



WELCOME

to Kaiser Permanente

2021 INTEGRATED HEALTH MODEL FOR
THE STATE OF MARYLAND PLAN

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, 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. 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 us at **855-839-5763** (TTY **711**) or visiting **kp.org/newmember**. Take advantage of all that life has to offer by being as healthy as you can be.

Welcome to Kaiser Permanente!



Ruth Williams-Brinkley

Regional President, Kaiser Permanente

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.

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 wide range of great doctors. And, remember—you can change your doctor for any reason, at any time.



Step 2: Register on **kp.org** 3

Next, let's get you plugged in to your online gateway to great health—**kp.org**. Here, you can access your doctor's office, your health information, and so much more—from anywhere you are. **Kp.org** is designed to help you manage your health and keep you feeling great.¹



Step 3: Get prescriptions 4

Finally, we'll help you transfer your prescriptions to Kaiser Permanente. We make it easy with just a call or a click. Have your prescription information handy and we'll take care of the rest.

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¹These features are available when you get care at Kaiser Permanente facilities. You will not be able to manage services you receive from out-of-network doctors and facilities on **kp.org**.



1

Choose your doctor— and change anytime

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

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

Choose the right doctor

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 obstetrician-gynecologist (ob/gyn) in addition to their primary care physician. The ob/gyn is a woman's personal physician who coordinates women's health care needs while communicating with the primary care physician, providing consistent, personalized care.

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 at the number on the right.

Change your doctor anytime

You can choose and change your doctor at any time, for any reason, by visiting kp.org/doctor, or you can call us for assistance at the number below.



Choose by phone

Call us at **800-777-7904** (TTY **711**), 24 hours a day, 7 days a week. Once you've decided on a doctor, we can help you schedule your first appointment.



Choose online

Go to kp.org/doctor to browse our doctor profiles, find a doctor who matches your needs, and schedule your appointment.

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 primary care doctor will refer you to the right specialist for the care you need. If you have an affiliated or network physician, contact that doctor's office directly.



2 Register on kp.org

Start using our secure website, **kp.org**, to manage your health on your time¹

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.



Registering is very easy

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

Download the Kaiser Permanente app

Now you can download the Kaiser Permanente app to your smartphone.

1. From your smartphone, go to your preferred app site: App StoreSM (iOS) or Google Play[®] (AndroidTM).²
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.

Got a health matter that needs attention?

Video visits³ are available with a Kaiser Permanente emergency medicine physician who is connected to your personal doctor and can access your medical history. Simply visit **kp.org** or use our mobile app to schedule your video visit. You can also call the advice nurse anytime for a video appointment.

¹These features are available when you get care at Kaiser Permanente facilities.

²Apple 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.

³Video 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. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.



3 Get prescriptions

Only members who are enrolled in the State of Maryland CVS pharmacy plan can use Kaiser Permanente pharmacies to fill and refill 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 and follow the steps to complete the online form.
2. Simply choose a Kaiser Permanente pharmacy at kp.org/facilities and call us.

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

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
- The name and phone number of the physician who prescribed the medication

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 StoreSM (iOS) or Google Play® (Android™).¹

For a list of Kaiser Permanente pharmacies and phone numbers, see page 16.



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 to request refills for most prescriptions online.



What drugs are covered?

Visit 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.

¹Apple 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.



Getting care

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

Seeing your doctor

What's it 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.

Examples include:

- Pregnancy/maternity care
- Physical exams
- Pre-travel exams
- Pap tests
- Well-child checkups
- Medication checkups
- Follow-up visits
- Trouble sleeping
- General digestion problems
- Gradual skin changes
- Joint stiffness
- Ongoing anxiety issues
- Weight loss or gain

You can schedule an appointment online with your physician or ob/gyn of the Mid-Atlantic Permanente Medical Group, P.C. (Permanente). If your doctor isn't available at a time that works for you, call to request an appointment with another physician.

For appointments with affiliated or network physicians, contact your doctor's office directly.

You can have a video appointment with your Permanente primary care physician instead of coming in for a visit, at no cost share.¹

Text message reminders

To make it easier to stay on top of your health care, you can now opt in to receive text message reminders for appointments in certain departments.² Just provide your mobile phone number³ to the call center when you schedule an appointment or to the receptionist when you check in for the first time.

¹Video 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. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

²Text reminders are only available for members who schedule appointments for Adult Primary Care or Physical Therapy, and who are at least 18 years old.

