

# WELCOME

TO KAISER PERMANENTE

Make the most of  
your membership in  
**3 EASY STEPS**

1



2



3



2021 Kaiser Permanente Individuals and  
Families HMO Reference Guide

# Greetings

We're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

This reference guide will help you make the most of your membership with Kaiser Permanente. It puts important details at your fingertips, including how to get care, how your plan works, important phone numbers, and information about Urgent Care centers. You will also find information about pharmacies, getting care away from home, and understanding your costs.

This reference guide will also walk you through the most important steps for accessing your membership and learning more about how your plan works. The sooner you choose a doctor and sign up on our website, the more you'll get out of your new health plan.

We encourage you to take a few minutes to read through this brochure and keep it nearby for quick reference.

Get started today by calling the New Member Activation Desk at **855-392-4851** (TTY 711) or visiting [kp.org/newmember](https://kp.org/newmember). Take advantage of all that life has to offer by being as healthy as you can be.



Ruth Williams-Brinkley  
*Regional President, Kaiser Permanente*

► **To learn more about the details of your plan, open the fold on the cover.**

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Your plan is governed by the Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (KFHP-MAS), *Group Agreement and Evidence of Coverage (EOC)*. Inside this booklet, it is referred to as your "plan document." In the event of ambiguity or conflict between this member guide and the KFHP-MAS *Group Agreement* and *EOC*, the KFHP-MAS *Group Agreement* and *EOC* shall control.



# How your Kaiser Permanente health plan works

## Your Kaiser Permanente Individuals and Families HMO plan

You are enrolled in the **Kaiser Permanente Individuals and Families HMO plan**, which includes an important highlight:

- The Signature network

**Your network:** With this plan, you have access to the Signature network, which gives you quality care from Mid-Atlantic Permanente Medical Group, P.C. (Permanente), physicians. They're part of a group of over 1,600 physicians who practice in our state-of-the-art medical centers located in Maryland, the District of Columbia, and Virginia.

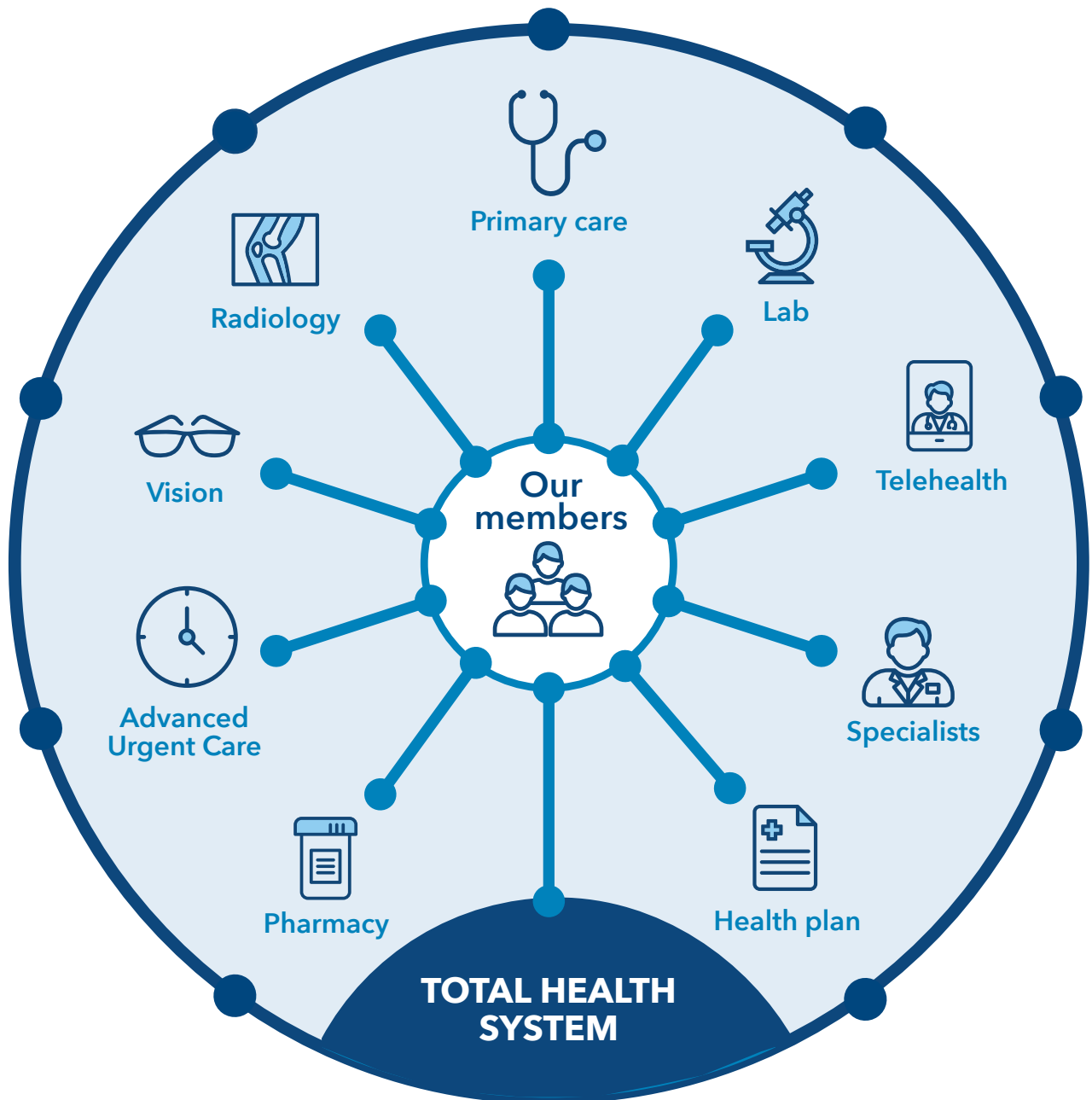
To learn more about your Kaiser Permanente Individuals and Families HMO Plan and how to make changes to your account, visit **kp.org** and review your plan document or turn to pages 22 to 24.



# Our members are at the heart of all that we do

Our patient-centered approach keeps the focus on our members and their well-being. Permanent doctors are relieved of administrative tasks, so they can focus on their patients. Instead of taking

a one-size-fits-all approach, they get to know you and personalize your care to meet your health needs. This means you always get the care and treatment that works best for you.



# Let's get started

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



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### Need help getting started?

Call our New Member Activation Desk at **855-392-4851** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.

Our onboarding agents can help you with everything from choosing a doctor and registering on **kp.org** to transferring your prescriptions and making your first doctor's appointment by phone or video.



# 1

## Choose your doctor— and change anytime

Select from a wide range of great doctors  
and change anytime, for any reason

To help you find a personal doctor (also called a primary care physician) who's right for you, you can browse our online doctor profiles. There, you'll see information related to their education, credentials, specialties, and interest areas, as well as whether or not they're accepting new patients.

Women should choose an ob/gyn in addition to their primary care physician.

### 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)

Each covered family member may choose his or her own personal doctor. If you do not choose a primary care physician or ob/gyn within the first 30 days of enrollment, one will be assigned to you.

If the doctor you'd like to select isn't accepting new patients, you can call us for assistance.

### See specialists, some without a referral

You don't need a referral for the following specialties. Just call for an appointment:

- **800-777-7904** for obstetrics-gynecology and optometry
- **866-530-8778** for behavioral health (initial consultation), except inpatient care, and chemical dependency or addiction medicine

For other types of specialty care, your doctor will refer you. If you have an affiliated or network physician, contact that doctor's office directly.

Go to [kp.org/doctor](https://kp.org/doctor) to browse our doctor profiles and find a doctor who matches your needs. You can also call **800-777-7904** (TTY **711**), 24 hours a day, 7 days a week.



