

# Welcome to Kaiser Permanente

## Let's get started!



# Greetings

<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 and create your online account, the more you'll get out of your new health plan. And don't forget to take advantage of the Kaiser Permanente Wellness Program for SHBP where you [and your covered spouse] could earn up to \$500 [each].

Get started today by calling **855-512-5997**. You can also visit **kp.org/newmember**.

Take advantage of all that life has to offer by being as healthy as you can be.

## Welcome to Kaiser Permanente!



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*Executive Medical Director and President  
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**Jim Simpson**

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# Let's get started!

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



## Step 1:

### Choose your doctor – and change anytime ..... 2

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a network of Kaiser Permanente doctors. And, remember – 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.

## Also inside:

### Getting care ..... 5

Learn about different ways to access care and different kinds of care you may need.

### Healthy extras ..... 10

Learn about your chance to earn rewards for completing wellness activities. Get an overview of your resources to help you stay informed, get inspired, and feel your best.

### Notices ..... 11



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### Contact us ..... 13



**Earn up to [~~<\$500>~~~~<\$1000>~~] in wellness rewards! See page 10.**



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# Choose your doctor – and change anytime

## 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](https://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 schedule your first doctor's 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](https://kp.org/newmember) to browse our doctor profiles and select a doctor who matches your needs.

#### Choose by phone

Call us at **855-512-5997**, Monday - Friday, 7 a.m. to 7 p.m. ET, and we'll help you find a doctor. We can even help you schedule your first appointment.

### Change anytime

You can also 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 **855-512-5997**, Monday - Friday, 7 a.m. to 7 p.m. ET.



# 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:<sup>\*</sup>

- 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.<sup>†</sup>

[• **Manage a family member's health care.**<sup>\*\*</sup>]

### ➤ 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, as well as recipes and articles on health topics.

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<sup>\*</sup> These features are available when you get care at Kaiser Permanente facilities.

<sup>†</sup> These tools are not yet available on smartphones and tablets.

[<sup>\*\*</sup> 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 **855-512-5997**, Monday - Friday, 7 a.m. to 7 p.m. ET.



#### 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 co-pay).

### 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, 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 the type of care you need, finding a location, or making any type of appointment, call **855-512-5997**. Call for nurse advice, location help, and scheduling most appointments 24/7. To schedule a specialty appointment, call Monday - Friday, 8 a.m. to 5 p.m. ET.

As a Kaiser Permanente member, you have access to a full range of care and services, including:<sup>†</sup>

### Routine care

A non-urgent care need, including:

- 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.\*\*

<sup>†</sup> 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 **855-512-5997**. 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
- itchy/red eyes
- stuffy nose/sinus issues
- allergies
- cough
- nausea, vomiting, and diarrhea
- 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 or video visit.
- Walk in to one of our Express Care locations.
- Schedule a same-day, in-person appointment.
- Walk in to one of our urgent care locations.

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



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## IN-PERSON

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### 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 over 75 affiliated urgent care centers. For help finding one near you, call **855-512-5997**.



### 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**<sup>†</sup> or visit **kp.org/travel**.

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## 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.

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<sup>†</sup> 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](http://kp.org/facilities) or call **855-512-5997**.