³Kaiser Permanente does not guarantee the successful delivery of each text message (SMS) to each individual recipient. The service depends on the individual cellular and mobile phone carriers to deliver SMS messages to each recipient. There may be a charge by your cell phone provider to receive SMS messages. If you do not wish to receive an associated charge, please confirm with your carrier that there will be no charge, or do not sign up for the Kaiser Permanente text messaging service.



Getting care (continued)

Medical advice	<p>What's it for? Whenever you need medical advice or are unsure whether you need Urgent Care.</p> <hr/> <p>What should you know?</p> <ul style="list-style-type: none">• Our medical advice line with skilled nurses is available 24 hours a day, 7 days a week.• 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.• You can get advice in a video chat with an emergency medicine doctor for no cost share.¹
Urgent Care	<p>What's it for? An illness or injury that requires prompt medical attention but is not an emergency medical condition.</p> <hr/> <p>What should you know? Examples of Urgent Care needs include:</p> <ul style="list-style-type: none">• Minor injuries• Sore throats and upper respiratory symptoms• Earaches• Sprains• Backaches• Frequent urination or burning sensation when urinating <p>An Urgent Care need may also include situations where you are experiencing new or worsening symptoms or have concerns about your medication.</p>
Transferring medical records	<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>

¹Video 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. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.



Emergency care

What's it for?

A medical or psychiatric condition that requires immediate attention to prevent serious jeopardy to your health.¹

What should you know?

Symptoms that may indicate an emergency medical condition include:

- Chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
- Sudden onset of severe abdominal pain
- Severe shortness of breath
- Sudden decrease in or loss of consciousness
- Sudden inability to talk or to move one side of the body, or sudden slurred speech
- Severe, persistent bleeding that cannot be stopped
- Major injuries like gunshot or stab wounds, or severe injuries from a vehicle accident
- Active labor when there isn't time for a safe transfer to a designated hospital before delivery



Not sure what kind of care you need?

Our advice nurses can help. Call us at **800-777-7904** (TTY **711**), 24 hours a day, 7 days a week.

¹An 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 parts.



Important contacts

Services	Contact	Availability
<p>See your primary care physician in person</p> <p>Preventive and routine care appointment with your doctor in primary care and obstetrics-gynecology.</p>	<p>At Kaiser Permanente facilities: 800-777-7904 (TTY 711) or online at kp.org/appointments.</p> <p>If you have an affiliated or network physician, contact your doctor's office directly.</p>	<p>Go online 24/7 to schedule appointments with Permanente physicians.</p> <p>If your doctor is not a Permanente physician, call the doctor's office for business hours.</p>
<p>Video visits</p> <p>See physicians and providers by video visit—wherever you need.</p>	<p>With doctors who practice at Kaiser Permanente medical centers: 800-777-7904 (TTY 711).</p>	<p>Go online 24/7 to schedule video visits with Permanente physicians.</p>
<p>See specialty doctors</p> <p>Specialty care appointment.</p>	<p>At Kaiser Permanente facilities: 800-777-7904 (TTY 711) or online at kp.org/appointments. (Not all specialty appointments can be made online.)</p> <p>If you have an affiliated or network physician, contact your doctor's office directly.</p>	<p>Go online 24/7 to schedule appointments with Permanente physicians. (Not all specialty appointments can be made online.)</p> <p>If your doctor is not a Permanente physician, call the doctor's office for business hours.</p>
<p>Medical advice, including video chat with a doctor¹</p> <p>Talk with one of our nurses 24/7. You can also video chat with an emergency doctor from your computer or mobile device. For certain medical conditions. You must be physically present in MD, VA, or DC to video chat, and be 18 years or older.</p> <p>No copay.</p>	<p>800-777-7904 (TTY 711)</p>	<p>Call a nurse for medical advice 24/7.</p>

¹Video 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. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.



Services	Contact	Availability
<p>Urgent Care</p> <p>You are covered at any Kaiser Permanente Urgent Care or Advanced Urgent Care center.</p>	<p>800-777-7904 (TTY 711)</p> <p>Unsure if you need urgent or emergency care? Call 800-677-1112 (TTY 711).</p> <p>Walk-ins are welcome for members.</p>	<p>14 locations; 6 open 24/7.</p>
<p>Emergency care</p> <p>You are covered for urgent and emergency illness or injury anywhere in the world.</p>	<p>Dial 911.</p> <p>Unsure if you're experiencing an emergency? Call 800-677-1112 (TTY 711).</p> <p>If you think you're experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility anytime, day or night.</p>	<p>24 hours a day, 7 days a week.</p>
<p>Behavioral health</p>	<p>You can seek initial consultation without a referral from your doctor for outpatient treatment for behavioral health or substance use conditions.</p> <p>866-530-8778 (TTY 711)</p>	<p>Monday through Friday, 8:30 a.m. to 5 p.m. (except holidays).</p>
<p>Vision care and eyewear</p> <p>Routine eye exams. Glaucoma screenings and cataract screenings don't need a referral from your doctor.</p>	<p>800-777-7904 (TTY 711)</p>	<p>Hours vary by location.</p>

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)**.