# 1

## Elija un médico, y cámbielo en cualquier momento

Elija entre una gran variedad de médicos excelentes y cambie de médico en cualquier momento y por cualquier motivo.

Para ayudarle a encontrar un médico personal (también llamado médico de atención primaria) que sea adecuado para usted, puede explorar los perfiles de nuestros médicos en línea. Allí encontrará información relacionada con su educación, credenciales, especialidades y áreas de interés, y también se indica si están aceptando pacientes nuevos.

Además de un médico de atención primaria, las mujeres deben elegir un ginecobstetra.

**Puede elegir un médico personal con cualquiera de las siguientes especialidades:**

- Medicina para adultos o medicina interna
- Medicina familiar
- Pediatría o medicina para adolescentes (para niños de hasta 18 años)

Cada familiar con cobertura puede elegir su propio médico personal. Si no elige un médico de atención primaria o un ginecólogo/obstetra en un plazo de 30 días a partir de su inscripción, se le asignará uno.

Si el médico que le gustaría seleccionar no está aceptando pacientes nuevos, puede llamarnos para obtener ayuda.

### Consulte a algunos especialistas sin una referencia

No necesita obtener una referencia para las especialidades a continuación. Simplemente llame para hacer una cita.

- Para obstetricia y ginecología, y optometría, llame al **800-777-7904**.
- Para una consulta inicial de salud mental (excepto la atención para pacientes hospitalizados) y farmacodependencia o medicina de la adicción, llame al **866-530-8778**.

Para otros tipos de atención especializada, su médico le dará una referencia. Si cuenta con un médico afiliado o de la red, comuníquese directamente con su consultorio.

Ingrese a [kp.org/doctor](https://kp.org/doctor) (en inglés) para consultar los perfiles de nuestros médicos y encontrar uno que se adapte a sus necesidades. También puede llamar al **800-777-7904 (TTY 711)**, las 24 horas del día, los 7 días de la semana.



# 2

## Create your online account on **kp.org**

Start using our secure website, **kp.org**, to manage your health on your time<sup>1</sup>

Visit **kp.org** anytime, from anywhere, to:

- Schedule an appointment to see physicians and providers by video visit.
- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health care.
- Get a personalized cost estimate.
- And much more.

### Caregiver access

Caregivers can have access to certain features of **kp.org** for their loved ones who are Kaiser Permanente members. Nonmembers can be caregivers on **kp.org** as long as they are at least 18 years old and have either:

1. Permission from you, or
2. Legal rights to make health care decisions on your behalf, or legal rights to access your health care information.

To set up an account, go to **kp.org/register** and follow the prompts for caregiver access.



### Creating an account is easy

Go to **kp.org/newmember** from a computer or mobile device. You'll need your medical record number, which you can find on your member ID card.

### Download the Kaiser Permanente app

1. From your smartphone, go to your preferred app site: App Store<sup>SM</sup> (iOS) or Google Play<sup>®</sup> (Android<sup>™</sup>).<sup>2</sup>
2. Search for the Kaiser Permanente app, then download it to your smartphone.
3. Use your **kp.org** user ID and password to activate the app, and you'll be ready to go!

### Digital membership card

Access your membership information anytime, anywhere with an electronic version of your membership card to:

- Check in for appointments.
- Pick up prescriptions.
- Access your family's membership information.

To use your digital membership card, tap the card icon at the bottom of the Kaiser Permanente app dashboard.

<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>2</sup>Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.





# 2 Cree su cuenta en línea en [kp.org/espanol](https://kp.org/espanol)

Empiece a usar nuestro sitio web seguro, [kp.org/espanol](https://kp.org/espanol), para manejar su salud cuando más le convenga.<sup>1</sup>

Visite [kp.org/espanol](https://kp.org/espanol) en cualquier momento y desde cualquier lugar para hacer lo siguiente:

- Programe una cita para tener consultas por video con médicos y proveedores.
- Ver la mayoría de los resultados de laboratorio.
- Volver a surtir la mayoría de los medicamentos recetados.
- Enviar un correo electrónico al consultorio de su médico con preguntas que no sean urgentes.
- Hacer citas de rutina o cancelarlas.
- Imprimir registros de vacunación para la escuela, los deportes y los campamentos.
- Manejar la atención médica de un familiar.
- Obtener un presupuesto personalizado.
- ¡Y mucho más!

## Acceso para cuidadores

Los cuidadores pueden tener acceso a ciertas funciones de [kp.org/espanol](https://kp.org/espanol) para sus seres queridos que sean miembros de Kaiser Permanente. Las personas que no sean miembros pueden ser cuidadores en [kp.org/espanol](https://kp.org/espanol), siempre que sean mayores de 18 años y que cumplan con una de las siguientes condiciones:

1. Cuenten con un permiso de usted.
2. Tengan derechos legales para tomar decisiones de atención médica en su nombre o para acceder a su información de salud.

Para crear una cuenta, ingrese a [kp.org/register](https://kp.org/register) (haga clic en “Español”) y siga las instrucciones para el acceso de cuidadores.



### Abrir una cuenta es fácil

Ingrese a [kp.org/nuevosmiembros](https://kp.org/nuevosmiembros) desde una computadora o un dispositivo móvil. Necesitará su número de historia clínica, que se encuentra en su tarjeta de identificación de miembro.

## Descargue la aplicación de Kaiser Permanente

1. Desde su teléfono inteligente, visite su sitio de aplicaciones preferido: App Store<sup>SM</sup> (iOS) o Google Play<sup>®</sup> (Android<sup>TM</sup>).<sup>2</sup>
2. Busque la aplicación de Kaiser Permanente y descárguela en su teléfono inteligente.
3. Use su identificación de usuario y contraseña de [kp.org/espanol](https://kp.org/espanol) para activar la aplicación, ¡y estará listo para comenzar!

## Tarjeta de membresía digital

Acceda a la información de su membresía en cualquier momento y lugar con la versión electrónica de su tarjeta de membresía, que le permite hacer lo siguiente:

- Registrarse para sus citas.
- Recoger sus medicamentos recetados.
- Acceder a la información de su membresía familiar.

Para usar su tarjeta de membresía digital, toque el icono de tarjeta en la parte inferior del tablero de la aplicación de Kaiser Permanente.

<sup>1</sup>Estos beneficios están disponibles cuando recibe cuidados en los centros de atención de Kaiser Permanente.

<sup>2</sup>Apple es una marca comercial de Apple, Inc. registrada en los Estados Unidos y otros países. App Store es una marca de servicios de Apple, Inc. Google Play y Android son marcas comerciales de Google, Inc.



# 3

## Get prescriptions

We make it easy to get your prescriptions

We have two ways to help you transfer your prescriptions from your current pharmacy to a Kaiser Permanente pharmacy.

1. Go to [kp.org/newmember](https://kp.org/newmember) and follow the steps to complete the online form.
2. Simply choose a Kaiser Permanente pharmacy at [kp.org/facilities](https://kp.org/facilities) and call us.

Remember to contact us before you need a refill, as it can take 2 or more business days to transfer your prescriptions.



### Get prescription refills by phone

Call us at **800-700-1479** (TTY **711**), 24 hours a day, and follow the instructions to request refills for most prescriptions.



### Get prescription refills online

Register on [kp.org](https://kp.org) to request refills for most prescriptions online.



### What drugs are covered?

Visit [kp.org/formulary](https://kp.org/formulary) for a list of approved drugs.



### Picking up your order

You can fill your prescriptions at the Kaiser Permanente pharmacies located in our medical centers. Just select the Kaiser Permanente pharmacy where you'd like to pick them up. Visit [kp.org/facilities](https://kp.org/facilities).