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

**EXPRESS CARE**

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

**3** **Cascade Medical Center**  
1175 Cascade Parkway  
Atlanta, GA 30311

**4** **Conyers Medical Office**  
1478 Dogwood Drive  
Conyers, GA 30013

**EXPRESS CARE**

**5** **Crescent Medical Center**  
200 Crescent Centre Parkway  
Tucker, GA 30084

**EXPRESS CARE**

**6** **Cumberland Medical Center**  
2525 Cumberland Parkway SE  
Atlanta, GA 30339

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

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

**9** **Fayette Medical Office**  
101 Banks Road  
Fayetteville, GA 30214

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

**24/7 URGENT CARE & EXPRESS CARE**

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

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

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

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

**15** **Newnan Medical Office**  
203 Newnan Crossing Bypass  
Newnan, GA 30263

**16** **Panola Medical Center**  
5440 Hillandale Drive  
Lithonia, GA 30058

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

**18** **Snellville Medical Office**  
2240 Fountain Drive  
Snellville, GA 30078

**24/7 URGENT CARE & EXPRESS CARE**

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

**20** **Stonecrest Medical Center**  
8011 Mall Parkway  
Lithonia, GA 30038

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

**24/7 URGENT CARE & EXPRESS CARE**

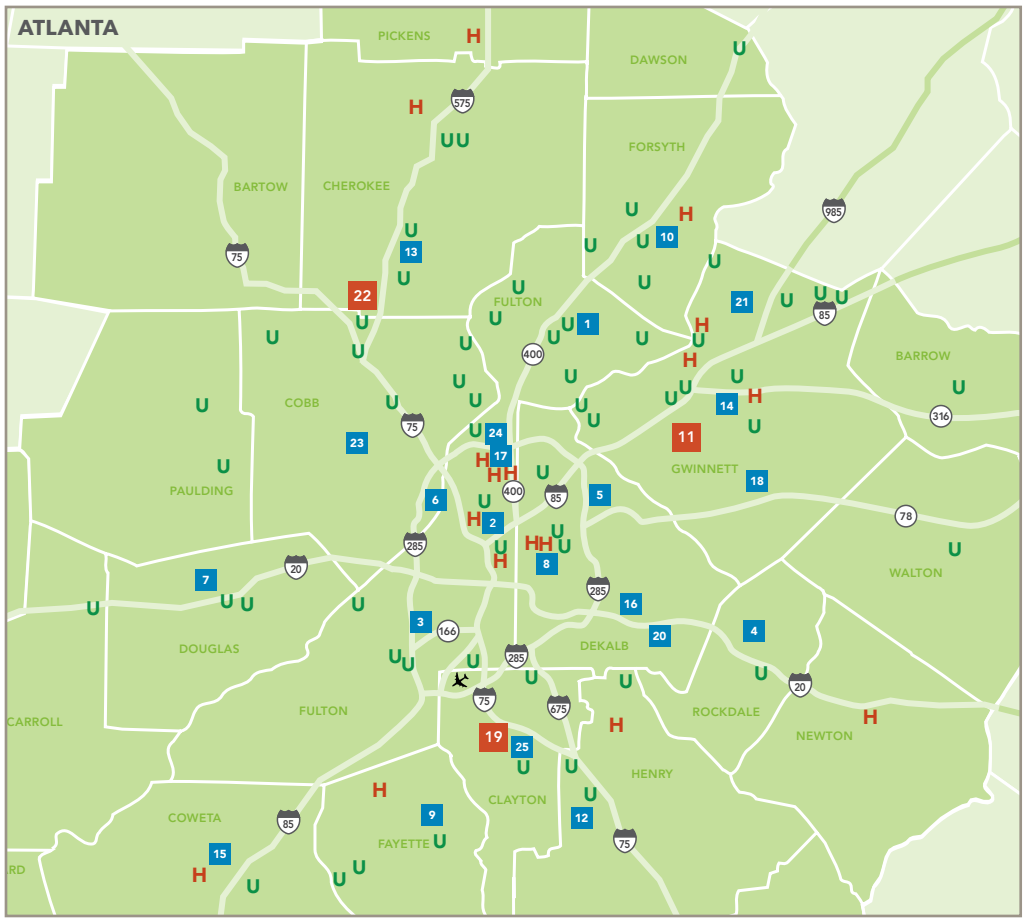
**22** **TownPark Comprehensive Medical Center and 24/7 Advanced Care Center**  
750 TownPark Lane  
Kennesaw, GA 30144

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

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

**24** **Glenlake Comprehensive Specialty Center**  
20 Glenlake Parkway  
Sandy Springs, GA 30328

**25** **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.



# Healthy extras

## Resources for healthy living

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

### **\$ Earn up to [<\$500><\$1000>] for wellness**

Complete five activities covered in the 2020 Kaiser Permanente Wellness Program for SHBP members, and earn a \$500 reward card. Spend it any way you like. [Covered spouses can earn one too!] Get started at: [my.kp.org/shbp](https://my.kp.org/shbp).

### **Total Health Assessment**

Answer questions about your daily habits and get a great overview of your health, along with personalized tips. This free online tool is the first step in completing your Wellness Program, so visit [kp.org/engage](https://kp.org/engage) to get started.

### **Healthy Lifestyle Programs**

These free online programs create customized action plans to help you eat healthy, manage weight, quit smoking, reduce stress, manage pain, and much more. Visit [kp.org/engage](https://kp.org/engage).

### **Wellness coaching**

Want some inspiration or support? Talk to your own free wellness coach at **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](https://kp.org/classes).

### **Online tools**

Take advantage of the tools in the “Health & Wellness” section of [kp.org](https://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 **888-251-6733**.

### **Discounts**

Enjoy discounts on chiropractic care, massage therapy, fitness club membership, vitamins, and more by signing in at [kp.org/choosehealthy](https://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](https://kp.org/costsandcoverage).

#### ***Partners in Health***

Register on [kp.org](https://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) ማሰታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት 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 nínizin:** Díí saad bee yánílti'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).

# Contact us

## Appointments, Advice, and Member Services

We're here to help with nurse advice, appointments, and questions about your benefits and coverage. You can also request a copy of your **Evidence of Coverage (EOC)**, which has a complete list of the services covered in your plan. Your **EOC** can also be found at [kp.org/costsandcoverage](https://kp.org/costsandcoverage).

**855-512-5997**

Member Services: Monday-Friday, 7 a.m. to 7 p.m. ET.

Nurse Advice and primary care appointments: 24/7

Specialty appointments: Monday-Friday, 8 a.m. to 5 p.m. ET.

## Getting care away from home

Plan ahead, travel well, and come home healthy. Visit [kp.org/travel](https://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.

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

INDICIA  
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## Important plan information

<Recipient Name>  
<Address>

 Please recycle.

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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

[kp.org/newmember](https://kp.org/newmember)



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