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 visit¹ 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 desktop² with a webcam and audio speakers

To join your video visit³ 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 visit³ 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 anytime⁴
- E-visit questionnaires that allow you to answer questions for several symptoms and direct you to appropriate care⁴
- 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](#).

¹Video 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.

²Microsoft Edge and Mozilla Firefox are not compatible.

³If 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.

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



Kaiser Permanente medical facilities

Maryland

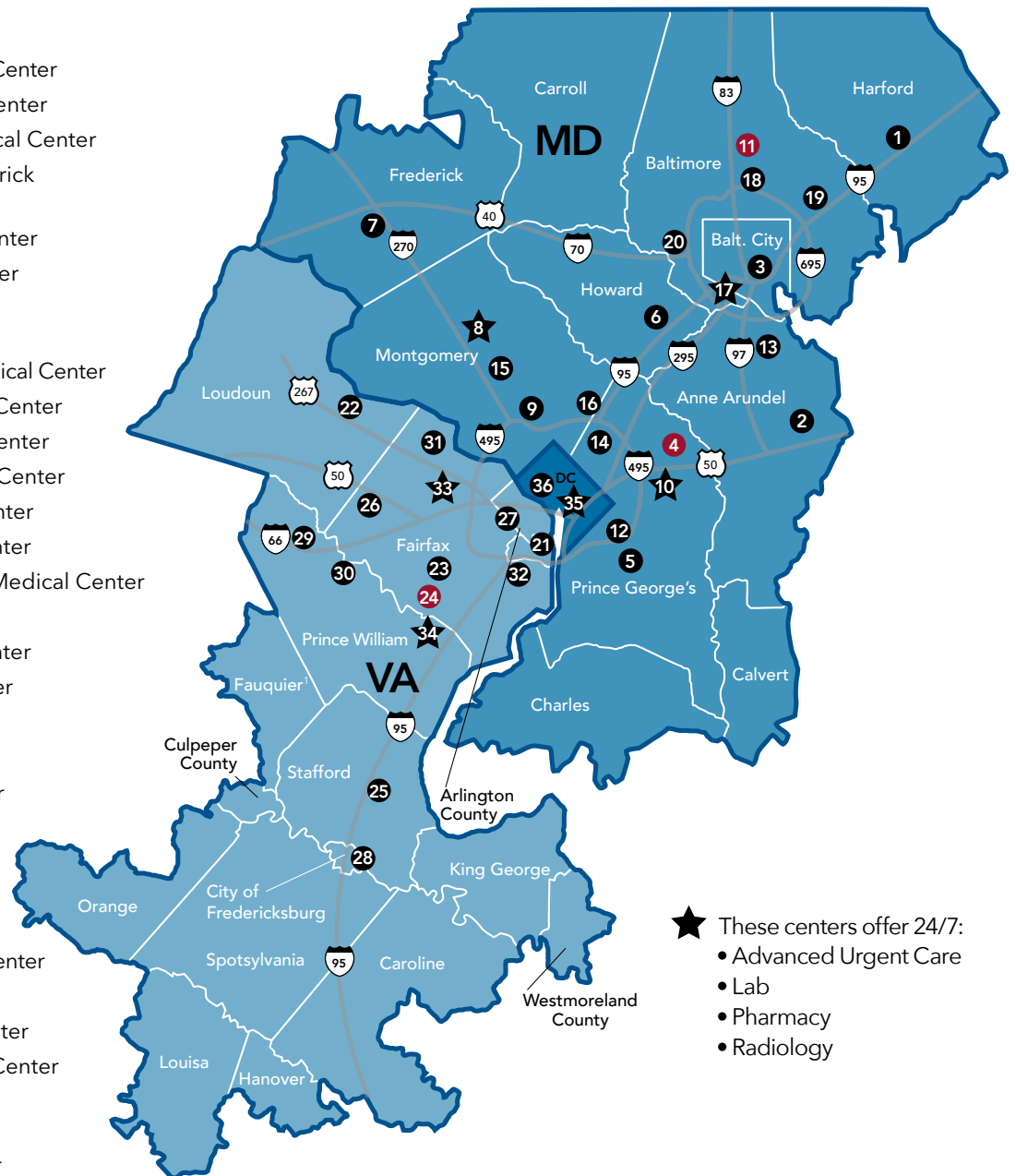
- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 Kaiser Permanente Baltimore Harbor Medical Center
- 4 **OPENING 2021**
Bowie Fairwood Medical Center
- 5 Camp Springs Medical Center
- 6 Columbia Gateway Medical Center
- 7 Kaiser Permanente Frederick Medical Center
- 8 Gaithersburg Medical 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 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 and 24/7 Advanced Urgent Care locations and hours

