA 30106

**Specialty care facilities
(primary care not offered)**

25 Glenlake Comprehensive Specialty Center
20 Glenlake Parkway
Sandy Springs, GA 30328

26 Southwood Specialty Center
2470 Mt. Zion Parkway
Jonesboro, GA 30236



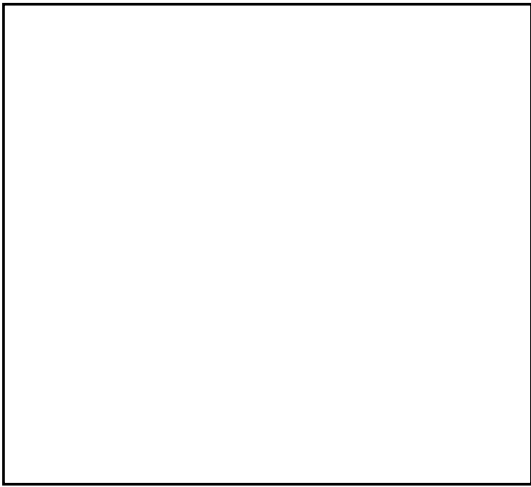
- Kaiser Permanente In-Network Providers**
-  Kaiser Permanente Medical Facilities
 -  Kaiser Permanente Medical Facilities also offering 24/7 Urgent Care
 -  Affiliated Community Urgent Care Centers
 -  Affiliated Hospitals*

Map not to scale. Locations not exact.

Your nearest location

<Assigned Medical Center Name>
 <address line 1>
 <address line 2>
 <address line 3>

If you've already chosen a Kaiser Permanente personal doctor before receiving this booklet, this is the location where that physician practices. Otherwise, this is the closest Kaiser Permanente medical facility to your home. Feel free to choose a doctor at the location that's most convenient for you, and change at any time.



* The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. In an emergency, you have access to any hospital emergency room. See page 7 for details.



Understanding your plan

To take full advantage of your deductible plan, it helps to know what you can expect to pay when you get care. We're here to help. First, take a look at the information below. To view your coverage and benefits online, sign in at kp.org/costsandcoverage, or go to kp.org/costestimates to get a personalized cost estimate for a particular service. Still need help understanding your plan? Just call Member Services at **1-888-865-5813**.

How deductible plans work

With deductible plans like yours, you'll pay just a copay (a set amount) for certain services – including most preventive care – all year round. But for many services, you'll need to pay the full charges until the total of what you've spent reaches a certain amount called your deductible. Once you reach your deductible, your share of costs for services covered by your plan will go down for the rest of the year. For more information, you can visit kp.org/deductibleplans. For specific costs and details of your plan, review your *Evidence of Coverage (EOC)*. If you don't have a hard copy, view it online at kp.org/costsandcoverage.

Here's a summary:

- When you get care, you'll be asked to pay for your scheduled services when you check in. This may cover only part of what you owe for your visit, especially if your doctor ends up ordering additional services that weren't scheduled. You'll receive a bill in the mail later for any balance you owe.
- What you pay will depend on your plan, the services you receive, and if you've reached your deductible. In many plans, most *preventive care* is at little or no cost to you even before you reach your deductible. For other services, you'll pay full charges until the amount you've spent adds up to your deductible.

- Once you reach your deductible, you'll pay just a copay or coinsurance for covered services the rest of the plan year.

Preventive and non-preventive services

Sometimes you'll have preventive and nonpreventive care in the same visit. There's little or no cost for most preventive care services, but you might have to pay more if you have any nonpreventive services. For example, your doctor might find a mole during a routine visit and decide to remove it for testing. Because the mole removal and testing are not preventive, you may need to pay a separate copay or coinsurance for these services.

[Coverage for the whole family

Your plan includes a deductible and an out-of-pocket maximum (the limit on how much you'll have to pay for care) for your whole family, as well as for each individual. After you reach your *family deductible*, everyone in your family will only pay copays or coinsurance for covered services, even if they haven't reached their individual deductible. And if you reach your *family out-of-pocket maximum*, no one in your family will pay for covered services for the rest of the year.]



Healthy extras

Resources for healthy living

Take advantage of our resources to help keep you informed, inspired, and feeling your best.

Total Health Assessment

Answer questions about your daily habits and get a great overview of your health, along with personalized tips. Visit kp.org/tha for this free online tool.

Healthy Lifestyle programs

These free online programs create customized action plans to help you eat healthy, lose weight, quit smoking, reduce stress, manage pain, and much more. Visit kp.org/healthylifestyles.

Wellness coaching

Want some inspiration or support? Talk to your own free wellness coach at **1-866-862-4295**.

Healthy living classes

Free or low-cost health classes in our medical offices include yoga, healthy cooking, weight management, managing stress, and much more. Visit kp.org/classes.

Online tools

Take advantage of the tools in the “Health & Wellness” section of kp.org:

- Interactive Symptom Checker
- Health and drug encyclopedias
- Videos and guided-imagery audio programs

Managing your conditions

If you have an ongoing health condition, you’ll have the support of our award-winning Complete Care (case management) program at no additional cost. (Your doctor will automatically enroll you.) You can also get free telephone health coaching through our Healthy Solutions program by calling **1-888-251-6733**.

Discounts

Enjoy discounts on chiropractic care, massage therapy, fitness club membership, vitamins, and more by signing in at kp.org/choosehealthy.

Publications

Evidence of Coverage

Provides more-detailed information about your benefits and getting care. Download a copy by signing in at kp.org/costsandcoverage.

Partners in Health

Register on kp.org and you’ll receive this monthly e-newsletter with health tips, member stories, and other resources to help you thrive.



Notices

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, Inc. (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 **1-888-865-5813** (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: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.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 **1-888-865-5813** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**).

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

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。 **1-888-865-5813** (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. **1-888-865-5813** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníl'ti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **1-888-865-5813** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (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 **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**).

Notes

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Contact us



New Member Desk

For help getting started—including choosing a doctor, making your first appointment, registering on **kp.org**, and transitioning prescriptions, call the New Member Desk number listed on your ID Card sticker.

Monday - Friday, 7 a.m. to 7 p.m.

No sticker? You can also call the Appointment and advice line below.



Appointment and advice line

To make most appointments or get advice, call **404-365-0966** (TTY **711**), 24 hours a day, seven days a week. To schedule specialty appointments, call Monday-Friday, 8 a.m. to 5 p.m.



Member Services

We're here to help. Call us if you have questions about your benefits and coverage or to request a copy of your **Evidence of Coverage (EOC)**, which has a complete list of the services covered in your plan.

1-888-865-5813

Monday-Friday, 7 a.m. to 7 p.m.

If you are a Medicare member, call **1-800-232-4404** (TTY **711**), 8 a.m. to 8 p.m., 7 days a week.

Your **EOC** can also be found at **kp.org/costsandcoverage**.



Getting care away from home

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900*** for 24/7 travel support anytime, anywhere.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home.
- Find care in a Kaiser Permanente region.
- File a claim for reimbursement when you're back.

* This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays. If you need emergency or out-of-area urgent care, you can get care from any provider. Check your **Evidence of Coverage (EOC)** for details. Medicare members should check their **EOC** for more details.

Kaiser Foundation Health Plan of Georgia, Inc.
Nine Piedmont Center
3495 Piedmont Road, NE
Atlanta, GA 30305

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Your guide to good health

Keep this book handy as a quick reference to getting the most out of your new plan

1



Choose your doctor

2



Create your kp.org account

3



Get prescriptions