### Here's what you'll need

To transfer a prescription, please have the following information ready when you call:

- Your Kaiser Permanente medical record number
- The name and telephone number of your current pharmacy
- The name, strength, and directions for use of the prescribed medication
- The prescription number of the prescribed medication

### Getting refills by mail

Once you've transferred your prescriptions, filling your orders for home delivery—at no additional charge—is easy. Start by creating your online account on [kp.org](https://kp.org). Then place your order online and choose the mail option.<sup>1</sup> Or call **703-466-4900** to get your prescriptions by mail.

### Try our My KP Meds app

Keep track of your medications right in the palm of your hand. Review your history, refill medications, schedule reminders, and view changes made by your doctors in your medical records. The My KP Meds app is available at no cost from the App Store<sup>SM</sup> (iOS) or Google Play<sup>®</sup> (Android<sup>™</sup>).<sup>2</sup>

### Using network pharmacies

You may also have access to participating network pharmacies, including Rite Aid, Giant, Walmart, Walgreens, Safeway, Harris Teeter, and others. You will not be able to use Kaiser Permanente prescription home delivery if you fill your prescriptions using network pharmacies. Check your plan document to see if your plan gives you access to network pharmacies.

For a list of Kaiser Permanente pharmacies and phone numbers, see page 8.

<sup>1</sup>Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.

<sup>2</sup>Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.



# 3

## Obtenga medicamentos recetados

Hacemos que sea más fácil obtener sus medicamentos recetados.

Tenemos dos maneras de ayudarle a transferir sus medicamentos recetados de su farmacia actual a una farmacia de Kaiser Permanente.

1. Ingrese a [kp.org/nuevosmiembros](https://kp.org/nuevosmiembros) y siga las instrucciones para completar el formulario en línea.
2. Simplemente elija una farmacia de Kaiser Permanente en [kp.org/facilities](https://kp.org/facilities) (haga clic en "Español") y llámenos.

Recuerde contactarnos antes de que necesite volver a surtir sus medicamentos, ya que la transferencia puede tomar 2 días hábiles o más.



### Resurta sus medicamentos recetados por teléfono

Llámenos al **800-700-1479** (TTY 711), las 24 horas del día y siga las instrucciones para solicitar el resurtido de la mayoría de sus medicamentos recetados.



### Resurta sus medicamentos recetados en línea

Regístrese en [kp.org/espanol](https://kp.org/espanol) para solicitar el resurtido de la mayoría de sus medicamentos recetados en línea.



### ¿Qué medicamentos están cubiertos?

Ingrese a [kp.org/formulary](https://kp.org/formulary) (haga clic en "Español") para obtener una lista de los medicamentos aprobados.



### Recoja su pedido

Puede surtir sus medicamentos recetados en las farmacias de Kaiser Permanente ubicadas en nuestros centros médicos. Simplemente seleccione la farmacia de Kaiser Permanente donde quiere recogerlos. Ingrese a [kp.org/facilities](https://kp.org/facilities) (haga clic en "Español").

### Esto es lo que necesitará

Para transferir un medicamento recetado, tenga la siguiente información a la mano cuando nos llame:

- Su número de historia clínica de Kaiser Permanente
- El nombre y número de teléfono de su farmacia actual
- El nombre, la concentración y las indicaciones para el uso del medicamento recetado
- El número de receta del medicamento recetado

### Obtenga resurtidos por correo

Una vez que se transfirieron sus medicamentos recetados, es fácil volver a surtirlos con entrega a domicilio y sin costo. Primero regístrese para usar Primero debe crear su cuenta en [kp.org/espanol](https://kp.org/espanol). Después haga su pedido en línea y elija la opción de envío por correo.<sup>1</sup> También puede llamar al **703-466-4900** para obtener sus medicamentos recetados por correo.

### Pruebe la aplicación My KP Meds

Lleve el control de sus medicamentos desde la palma de la mano. Revise su historial, resurta sus medicamentos, establezca recordatorios y vea los cambios que hicieron sus médicos en su historia clínica. La aplicación My KP Meds está disponible sin costo en App Store<sup>SM</sup> (iOS) o Google Play<sup>®</sup> (Android<sup>TM</sup>).<sup>2</sup>

### Uso de las farmacias de la red

También puede tener acceso a las farmacias de la red participantes, incluidas Rite Aid, Giant, Walmart, Walgreens, Safeway, Harris Teeter, y otras. No podrá usar el servicio de entrega de recetas médicas a domicilio de la Farmacia de Pedidos por Correo de Kaiser Permanente si surte sus recetas médicas en las farmacias de la red. Revise el documento de su plan para ver si el plan le brinda acceso a las farmacias de la red.

Para obtener una lista de las farmacias de Kaiser Permanente y los números de teléfono, consulte la página 8.

<sup>1</sup>Algunos medicamentos no son elegibles para el servicio de Farmacia de Pedidos por Correo. La Farmacia de Pedidos por Correo puede hacer envíos a domicilios ubicados en Maryland, Virginia, District of Columbia y ciertos lugares fuera del área de servicio.

<sup>2</sup>Apple es una marca comercial de Apple Inc., registrada en los Estados Unidos y en otros países. App Store es una marca de servicios de Apple, Inc. Google Play y Android son marcas comerciales de Google, Inc.



# Pharmacies

There is a pharmacy in each Kaiser Permanente medical center.  
See page 12 for locations on a map.

## Maryland

Abingdon Medical Center  
Pharmacy: **410-515-5450**

Annapolis Medical Center  
Pharmacy: **410-571-7360**

Kaiser Permanente Baltimore Harbor Medical Center  
Pharmacy: **410-637-5750**

Camp Springs Medical Center  
Pharmacy: **301-702-6175**

Columbia Gateway Medical Center  
Pharmacy: **410-309-7500**

Kaiser Permanente Frederick Medical Center  
Pharmacy: **240-529-1800**

Gaithersburg Medical Center  
Pharmacy: **240-632-4150**

Kensington Medical Center  
Pharmacy: **301-929-7175**

Largo Medical Center  
Pharmacy: **301-618-5552**

Marlow Heights Medical Center  
Pharmacy: **301-702-5190**

North Arundel Medical Center  
Pharmacy: **410-508-7675**

Prince George's (Hyattsville) Medical Center  
Pharmacy: **301-209-6688**

Shady Grove Medical Center  
Pharmacy: **301-548-5755**

Silver Spring Medical Center  
Pharmacy: **301-572-1055**

South Baltimore County Medical Center  
Pharmacy: **410-737-5200**

Towson Medical Center  
Pharmacy: **410-339-5655**

White Marsh Medical Center  
Pharmacy: **410-933-7626**

Woodlawn Medical Center  
Pharmacy: **443-663-6116**

## Virginia

Alexandria Medical Center  
Pharmacy: **703-721-6310**

Ashburn Medical Center  
Pharmacy: **571-252-6005**

Burke Medical Center  
Pharmacy: **703-249-7750**

Colonial Forge Medical Center  
Pharmacy: **540-602-6300**

Fair Oaks Medical Center  
Pharmacy: **703-934-5800**

Falls Church Medical Center  
Pharmacy: **703-237-4430**

Fredericksburg Medical Center  
Pharmacy: **540-368-3800**

Haymarket Crossroads Medical Center  
Pharmacy: **571-445-7300**

Manassas Medical Center  
Pharmacy: **703-257-3030**

Reston Medical Center  
Pharmacy: **703-709-1560**

Springfield Medical Center  
Pharmacy: **703-922-1234**

Tysons Corner Medical Center  
Pharmacy: **703-287-4650**

Woodbridge Medical Center  
Pharmacy: **703-490-7624**

## Washington, DC

Kaiser Permanente Capitol Hill Medical Center  
Pharmacy: **202-346-3300**

Northwest DC Medical Office Building  
Pharmacy: **202-419-6900**

Your plan may allow you to use non-Kaiser Permanente pharmacies. For information, call Member Services at **800-777-7902 (TTY 711)**, Monday through Friday, 7:30 a.m. to 9 p.m. (except holidays). If your plan is through your employer, check with your benefits manager to find out if your plan includes non-Kaiser Permanente pharmacies.