Save the emergency room for emergencies. When you need care right away and it's not an emergency, call **800-777-7904 (TTY 711)**.

Unsure if you need urgent or emergency care? Call **800-677-1112 (TTY 711)**.

The addresses, telephone numbers, and hours of operation may change. 24/7 Kaiser Permanente Advanced Urgent Care locations are also open on holidays. For up-to-date information, visit kp.org/urgentcare/mas.

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.



Emergency care

You're covered for emergency care worldwide

- If you think you're experiencing an emergency, immediately call 911 or go to the nearest emergency room.
- Not sure if your medical problem requires an emergency room visit? Call **800-677-1112** (TTY **711**). Specially trained nurses will help you 24 hours a day, 7 days a week, and will direct you to the most appropriate place to receive care.
- If an emergency room visit is not due to an emergency as defined in your plan document, you will pay all charges.

If you visit an emergency room, anywhere in the world:

- Report your emergency room visit to Kaiser Permanente within 48 hours, or as soon as reasonably possible.
- Call the 24-hour medical advice line at **800-777-7904** (TTY **711**) to report your visit.

What is an emergency?

It's a medical condition that, in the absence of immediate medical attention, may result in:

- 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;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part.
- For more information about what constitutes an emergency, read your plan document.



Hospital care

kp.org/premierhospitals

Kaiser Permanente carefully selects premier hospitals¹ to team with us in taking great care of you.

For regular care, your doctor works closely with specialists, pharmacists, lab technicians, therapists, and many other professionals—all of whom are up to the minute on your health—for a better care experience.

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.

Premier hospitals by region

Maryland

Anne Arundel Medical Center, Annapolis
askAAMC.org

Baltimore Washington Medical Center, Glen Burnie
umms.org/bwmc

Doctors Community Hospital, Lanham-Seabrook
dchweb.org

Greater Baltimore Medical Center, Baltimore
gbmc.org

Holy Cross Hospital, Germantown
holycrosshealth.org

Holy Cross Hospital, Silver Spring
holycrosshealth.org

Suburban Hospital, Bethesda
suburbanhospital.org

Virginia

Reston Hospital Center, Reston
restonhospital.com

Stafford Hospital, Stafford
marywashingtonhealthcare.com

Virginia Hospital Center, Arlington
virginiahospitalcenter.com

Washington, DC

Children's National Health System
childrensnational.org

MedStar Washington Hospital Center
whcenter.org

¹The 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.



Your medicines

Fill prescriptions from Permanente physicians, affiliated doctors, network doctors, and dentists

There are three ways to fill your prescriptions:

1. At Kaiser Permanente medical centers

Your Permanente physician can send most prescriptions electronically from his or her office directly to the pharmacy, where you can pick up your medicine. If you have a prescription from a dentist or other prescriber, simply present your prescription with your membership ID card at any Kaiser Permanente medical center pharmacy.

2. Online

Once you register at kp.org/register, you can:

- Request most prescription refills on your computer, tablet, or smartphone.
- Choose to have the medicine mailed to you at no additional cost or pick it up at a Kaiser Permanente medical center pharmacy.
- Get refill reminders.
- Read your medication allergies, list of current medicines, and more.

3. Through the EZ Refill line

A great way to get your routine medicines:

- Phone in your refill order using our EZ Refill line; you can fax or mail your request, too.¹
- Request mail delivery for no additional charge.¹
- Pick up your medicine at a Kaiser Permanente medical center pharmacy.

What drugs are covered?

Visit kp.org/formulary for a list of approved drugs.

For the fastest service,

call **800-700-1479** (TTY **711**), any time of the day or night, and follow the instructions.

