

On the go

Services for our Medicare health plan members who are traveling in the U.S. or anywhere in the world†



Travel well and get the care you need

Whether you're heading out on the highway to see friends and family in America or flying away to see the world,[†] traveling is more fun when you know you're covered.

You're covered as a Kaiser Permanente Medicare health plan member anywhere in the U.S. or anywhere in the world.[†] You're also covered anytime you're visiting:

- Another Kaiser Permanente service area
- Parts of Washington and northern Idaho where we partner with Group Health Cooperative

[†]Medicare members should check their **Evidence of Coverage (EOC)** for more details. In the Mid-Atlantic States Region, all Direct Pay Kaiser Permanente Medicare Plus High Option (Cost) and Standard Option (Cost) plan members have worldwide emergency care and urgent care coverage, and all Direct Pay Kaiser Permanente Medicare Plus Basic Option (Cost) plan members have emergency care and urgent care coverage while inside the United States and its territories only.





Emergency and urgent care

You're covered for emergency care anywhere in the world*†

What should I do if I need emergency care and I'm not in a Kaiser Permanente service area?

- Get care right away. You don't need to call Kaiser Permanente first.
- You're covered for emergency care anywhere in the world.*†
- If you're in the United States, call **911** or go to the nearest hospital.
- Outside the United States,† go right to the nearest hospital or place where you can get medical care.
- Once you're stable, call Kaiser Permanente at **1-800-225-8883**. Let us know you got emergency care or have been admitted to a hospital.
- If you're unable to call, ask the doctor or someone else at the hospital to call for you.
- We'll talk to the doctor who's treating you to make sure you get the right care and to decide what to do next.
- We have interpreters, so we can talk to your doctor even if he or she doesn't speak English.


See page 10 for a list of Kaiser Permanente service areas.

What if I still need care after an emergency and I'm not in a Kaiser Permanente service area?

- Call us at **1-800-225-8883** as soon as you can. It's better to call us before you get care. If we agree that you need care, we may approve the care the doctor who's treating you recommends, or we may choose a different doctor to make sure you're getting the right care.
- Ask the doctor who's treating you if Kaiser Permanente has approved your care.
- You should also ask if Kaiser Permanente has approved any transportation you may need.
- In some cases, we'll arrange your transportation for you.

*If you need emergency or out-of-area urgent care, you can get care from any provider.

†Medicare members should check their **Evidence of Coverage (EOC)** for more details. In the Mid-Atlantic States Region, all Direct Pay Kaiser Permanente Medicare Plus High Option and Standard Option plan members have worldwide emergency care and urgent care coverage, and all Direct Pay Kaiser Permanente Medicare Plus Basic Option plan members have emergency care and urgent care coverage while inside the United States and its territories only.



Accessing Kaiser Permanente care in another service area

Where can I get Kaiser Permanente care?

You can get routine and specialty care from Kaiser Permanente in the service areas where we operate – California, Colorado, the District of Columbia, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington.

You can also get necessary medical care and care for an ongoing condition in parts of Washington and northern Idaho from Group Health Cooperative. For more information about Group Health, including locations, visit ghc.org or kp.org/kpfacilities.

How do I get care?

To get care, call Member Services in the Kaiser Permanente service area you're visiting. Tell the representative that you're a member in another service area and you'd like to get care. If you're visiting a Group Health service area, call Group Health Customer Service to schedule an appointment or find out where to go.

If you need emergency care, just go to an emergency room or hospital and call us after you're stable.

Do I have to get an OK from my doctor ahead of time?

For certain services and items, you do have to get an OK (or authorization) from your home service area first. For more information, contact Member Services or Customer Service in the Kaiser Permanente or Group Health service area you'll be visiting.

If you need emergency care, you **do not** have to get an OK from your doctor first. Call Kaiser Permanente once you are stable.

What if I move to another service area?

If you've moved permanently to another Kaiser Permanente service area, you may be able to enroll as a member there. For more information, please refer to your **EOC** or contact Member Services in your home service area.



Services available

Which services can I get in another Kaiser Permanente service area?

You can get these services and items when they're given or referred by a Plan provider in the Kaiser Permanente or Group Health service area you're visiting:

▪ Inpatient services

Services you get when you're admitted to a hospital for care, including inpatient surgery

▪ Outpatient services

Care that doesn't require you to stay in the hospital, like:

- Office visits
- Outpatient surgery
- Allergy tests and allergy shots
- Physical, occupational, and speech therapy
- Prenatal and postnatal care
- Dialysis care
- Chemotherapy

▪ X-ray and laboratory services

In or out of the hospital

▪ Prescription drugs

Available if you have drug coverage in your home service area

▪ Mental health and chemical dependency services

Available under the same terms and conditions as in your home service area

▪ Skilled nursing facility services

Up to 100 days per benefit period in a Medicare-certified skilled nursing facility

▪ Home health care services

Part-time or occasional home health care services

The services and items must be medically necessary and meet the requirements described in your **EOC**.

Which services are not covered?