# The right care

Services	Contact	Availability
<p><b>Seeing your doctor</b></p> <p>For an expected care need, like a recommended preventive screening or a visit for a health issue currently being treated. Or, a new health concern or change in an existing health condition that is not an urgent care need.</p>	<p>At Kaiser Permanente facilities: <b>800-777-7904</b> (TTY 711) or online at <a href="https://kp.org/appointments">kp.org/appointments</a>.</p>	<p>Call or go online 24 hours a day, 7 days a week to schedule appointments with Permanente physicians.</p>
<p><b>Video visits<sup>1</sup></b></p> <p>See physicians and providers by video visit—wherever you need.</p>	<p>With doctors who practice at Kaiser Permanente medical centers: <b>800-777-7904</b> (TTY 711).</p>	<p>Call or go online 24 hours a day, 7 days a week to schedule video visits with Permanente physicians.</p>
<p><b>Seeing specialty doctors</b></p> <p>You need a referral from your primary care physician for specialty care. In most cases, an appointment will be coordinated for you by your care team.</p> <p>You do not need a referral for obstetrics-gynecology, optometry, and some behavioral health services.</p>	<p><b>At Kaiser Permanente facilities:</b> <b>800-777-7904</b> (TTY 711)</p>	<p>Call or go online 24 hours a day, 7 days a week to schedule appointments with Permanente physicians.</p>
<p><b>Medical advice by phone</b></p> <p>Whenever you need medical advice or are unsure whether you need urgent care.</p>	<p><b>800-777-7904</b> (TTY 711)</p>	<p>Call a nurse for medical advice 24 hours a day, 7 days a week.</p> <p>If you have a Permanente primary care physician and receive services at Kaiser Permanente medical centers, our advice nurses will be able to access your personal medical information when you call.</p>

<sup>1</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.



## The right care (continued)

Services	Contact	Availability
<b>Urgent care</b> You are covered at any Kaiser Permanente Urgent Care or Advanced Urgent Care center.	<b>800-777-7904 (TTY 711)</b> Unsure if you need urgent or emergency care? Call <b>800-677-1112 (TTY 711)</b> .	14 locations; 6 open 24 hours a day, 7 days a week. <b>kp.org/urgentcare/mas</b> Walk-ins are welcome for members.
<b>Emergency care<sup>1</sup></b> You are covered for urgent and emergency illness or injury anywhere in the world.	If you think you're experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility anytime, day or night. 24 hours a day, 7 days a week.  Unsure if you're experiencing an emergency? Call <b>800-677-1112 (TTY 711)</b> .	24 hours a day, 7 days a week.
<b>Behavioral health</b> You can seek initial consultation without a referral from your doctor for outpatient treatment for behavioral health or substance use conditions.	You can seek initial consultation without a referral from your doctor for outpatient treatment for behavioral health or substance use conditions.  Call <b>866-530-8778 (TTY 711)</b> , Monday through Friday, 8:30 a.m. to 5 p.m. (except holidays).	You can receive care from any licensed behavioral health or chemical dependency professional for mental illness, emotional disorders, and drug or alcohol abuse.  Preauthorization is required before receiving inpatient hospital care. Depending on your plan, it may also be required for certain outpatient procedures.
<b>Vision care and eyewear</b> You don't need a referral from your doctor.	<b>800-777-7904 (TTY 711)</b>	Hours vary by location. <b>kp2020.org</b>

If you are new to Kaiser Permanente or haven't seen your Permanente physician yet, and if you have a chronic condition, were recently hospitalized, or are or think you might be pregnant, please make an appointment as soon as possible. Call **800-777-7904 (TTY 711)**.

<sup>1</sup>If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your plan document for the complete definition of emergency medical conditions.





# Telehealth—an easier path to the care you need

With telehealth, your health and safety are our top priorities—just like in-person care. Kaiser Permanente members have been using telehealth for years. And our doctors perform hundreds of these virtual appointments on a daily basis, connecting with our members via computer or mobile device from the comfort of home or convenience of work. So you can rest assured that you can get your care when and where you need it.

## What telehealth means for you

Telehealth means you can reach us by phone, video, or email while still receiving the same level of care and safety you get from in-person visits. Telehealth offers several benefits:

- Your choice of when, where, and how to connect or follow up with providers
- Reduced transportation time and costs
- Greater access to home care if you're immobile or distant
- Health problems caught earlier and fewer gaps in care
- Less risk of exposure to germs outside your home

Schedule a video visit<sup>1</sup> by joining **kp.org** at **kp.org/register** or by downloading the Kaiser Permanente (KP) app and clicking register.

For a video visit, you must have a reliable internet connection and one of the following:

- A smartphone or tablet with the KP app downloaded
- A laptop or desktop<sup>2</sup> with a webcam and audio speakers

## To join your video visit<sup>3</sup> on your mobile device:

- Log in to the KP app
- Tap [View Appointment](#)
- Select your video visit appointment and tap [Join Now](#)

## To join your video visit<sup>3</sup> from your laptop or desktop:

- Log in to **kp.org** (Use the Chrome web browser for the best video visit experience)
- Click [Appointment Center](#)
- Select your video visit appointment and click [Join](#)

## You also have several other easy options to connect to telehealth:

- Telephone appointments with your doctors and emergency physicians
- 24/7 nurse advice telephone line
- Messaging your doctor's office with nonurgent questions anytime<sup>4</sup>
- E-visit questionnaires that allow you to answer questions for several symptoms and direct you to appropriate care<sup>4</sup>
- Text message reminders for most upcoming appointments
- **kp.org** dashboard to schedule appointments, view lab results, and more

For more information, visit **kp.org/getcare**.

<sup>1</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at **kp.org**. You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. Video visits are for certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

<sup>2</sup>Microsoft Edge and Mozilla Firefox are not compatible.

<sup>3</sup>If you are under the age of 18, please have a parent/legal guardian present by video or by phone at the scheduled time to provide verbal consent.

<sup>4</sup>Available when you register and log in to **kp.org** or the KP app.