Nowadays, your medicine can make the house calls.

Kaiser Permanente's prescription home delivery service delivers your prescription refills right to your front door.¹

Filling your prescriptions for home delivery is easy. Just place your order online at kp.org, use the KP app on your mobile device, or call **703-466-4900** or toll free **800-733-6345**.

¹Some 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.

Please allow up to five business days for delivery of your prescription by mail. If you have no refills left, it may take an additional 48 hours for us to contact your Kaiser Permanente network provider to confirm your prescription refill. Items available through our mail-order service are subject to change at any time without notice, and may be subject to state and other licensing restrictions.



Pharmacies

There is a pharmacy in each Kaiser Permanente medical center.
See page 11 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.



X-ray and imaging services

You will find radiology services at most Kaiser Permanente medical centers

- For most services, you need a referral from your doctor. He or she will let you know how to schedule your appointment.
- At some of our medical centers, we have advanced imaging equipment for MRIs, CT scans, and more.
- 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.

Mammograms

Call **800-777-7904** (TTY **711**), 24 hours a day, 7 days a week, 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.



Lab tests and results

Labs are located within every Kaiser Permanente medical center

- 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.
- 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.
- Your results from tests done in Kaiser Permanente medical centers will be in your medical record. Most results can be read online soon after the lab completes your tests, sometimes the same day.
- 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.

To see most test results online, register at kp.org/register.



Care away from home

Coverage anywhere

- You're covered for emergency and urgent care anywhere in the world.
- If you need urgent care **in a Kaiser Permanente service area/region**, visit the nearest Kaiser Permanente Urgent Care clinic.¹
- If you need urgent care **in a state without Kaiser Permanente**, go to the nearest CVS MinuteClinic® or urgent care facility.²
- 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-Permanente provider, worldwide.

In other Kaiser Permanente service areas

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.³ Locations include all or part of:

- California
- Colorado
- Georgia
- Hawaii
- Oregon
- Washington

Find Kaiser Permanente locations at kp.org/facilities.


What is not covered

You are not covered for routine (nonemergency and nonurgent) care outside the service area.

Use this checklist before you go

A little planning makes a big difference. Plan now for a healthy trip.

- Register on **kp.org** to see your health information and email your doctor or health care team anytime.
- Get our KP app to stay connected when you're on the go.
- See your doctor if you need to manage a condition during your trip.
- Refill your prescriptions to have enough while you're away.
- Print a summary of your online medical record in case you don't have internet access.⁴
- Make sure your immunizations are up to date, including your yearly flu shot.
- Bring your Kaiser Permanente ID card. It has important phone numbers on the back.
- Keep your prescription medications with you in your carry-on bag if traveling by plane.
- Save the Away from Home Travel Line contact information.
Phone: **951-268-3900**
Website: **kp.org/travel**

 Visit **kp.org/travel** for useful 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.

¹If 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.

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

³Please refer to your plan document for details.

⁴This feature is available when you register on **kp.org** and get care at Kaiser Permanente facilities.



Understanding your costs and benefits

You pay \$0 cost share for preventive care

With your plan, you pay \$0 cost share for preventive care. That 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.

The table on the next page shows you the different types of costs (such as copays or coinsurance) you may be required to pay under your plan. What you pay is determined by the type of plan you have. Refer to your plan document for more details about your plan's cost shares.

Learn more about the type of plan you have and what your costs may be:

- Call Member Services at **855-839-5763** (TTY **711**), 7 days a week, 7 a.m. to 11 p.m. (except holidays).
- Contact the benefits officer where you work, if you are covered through your employer.
- Register at **kp.org/register** and then read a summary of your benefits online.
- To estimate your costs before your next visit, see page 21 of this booklet.



Your share of costs

“Cost share” refers to how health care costs are shared between you and Kaiser Permanente. 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
Copayments (copays)	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.
Coinsurance	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.
Out-of-pocket maximum	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.



Estimating your costs

Get a personalized estimate with our online tool

Estimating your out-of-pocket costs is easy thanks to Estimates, our treatment cost calculator.

What is Estimates?

Estimates is our online calculator that gives you cost estimates for many common services.

Where do I find Estimates?

You can find Estimates on kp.org/costestimates. You'll need to be registered on kp.org to use this secure tool.

How does Kaiser Permanente come up with an estimate?

We take the average cost of services in your area. Then we apply our plan benefits and how much you've spent so far for care. You'll see an estimate for your out-of-pocket cost. This will include the costs you are responsible for, such as a copay.