Some services and items are not covered in Kaiser Permanente service areas outside your home service area or in the Group Health service area. These include:

- Complementary and alternative medicine services
- Dental services and dental X-rays
- Eyeglasses
- Hearing aids
- Infertility services
- Organ transplants and related services
- Services related to getting pregnant by artificial means, such as in vitro fertilization
- Services related to sexual reassignment

You may be covered for some of these services or items only in your home service area. Check your **EOC** to find out more.

*If you need emergency or out-of-area urgent care, you can get care from any provider. Check your **Evidence of Coverage (EOC)** for details.

Are there any other limits?

You can get these services in other Kaiser Permanente or Group Health service areas, but there may be limits on how they're covered:

- Durable medical equipment, like wheelchairs and hospital beds
- Emergency services (including emergency ambulance) and urgent care*
- Orthotic and external prosthetic devices

You may have to pay for the services in full and then file a claim with your home service area to be paid back. Check your **EOC** for details.

What costs are involved?

- You may have to pay out of pocket for the services and items you get in other Kaiser Permanente or Group Health service areas. These costs may be different from what you would usually pay in your home service area.
- For some services and items, you may have to pay in full and file a claim with your home service area to be paid back.

Contact Member Services in your home service area for more information.

How can I learn more?

Contact Member Services in your home service area or Group Health Customer Service.



Kaiser Permanente service areas

California

Kaiser Foundation Health Plan, Inc.
393 E. Walnut St.
Pasadena, CA 91188-8514

1-800-443-0815 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Note: If you're trying to get care from a contracted, non-Kaiser Permanente provider in Coachella Valley (Palm Desert, Palm Springs, Desert Hot Springs, or Indio), you may have to contact your personal doctor in your home service area first to get an OK and a referral.

Colorado

Kaiser Foundation Health Plan of Colorado
10350 E. Dakota Ave.
Denver, CO 80247

1-800-476-2167 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Note: Network providers in Northern Colorado are available only to Northern Colorado members. Network providers in Southern Colorado are available only to Southern Colorado members.

District of Columbia

Kaiser Foundation Health Plan of
the Mid-Atlantic States, Inc.
2101 E. Jefferson St.
Rockville, MD 20852

1-888-777-5536 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Georgia

Atlanta metro area

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

1-800-232-4404 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Hawaii

The islands of Oahu and Maui and
most of Hawaii (the Big Island)

Kaiser Foundation Health Plan, Inc.
711 Kapiolani Blvd.
Tower Suite 400
Honolulu, HI 96813

1-800-805-2739 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Maryland

Baltimore and suburban D.C. area

Kaiser Foundation Health Plan of
the Mid-Atlantic States, Inc.

2101 E. Jefferson St.
Rockville, MD 20852

1-888-777-5536 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Oregon

Kaiser Foundation Health Plan
of the Northwest

500 NE Multnomah Street, Suite 100
Portland, OR 97232

1-877-221-8221 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Virginia

Kaiser Foundation Health Plan of
the Mid-Atlantic States, Inc.

2101 E. Jefferson St.
Rockville, MD 20852

1-888-777-5536 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Washington

Southwest area

Kaiser Foundation Health Plan
of the Northwest

500 NE Multnomah Street, Suite 100
Portland, OR 97232

1-877-221-8221 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Group Health service areas

Washington and northern Idaho

Customer Service:

1-888-901-4600 (TTY 711)

7 days a week, 8 a.m. to 8 p.m.

Phone numbers beginning with

1-800, 1-866, 1-877, or 1-888

are toll free. TTY numbers are
for the deaf, hard of hearing, or
speech impaired.



Before you go

Your travel planning checklist

Plan now for a safe and healthy trip.

To do:

- Register on kp.org** so you can see your health information and email your doctor's office anytime.
- Get our Kaiser Permanente app** to stay connected when you're on the go.
- See your doctor** if you need to manage a health condition during your trip.
- Refill your prescriptions** to be sure you have enough while you're away.
- Print a summary of your online medical record** in case you don't have Internet access.
- Make sure your immunizations are up-to-date**, including your yearly flu shot.

To bring along:

- Your Kaiser Permanente ID card.** It has important phone numbers on the back.
- This brochure.** It explains what to do if you need care.
- Service area information.** Know where to call to get care.

Trip 1

Kaiser Permanente service area you're visiting:

Member Services phone number:

Trip 2

Kaiser Permanente service area you're visiting:

Member Services phone number:

Trip 3

Kaiser Permanente service area you're visiting:

Member Services phone number:




In California, Hawaii, Oregon, Washington, Colorado, and Georgia, Kaiser Permanente is an HMO plan with a Medicare contract. In Virginia, Maryland, and the District of Columbia, Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Benefits, premium and/or copayments/coinsurance may change on January 1 of each year. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply.

Most members have worldwide emergency and urgent care coverage, and some members have additional coverage when they travel. Please refer to your **EOC** for coverage rules related to covered emergency and urgent care from non-Plan providers. For a copy of your **EOC**, call Member Services.



kp.org

 **Please recycle.**
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