# Kaiser Permanente medical facilities

## Maryland

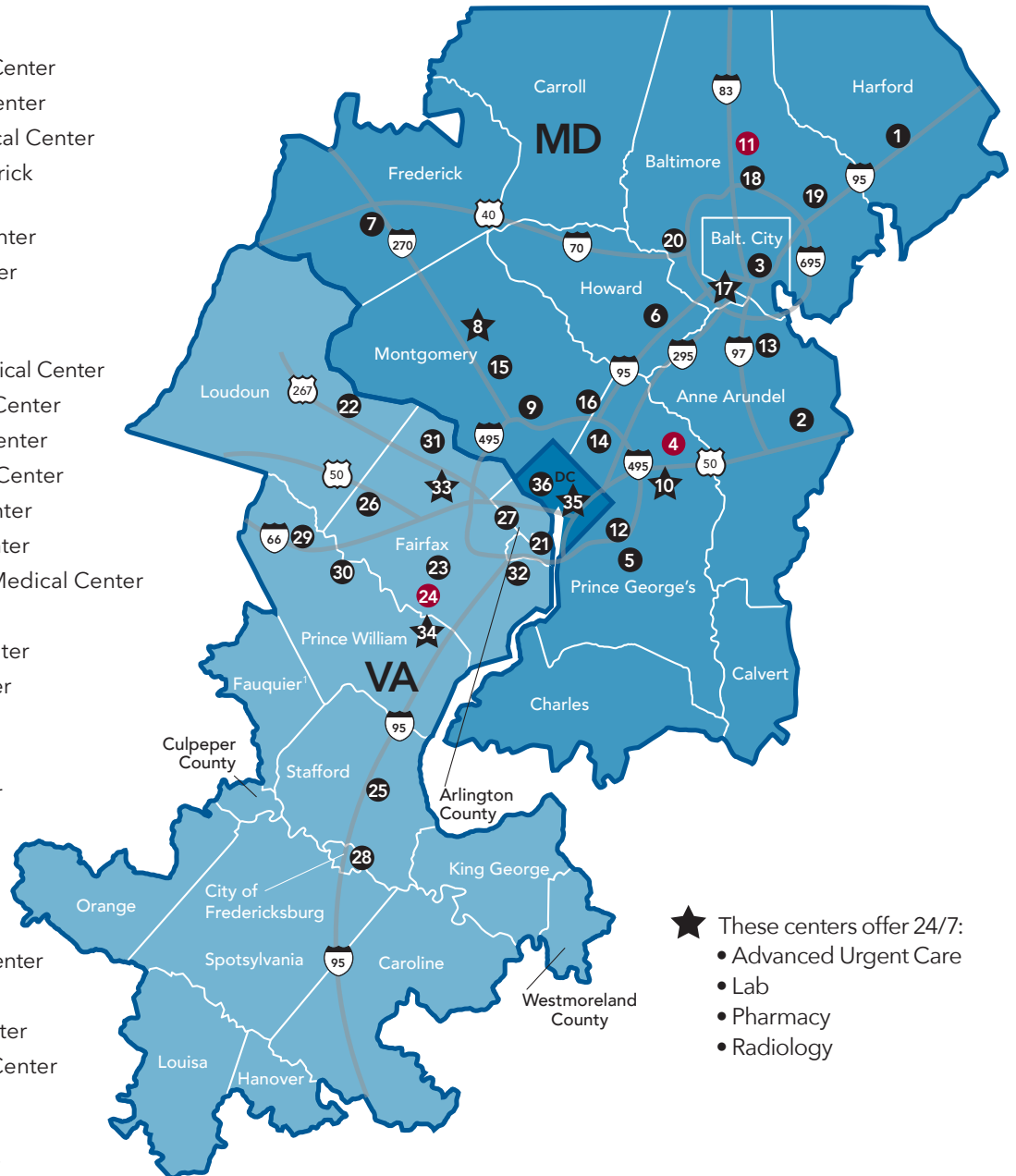
- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 Kaiser Permanente Baltimore Harbor Medical Center
- 4 **OPENING 2021**  
Bowie Fairwood Medical Center
- 5 Camp Springs Medical Center
- 6 Columbia Gateway Medical Center
- 7 Kaiser Permanente Frederick Medical Center
- 8 Gaithersburg Medical Center
- 9 Kensington Medical Center
- 10 Largo Medical Center
- 11 **OPENING 2022**  
Lutherville-Timonium Medical Center
- 12 Marlow Heights Medical Center
- 13 North Arundel Medical Center
- 14 Prince George's Medical Center
- 15 Shady Grove Medical Center
- 16 Silver Spring Medical Center
- 17 South Baltimore County Medical Center
- 18 Towson Medical Center
- 19 White Marsh Medical Center
- 20 Woodlawn Medical Center

## Virginia

- 21 Alexandria Medical Center
- 22 Ashburn Medical Center
- 23 Burke Medical Center
- 24 **OPENING 2022**  
Caton Hill Medical Center
- 25 Colonial Forge Medical Center
- 26 Fair Oaks Medical Center
- 27 Falls Church Medical Center
- 28 Fredericksburg Medical Center
- 29 Haymarket Crossroads Medical Center
- 30 Manassas Medical Center
- 31 Reston Medical Center
- 32 Springfield Medical Center
- 33 Tysons Corner Medical Center
- 34 Woodbridge Medical Center

## Washington, DC

- 35 Kaiser Permanente Capitol Hill Medical Center
- 36 Northwest DC Medical Office Building



- ★ These centers offer 24/7:
  - Advanced Urgent Care
  - Lab
  - Pharmacy
  - Radiology

Please check [kp.org/facilities](https://kp.org/facilities) for the most up-to-date listing of services available at Kaiser Permanente medical centers.

\*Kaiser Permanente's service area in Fauquier County includes the following ZIP codes: 20115, 20116, 20117, 20119, 20128, 20137, 20138, 20139, 20140, 20144, 20181, 20184, 20185, 20186, 20187, 20188, 20198, 22406, 22556, 22639, 22642, 22643, 22720, 22728, and 22739.





# Urgent care

## Urgent Care centers

Open evenings, weekends, and holidays, our Urgent Care centers are located in Maryland, Virginia, and Washington, DC.

Call **800-777-7904** (TTY **711**) to get the care you need, or come in if you are experiencing any of the following:

- Abdominal pain
- Breathing trouble
- Broken bones
- Deep cuts
- Flu- or cold-like symptoms
- Rash or skin infections
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea, or nausea

These are examples of conditions that are treated in Urgent Care. If you think you are experiencing an emergency medical condition,<sup>1</sup> call 911.

## 24/7 Kaiser Permanente Advanced Urgent Care centers

At our medical centers that have 24/7 Advanced Urgent Care, you get:

- Physicians trained in emergency medicine
- Lower cost shares<sup>2</sup> than a typical hospital emergency room
- 24/7 pharmacy and laboratory services
- 24/7 advanced imaging services, including CT, MRI, and ultrasound
- An observation unit where patients can be monitored for up to 24 hours

## Video visits for Urgent Care

You may also be able to see an Urgent Care physician by video visit<sup>3</sup> if you cannot come into one of our Urgent Care centers. During your visit, the doctor can access your electronic medical record, so your care is seamless, convenient, and connected.

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<sup>1</sup>An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your plan document for the complete definition of emergency medical conditions.

<sup>2</sup>Cost share depends upon your plan. For specific information, please check your plan document.

<sup>3</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://www.kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. Video visits are for certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.



## Urgent care (continued)

### Kaiser Permanente Urgent Care and 24/7 Advanced Urgent Care locations

#### Maryland

##### **Kaiser Permanente Baltimore Harbor Urgent Care**

815 E. Pratt St., Baltimore, MD 21202

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-5 p.m.

##### **Camp Springs Urgent Care**

6104 Old Branch Ave., Temple Hills, MD 20748

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: Open 24 hours

##### **Gaithersburg Urgent Care 24/7**

655 Watkins Mill Road, Gaithersburg, MD 20879

##### **Kensington Urgent Care**

10810 Connecticut Ave., Kensington, MD 20895

Mon-Fri: 3-11 p.m.

Sat, Sun, select holidays: 9 a.m.-9 p.m.

##### **Largo Urgent Care 24/7**

1221 Mercantile Lane, Largo, MD 20774

##### **South Baltimore County Urgent Care 24/7**

1701 Twin Springs Road, Halethorpe, MD 21227

##### **White Marsh Urgent Care**

4920 Campbell Blvd., Nottingham, MD 21236

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-5 p.m.

##### **Woodlawn Urgent Care**

7141 Security Blvd., Baltimore, MD 21244

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-5 p.m.

#### Virginia

##### **Fredericksburg Urgent Care**

1201 Hospital Drive, Fredericksburg, VA 22401

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-5 p.m.

##### **Manassas Urgent Care**

10701 Rosemary Drive, Manassas, VA 20109

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-5 p.m.

##### **Reston Urgent Care**

1890 Metro Center Drive, Reston, VA 20190

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-9 p.m.

##### **Tysons Corner Urgent Care 24/7**

8008 Westpark Drive, McLean, VA 22102

##### **Woodbridge Urgent Care 24/7**

14139 Potomac Mills Road, Woodbridge, VA 22192

#### Washington, DC

##### **Kaiser Permanente Capitol Hill Urgent Care 24/7**

700 2nd St. NE, Washington, DC 20002

The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit [kp.org/urgentcare/mas](https://kp.org/urgentcare/mas).