Is the estimate exactly what I'll pay?

No, the estimate gives you a general idea of what you'll pay for a particular service. What you actually pay may be higher or lower depending on the care you receive. Your bill will show the actual cost of the service and what you will need to pay.

What if the estimate is more than I can afford to pay?

If your estimate is more than you can afford to pay, don't let that keep you from getting the care you need. We offer several options to help you manage your medical expenses when you get care at Kaiser Permanente medical centers. Please call the number on the back of your Kaiser Permanente ID card for assistance.

? Questions?

If you can't get an estimate for a service online, call **877-608-0077** (TTY **711**), Monday through Friday, 7:30 a.m. to 9 p.m. (except holidays). Don't let an estimate keep you from getting the care you need.

To watch a video about how Estimates works, visit kp.org/estimates/video.



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, 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.



Dental

You're covered for dental care needed after an accident

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 coverage.

If you have a plan that includes preventive and other dental benefits

For information about coverage, finding a dentist, and more:

- Visit [dominionnational.com/kaiserdentists](https://www.dominionnational.com/kaiserdentists). You'll find the most up-to-date list of participating dental providers online.
- Call Dominion National at **855-733-7524** (TTY **711**). Knowledgeable Dominion member service specialists are available Monday through Friday from 7:30 a.m. to 6 p.m. to answer your questions about coverage or to help you find a participating dentist.
- Make sure you bring your Kaiser Permanente medical ID card to your dental appointment. You will not get a separate dental ID card.

For all dental information:

- Refer to your plan document, or contact the benefits officer where you work, if your employer provides your coverage.
- Call Member Services at **855-839-5763** (TTY **711**).



Healthy extras

Resources for healthy living

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

- **Self-care apps**

The Calm and MyStrength apps are available to members at no cost. Learn more and download these apps at kp.org/selfcareapps.

- **Health education classes online or at our facilities**

Our Health Education Departments offer health classes and support groups at our facilities, some of which may require a fee. Course catalogs are available at our Health Education Departments. Registration is required. To register, call **800-777-7904** anytime, day or night. You can also browse course listings online at kp.org/classes.

- **Monthly newsletter**

When you sign up on kp.org, you'll automatically start getting our Partners in Health monthly newsletter by email. It has health tips, member stories, and updates on facilities and services.

- **Online wellness programs**

Our online healthy lifestyle programs create customized action plans tailored to your health needs and areas of interest. Start with a Total Health Assessment and go from there. Visit kp.org/healthylifestyles.

ChooseHealthy Program¹

You have access to a variety of healthy discounts without an additional charge to your monthly premium. 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:

- Chiropractic care - 25% off customary charges
- Acupuncture care - 25% off customary charges
- Massage therapy services - 25% off customary charges
- Vitamins, supplements, and herbs

Visit kp.org/choosehealthy to learn more.

Active&Fit Direct Program

The Active&Fit Direct program offers access to fitness center memberships for just \$25 a month, plus a \$25 enrollment fee.² Choose from more than 9,000 participating fitness centers and instructor-led classes nationwide and start exercising today.

Here's how:

Enroll and find a fitness center near you at kp.org/choosehealthy. Select your area, click the [ChooseHealthy](#) link, then click the [Find a Provider](#) tab.

¹The 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.

²Prices shown do not include applicable taxes.



Do you have coverage from another plan, too?

If you have other health coverage in addition to your coverage with Kaiser Permanente, notify Member Services by calling **855-839-5763** (TTY **711**), 7 days a week, 7 a.m. to 11 p.m. (except holidays).

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.

If you have a work-related injury or an injury caused by another party

Please notify Member Services by calling **855-839-5763** (TTY **711**), 7 days a week, 7 a.m. to 11 p.m. (except holidays).

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.

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 ህወደት (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)**.

Your guide to better health

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



1 Choose your doctor—
and change anytime



2 Register on kp.org



3 Get prescriptions

Glossary

Covered services

The care and services included in the health plan benefits.

Dependent

One who is covered under a subscriber's plan, depending on applicable law and the plan's terms and conditions.

Premium

The amount you and/or your employer pay (usually each month) for health plan coverage.

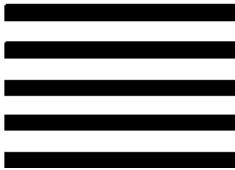
Primary care physician

The physician responsible for providing routine medical care and for coordinating care from specialists, hospitals, and other health care professionals.





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