# Hospital care

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

Kaiser Permanente carefully selects premier hospitals<sup>1</sup> to team with us in taking great care of you.

We've chosen award-winning hospitals to team with in coordinating your care when you need inpatient or outpatient hospital care. These hospitals are located throughout Maryland, Virginia, and Washington, DC.

## If you're admitted to a hospital that is not one of our premier hospitals

Once your condition has stabilized, we may move you to one of our premier hospital locations where our Permanente physicians are on duty. By doing so, we can provide you seamless and coordinated care, both during your hospitalization and in your transition out of the hospital.

### Out-of-network hospitals:

- You can receive inpatient hospitalization services from any licensed or accredited hospitals and facilities.
- When you receive services, you may need to pay allowable charges (such as the contracted amount a provider has agreed to accept) to the hospital, doctor, or other providers, as described in your plan document. You may also need to submit a claim for reimbursement.

## Premier hospitals by region

### Maryland

Anne Arundel Medical Center, Annapolis  
[askAAMC.org](https://askAAMC.org)

Baltimore Washington Medical Center, Glen Burnie  
[umms.org/bwmc](https://umms.org/bwmc)

Doctors Community Hospital, Lanham-Seabrook  
[dchweb.org](https://dchweb.org)

Greater Baltimore Medical Center, Baltimore  
[gbmc.org](https://gbmc.org)

Holy Cross Hospital, Germantown  
[holycrosshealth.org](https://holycrosshealth.org)

Holy Cross Hospital, Silver Spring  
[holycrosshealth.org](https://holycrosshealth.org)

Suburban Hospital, Bethesda  
[suburbanhospital.org](https://suburbanhospital.org)

### Virginia

Reston Hospital Center, Reston  
[restonhospital.com](https://restonhospital.com)

Stafford Hospital, Stafford  
[marywashingtonhealthcare.com](https://marywashingtonhealthcare.com)

Virginia Hospital Center, Arlington  
[virginiahospitalcenter.com](https://virginiahospitalcenter.com)

### Washington, DC

Children's National Health System  
[childrensnational.org](https://childrensnational.org)

MedStar Washington Hospital Center  
[whcenter.org](https://whcenter.org)

<sup>1</sup>The premier hospitals are independently owned and operated hospitals, and they contract with Kaiser Foundation Hospitals. The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location for premier hospitals. For the most up-to-date information, visit [kp.org/premierhospitals](https://kp.org/premierhospitals).



# Additional services

Services	What you need to know
<b>X-ray and imaging services</b>	<p>For most services, you need a referral from your doctor. He or she will let you know how to schedule your appointment.</p> <p>Most X-ray and imaging services are located wherever Urgent Care and Advanced Urgent Care are offered, so you do not have to make a separate trip to have an X-ray or other imaging test.</p> <p>Call the appointment line to schedule a mammogram. You do not need a referral from a doctor. Your primary care physician or ob/gyn will talk with you about how often you should be screened.</p> <p>Your results from tests done in Kaiser Permanente medical centers will be in your medical record.</p>
<b>Lab tests and results</b>	<p>For most routine lab tests, your Permanente physician will send the order electronically to the lab, and you can just walk in without an appointment.</p> <p>Most lab services are located wherever Urgent Care and Advanced Urgent Care are offered, so you don't have to make a separate trip to have a lab test to complete your care.</p> <p>Your results from tests done in Kaiser Permanente medical centers will be in your medical record.</p> <p>You can read most results online soon after the lab completes your tests, sometimes the same day.</p> <p>If your lab tests are not performed in a Kaiser Permanente medical center, follow your physician's instructions about how to receive your test results.</p> <p>To see most test results online, register at <a href="https://kp.org/register">kp.org/register</a>.</p>
<b>Transferring medical records</b>	<p>In order to make your transition to Kaiser Permanente as seamless as possible, we recommend transferring your medical records. Once you consult with your Permanente physician on which records should be transferred, you will receive a Targeted Authorization form. Your Permanente physician will complete the form for you, and then you will need submit it to your former physician. The requested records can be mailed to your Permanente physician, or you may bring them in to your preferred Kaiser Permanente medical center.</p>



Services	What you need to know
<b>Dental</b>	<p>Your medical coverage includes dental care needed after an accident. It does not provide preventive dental care or dental treatment that is not related to an accident. Refer to your plan document to determine your accidental dental coverage or contact the benefits officer where you work, if your employer provides your coverage.</p> <p><b>You may have a plan that includes preventive and other dental benefits</b> Refer to your preventive dental plan document, or contact the benefits officer where you work, if your employer provides your coverage.</p> <ul style="list-style-type: none"><li>• Visit <b>dominionnational.com/kaiserdentists</b> or call Dominion National at <b>855-733-7524 (TTY 711)</b>. Knowledgeable Dominion member service specialists are available Monday through Friday, 7:30 a.m. to 6 p.m., to answer your questions about coverage or to help you find a participating dentist.</li></ul>
<b>Care away from home</b>	<p><b>Coverage anywhere</b></p> <ul style="list-style-type: none"><li>• You're covered for emergency and urgent care anywhere in the world.</li><li>• If you need urgent care in a Kaiser Permanente service area/region, visit the nearest Kaiser Permanente Urgent Care clinic.<sup>1</sup></li><li>• If you need urgent care in a state without Kaiser Permanente, go to the nearest CVS MinuteClinic® or urgent care facility.<sup>2</sup></li><li>• If you receive urgent or emergency care outside the service area (anywhere outside the District of Columbia, and parts of Maryland and Virginia), you will need to submit bills for reimbursement. You're also covered for urgent and emergency care from any non-Kaiser Permanente provider, worldwide.</li></ul> <p><b>In other Kaiser Permanente service areas</b> A wide range of care may be available to you in other Kaiser Permanente areas, including routine, urgent, or emergency care. Always contact Member Services to learn what your coverage options are, as plans vary.<sup>3</sup> Locations include all or part of: California, Colorado, Georgia, Hawaii, Oregon, and Washington. Find Kaiser Permanente locations at <b>kp.org/facilities</b>.</p> <p><b>What is not covered</b> You are not covered for routine (nonemergency and nonurgent) care outside the service area.</p> <p><b>For more information</b> Call <b>951-268-3900</b> or visit <b>kp.org/travel</b> for helpful resources to help you plan for your trip, and for claim forms in case you need to file a claim for reimbursement after your trip.</p>

<sup>1</sup>If you get care at a CVS MinuteClinic or any other urgent care facility within a state with Permanente providers, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement.

<sup>2</sup>If you get care at a CVS MinuteClinic, you'll be charged your standard copay or coinsurance.

<sup>3</sup>Please refer to your plan document for details.



## Additional services (continued)

Services	What you need to know
<p><b>Healthy Extras<sup>1</sup></b></p>	<p>Take advantage of our wide variety of resources to help keep you informed, inspired, and feeling your best:</p> <ul style="list-style-type: none"> <li>• <b>Self-care apps.</b> The Calm and MyStrength apps are available to members at no cost. Learn more and download these apps at <a href="http://kp.org/selfcareapps">kp.org/selfcareapps</a>.</li> <li>• <b>Health education classes online or at our facilities.</b> Registration is required. To register, call <b>800-777-7904</b> or browse courses at <a href="http://kp.org/classes">kp.org/classes</a>.</li> <li>• <b>Monthly <i>Partners in Health</i> newsletter.</b></li> <li>• <b>Online wellness programs.</b> Learn more at <a href="http://kp.org/healthylifestyles">kp.org/healthylifestyles</a>.</li> <li>• <b>ChooseHealthy Program.</b> This discount program is available to you in addition to any benefits for these services that may be covered under your plan. The ChooseHealthy Program allows you to receive discounts on a variety of alternative care and fitness services. Visit <a href="http://kp.org/choosehealthy">kp.org/choosehealthy</a> to learn more.</li> </ul>
<p><b>Chronic care management</b></p>	<p><b>Get help managing your ongoing health conditions.</b> If you have diabetes, asthma, depression, high blood pressure, chronic obstructive pulmonary disease, or coronary artery disease, and want information to help manage your condition, you can join our disease management program.</p> <p>Leave a message anytime at <b>703-536-1465</b> in the Washington, DC, metropolitan calling area or at <b>410-933-7739</b> in the Baltimore area. Please leave your name, medical record number, address, and the condition for which you are requesting information, and we will return your call within 2 business days.</p>
<p><b>Coordination of benefits</b></p>	<p><b>Do you have coverage from another plan, too?</b> If you have other health coverage in addition to your coverage with Kaiser Permanente, please notify Member Services at <b>800-777-7902 (TTY 711)</b>.</p> <p>If the other plan is your primary insurance, we reserve the right to bill the other health plan for the services we provide or authorize for you. Having more than one health care plan doesn't affect your ability to access Kaiser Permanente services.</p> <p>If you have a work-related injury or an injury caused by another party, please notify Member Services.</p>

<sup>1</sup>The products and services described are provided by entities other than Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., and are neither offered nor guaranteed under your Kaiser Permanente contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical effectiveness of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy. The value-added services available under the ChooseHealthy program are separate and apart from any chiropractic, acupuncture, or massage services available under your contract. Please see your plan document for information regarding those services covered under your Kaiser Permanente contract. The ChooseHealthy program is administered by American Specialty Health Administrators, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a federally registered trademark of ASH and used with permission herein.



# Understanding your costs and benefits

## You pay \$0 cost share for in-network preventive care

Preventive care includes routine physicals, well-child visits, and certain screenings and tests (such as mammograms), so there's no need to delay making your first appointment with your primary care physician.

If you have symptoms of a condition, your doctor may order a service to help find out what it is or help treat it. Since you've shown symptoms, this service doesn't qualify as preventive. It's actually diagnostic, since it's used to diagnose your condition, and cost sharing may apply.

You may also get services to help treat a condition that's already been diagnosed. Since you're being treated for an existing condition, these services are also non-preventive, and cost sharing may apply.

Tests or services ordered for or during a routine physical or well-child visit may result in cost sharing if those services are related to diagnosing, monitoring, or treating an existing condition.

You may have a copay for most other care, such as appointments with specialists, urgent care, and some tests and services, please refer to your plan document.

You can estimate the cost of your next visit at [kp.org/costestimates](https://kp.org/costestimates).

You'll need to be registered on [kp.org](https://kp.org) to use this secure tool.



## Understanding your costs and benefits (continued)

“Cost share” refers to what you pay as part of your share for health care costs. Refer to your plan document to learn more about your plan’s specific cost shares.

Type of cost share	What it is	When you pay
<b>Copayments (copays)</b>	The set fee you pay for a covered service (e.g., non-preventive office visit) every time that service is provided. Copayments vary depending on your plan and do not count toward a deductible. However, they do count toward your annual out-of-pocket maximum for most services.	Nearly all plans have copayments or coinsurance. A copayment or coinsurance may be owed on the day you receive services, for each visit, even if multiple visits occur on the same day.
<b>Coinsurance</b>	The percentage of the cost for a covered service. For example, if your coinsurance is 15% and your allowed office visit cost is \$100, then you pay \$15 and the health plan pays \$85. Coinsurance varies according to your plan and does not apply toward the deductible. However, it counts toward your annual out-of-pocket maximum for most services.	There is no copay or coinsurance for preventive care for non-grandfathered plans. What you owe depends upon your plan’s benefits and the services you receive.
<b>Deductible</b> <b>(Visit <a href="http://kp.org/deductibleplans">kp.org/deductibleplans</a> for more information on deductible plans and to find helpful cost tools)</b>	The set amount you must pay each contract year for covered medical services before the health plan begins to pay its share. Not all services may be applied to the deductible. Deductibles vary depending on the plan you have.  Once you have met your deductible, you will be required to pay only the applicable copayment or coinsurance for most covered services for the remainder of your plan’s contract year. Certain conditions may apply.	If you have a deductible, you will be billed for the full allowed amount for each service that is subject to the deductible during check-in or after the service via mailed bill. You may also receive an estimate of your charges before your office visit for certain services, and you may choose to make a deposit payment based on that estimate.
<b>Out-of-pocket maximum</b>	The maximum amount you pay out of pocket each contract year for most covered services. Once the amounts you have paid equal the out-of-pocket maximum, you pay nothing for those covered services for the remainder of the contract year.	Depending on your plan, the copayments, coinsurance, and deductibles you pay for most services will count toward the out-of-pocket maximum.





# Claims

## You will not file claims for services if:

- You get medical care and services from network providers.
- You get an authorized referral from your network provider to see an out-of-network provider.

## If you file a claim:

- You have up to 180 days from the date you received care to submit your claim.
- Kaiser Permanente will review the claim and decide what payment or reimbursement may be owed you.
- Care must be medically necessary. Please refer to your plan document.

## How to file the claim

To request payment or reimbursement, ask your service provider for a statement on its stationery with the following information:

- Name of the patient
- Date of service
- Service provided (procedures performed, with Current Procedural Terminology [CPT] code)
- Diagnosis with International Classification of Diseases (ICD) code
- Amount charged for each service

Write the member's Kaiser Permanente ID number on each page of the document.

To help your claim process faster, you can also download a member reimbursement form. This form can be sent along with your receipts and provider statement. To download the form, log on to [kp.org](https://kp.org), select [Coverage & Costs](#), then click [Submit a claim](#). The member reimbursement form will be under the [Claim forms](#) section.

### Mail it to:

National Claims Administration Mid-Atlantic States  
P.O. Box 371860  
Denver, CO 80237-9998

## What you'll receive from us

An Explanation of Benefits that will detail what you need to pay and what the health plan will pay.

## Filing an appeal

It is your right to file an appeal if you disagree with a decision not to pay for a claim. Read your plan document for more information.



# Kaiser Permanente for Individuals and Families

Below you will find additional information about your Kaiser Permanente for Individuals and Families plan, including how to pay your premium bills and make changes to your account.

## Monthly premiums

Approximately 10 days before the first of each month, you will receive an invoice that includes a concise, updated record of your account. Any changes you make to your account will be reflected on the following month's invoice. If an update is needed prior to the next invoice, you can confirm any changes with Member Services. Also contact Member Services at **800-777-7902** (TTY **711**) if you have questions or concerns about the information on your invoice. Please note that we do not accept partial payments for premiums.

## Payment by check

### Off marketplace

If you pay your monthly premium by check, write your invoice number in the note section of your check and mail it along with your remittance slip from your invoice so that it is received on or before the first of each month.

Mail your check to:  
Kaiser Foundation Health Plan  
of the Mid-Atlantic States, Inc.  
P.O. Box 64199  
Baltimore, MD 21264-4199

### On marketplace

If you pay your monthly premium by check, make the check payable to Kaiser Permanente and include your six-digit billing ID number. Also detach and include the bottom portion of your bill with your check and mail it so that it is received on or before the first of each month.

Mail your check to:  
Kaiser Foundation Health Plan  
P.O. Box 60508  
City of Industry, CA 91716-0508

## Automatic payments

Choosing automatic payment is the best way to ensure that there is no lapse in coverage due to late payments. If you choose to pay using our automatic payment process, we will automatically deduct the amount of your premium payment from the credit card, bank account, credit union account, or other participating financial institution that you indicate. After your first invoice is generated, you can enroll in our online billing site to view and pay your invoices online and set up automatic recurring payments. To enroll, please visit **[kp.org/mas/onlinebilling](https://kp.org/mas/onlinebilling)** (off marketplace) or **[kp.org/premiumbill](https://kp.org/premiumbill)** (on marketplace). Your proof of payment will be the bank or credit card statements you receive each month. Review your statement each month to be sure your account has been debited correctly. Contact Member Services immediately about any discrepancies. If there is a change in your monthly payment, you will be notified before the new amount is debited from your account.



# Making changes to your account

Change	If you bought your plan directly from Kaiser Permanente	If you bought your plan on a health insurance marketplace <sup>1</sup>
Changing your name or someone enrolled as your dependent	Mail a written and signed request to: Employer Services Dept./KPIF 5W Kaiser Permanente for Individuals and Families 2101 E. Jefferson St., Rockville, MD 20852-9995  Or send by secure fax to: <b>855-414-2796</b>  Include a copy of a legal document as proof of the name change.	Contact your state's health insurance marketplace <sup>1</sup> directly. Your state's marketplace will inform Kaiser Permanente of the change.
Changing your address	Registered users of kp.org can also request an address change online, 24 hours a day, 7 days a week.  Contact Member Services at <b>800-777-7902</b> (TTY <b>711</b> ). Or mail a written and signed request to: Employer Services Dept./KPIF 5W Kaiser Permanente for Individuals and Families 2101 E. Jefferson St., Rockville, MD 20852-9995  Or send by secure fax to: <b>855-414-2796</b>	Contact your state's health insurance marketplace <sup>1</sup> directly. Your state's marketplace will inform Kaiser Permanente of the change.
Terminating your coverage	Mail a written and signed request <sup>2</sup> to: Employer Services Dept./KPIF 5W Kaiser Permanente for Individuals and Families 2101 E. Jefferson St., Rockville, MD 20852-9995  Or send by secure fax to: <b>855-414-2796</b>	Contact your state's health insurance marketplace <sup>1</sup> directly. Your state's marketplace will inform Kaiser Permanente of the change.
Enrolling your newborn	Your newborn is covered from the time of birth through the first 31 days. Coverage terms are stated in your plan document, and coordination of benefits may apply. To continue your newborn's membership under your health plan beyond 31 days, please refer to your plan document or call Member Services at <b>800-777-7902</b> (TTY <b>711</b> ).	Your newborn is covered from the time of birth through the first 31 days. Coverage terms are stated in your plan document, and coordination of benefits may apply. To continue your newborn's membership under your health plan beyond 31 days, you must enroll him or her through your state's health insurance marketplace. <sup>1</sup> It is important that you enroll your child as soon as possible after birth so you do not miss the newborn enrollment period under your state's marketplace.

<sup>1</sup>To contact your marketplace: District of Columbia: dchealthlink.com, 855-532-5465; Maryland: marylandhealthconnection.gov, 855-642-8572; Virginia: healthcare.gov, 800-318-2596.

<sup>2</sup>If you are a Maryland resident, you are not required to submit a written notice to terminate your coverage. Not paying your premium will serve as your notice of termination. It is suggested, however, that you let us know in writing that you would like to terminate your coverage so that we clearly understand your intention and are able to correctly adjust your account.



## Making changes to your account (continued)

Change	If you bought your plan directly from Kaiser Permanente	If you bought your plan on a health insurance marketplace <sup>1</sup>
Adding dependents	<p>Contact Member Services at <b>800-777-7902</b> (TTY <b>711</b>) to learn the rules and regulations for adding dependents under your health plan.</p> <p>There is a special enrollment period after any of the following events: marriage, birth or adoption of a child, divorce, or loss of a job and employer-sponsored coverage. Refer to your plan document for complete details.</p>	<p>Contact your state's health insurance marketplace<sup>1</sup> directly. There is a special enrollment period after any of the following events: marriage, birth or adoption of a child, divorce, or loss of a job and employer-sponsored coverage. Refer to your plan document for complete details.</p>
Removing dependents	<p>Mail a written and signed request<sup>2</sup> to: Employer Services Dept./KPIF 5W Kaiser Permanente for Individuals and Families 2101 E. Jefferson St. Rockville, MD 20852-9995</p> <p>Or send by secure fax to: <b>855-414-2796</b></p> <p>Include the full name and family account number of the dependent being removed.</p>	<p>Contact your state's health insurance marketplace<sup>1</sup> directly. Your state's marketplace will inform Kaiser Permanente of the change.</p>
If a member dies	<p>Mail a copy of the death certificate along with a written request to terminate coverage to: Employer Services Dept./KPIF 5W Kaiser Permanente for Individuals and Families 2101 E. Jefferson St. Rockville, MD 20852-9995</p> <p>Or send by secure fax to: <b>855-414-2796</b></p>	<p>Contact your state's health insurance marketplace<sup>1</sup> directly. The marketplace will terminate the coverage of the deceased and inform Kaiser Permanente of the termination of coverage.</p>
Other	<p>If you have any questions about your account, please contact Member Services at <b>800-777-7902</b> (TTY <b>711</b>).</p>	<p>Contact your state's health insurance marketplace<sup>1</sup> directly if there are other changes that may affect your account and your federal financial assistance, if applicable. These changes may be a loss or increase of income, marriage status, etc.</p>

<sup>1</sup>To contact your marketplace: District of Columbia: [dchealthlink.com](http://dchealthlink.com), 855-532-5465; Maryland: [marylandhealthconnection.gov](http://marylandhealthconnection.gov), 855-642-8572; Virginia: [healthcare.gov](http://healthcare.gov), 800-318-2596.

<sup>2</sup>If you are a Maryland resident, you are not required to submit a written notice to terminate your coverage. Not paying your premium will serve as your notice of termination. It is suggested, however, that you let us know in writing that you would like to terminate your coverage so that we clearly understand your intention and are able to correctly adjust your account.

## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Mid-Atlantic States, 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 **1-800-777-7902** (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 or phone at: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.

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>.

In the event of dispute, the provisions of the approved English version of the form will control.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-777-7902** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-777-7902** (TTY: **711**)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **711** (TTY: **1-800-777-7902**).

**ፊንታ ወህዳ (Bassa) Dè dɛ nià kɛ dyédé gbo:** Ɔ jù ké m Bāsɔɔ-wùdù-po-nyɔ jù ní, níí, à wuɖu kà kò dò po-poɔ bɛin m gbo kpáa. Đá **1-800-777-7902** (TTY: **711**)

**বাংলা (Bengali) লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। (সহায়তা করুন **1-800-777-7902** (TTY: **711**))।

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-777-7902** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-777-7902 (TTY: 711)** تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-777-7902 (TTY: 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: **1-800-777-7902 (TTY: 711)**.

**ગુજરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-777-7902 (TTY: 711)**.

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-777-7902 (TTY: 711)**.

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-777-7902 (TTY: 711)** पर कॉल करें।

**Igbo (Igbo) NRUBAMA:** O bụrụ na i na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-777-7902 (TTY: 711)**.

**Italiano (Italian) ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-777-7902 (TTY: 711)**.

**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。**1-800-777-7902 (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. **1-800-777-7902 (TTY: 711)** 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódílnih **1-800-777-7902 (TTY: 711)**.

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-777-7902 (TTY: 711)**.

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-777-7902 (TTY: 711)**.

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-777-7902 (TTY: 711)**.

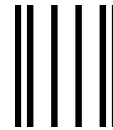
**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.  
Tumawag sa **1-800-777-7902 (TTY: 711)**.

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-777-7902 (TTY: 711)**.

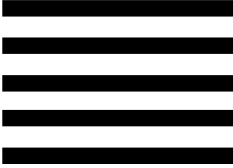
**اردو (Urdu) خبردار:** اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-777-7902 (TTY: 711)**.

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-777-7902 (TTY: 711)**.

**Yorùbá (Yoruba) AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-777-7902 (TTY: 711)**.



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