CARE OPTIONS
TO FIT YOUR LIFESTYLE

A guide for getting the care you and your family need

AT WORK

ON THE GO

IN PERSON

AT HOME
MAKING HEALTH CARE WORK FOR YOU

MEMBER SERVICES
303-338-3800 or 1-800-632-9700
TTY 711
GET THE CARE YOU NEED, HOW YOU WANT IT – PHONE, ONLINE, FACE-TO-FACE, OR AT HOME.

GET CARE WHEN IT’S CONVENIENT FOR YOU

Thank you for choosing Kaiser Permanente for your health care and coverage. We offer many ways for you to get the care you need when it’s convenient for you. In this guide, you’ll find explanations of all your care options, their locations, and instructions on how to access them, including:

- Chat with a doctor, pharmacist or financial counselor
- 24/7 medical advice
- In-person mental health care services
- 24/7, on-demand phone and video visits

HOW CARE WORKS AT KAISER PERMANENTE

We are an integrated care delivery system, which means all Kaiser Permanente primary care providers, specialists, and other care team members are connected to each other through one computer system called an electronic health record. They have instant access to your complete medical history—including prescriptions, X-rays, labs and test results. This allows them to coordinate your care—so you don’t have to!

KAISER PERMANENTE MEDICAL OFFICES

At most Kaiser Permanente medical offices, you can see a doctor, fill a prescription, and have lab and imaging services done in the same place. You can get care from all Kaiser Permanente medical offices in Colorado.

kp.org/getcare
YOUR CARE OPTIONS

At Kaiser Permanente, you have many ways to get care, including in-person, online, and by phone. With most plans, there is no additional cost for phone and online care options. If you have questions about your benefits or cost of care:

- Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at kp.org/eoc
- Call Member Services at 303-338-3800 or 1-800-632-9700 (TTY 711)
- Chat with a Financial Counselor online at kp.org or call 303-338-3025 or 1-877-803-1929 (TTY 711)

Chat, video, and phone services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance or deductible first before being provided at no additional cost.

Online/mobile

CHAT
Chat with a Kaiser Permanente doctor from 6 a.m. to 10 p.m., 7 days a week. You can also chat with a pharmacist and financial counselor. Online chat is for routine and urgent medical advice. If needed, doctors will refer you for in-person care and order prescriptions.

E-MAIL
Get answers to non-urgent medical questions by emailing your doctor’s office through our secure message center, typically within 24 hours.

E-VISIT
Get a personalized care plan from a Kaiser Permanente nurse after filling out a brief questionnaire about your symptoms. The typical response time is within 4 hours.

SCHEDULED PHONE OR VIDEO VISITS
Schedule a video or phone visit with your Kaiser Permanente doctor or mental health provider for the same high-quality care as an in-person visit.

24/7 ADVICE
You can call the Appointment and Advice Contact Center 24/7 if you need routine or urgent medical or mental health advice or need help choosing the right care option.

24/7, ON-DEMAND PHONE & VIDEO VISITS
Visit with a doctor anytime, day or night, by video or phone. Get routine or urgent medical advice, referrals, prescriptions and more.

Routine Care
Regular visits to your doctor for preventive screenings and checkups.

Specialty Care
Services from doctors with training in specific areas of care, such as obstetrics-gynecology, dermatology, cardiology, mental health, and more.
In Person

**DOCTOR’S VISIT**
See your primary care provider or a specialist. Schedule a visit through kp.org, the mobile app, or the Appointment and Advice Contact Center.

**MENTAL HEALTH SERVICES**
Get care for a wide range of mental health and addiction services, including treatment for depression, substance use, eating disorders, medication evaluation and management, and more.


**IN-PATIENT CARE**
If you require a scheduled hospitalization, your doctor will most likely refer you to one of many hospitals that are in-plan with Kaiser Permanente. See page 13 for a list of these hospitals.

**URGENT CARE**
For illnesses or injuries requiring prompt attention but are not medical or psychiatric emergencies. This can include abdominal pain, asthma, cough, fever, sore throat, earaches, headaches, migraines, minor lacerations, ankle sprains, and other urgent conditions.

Kaiser Permanente urgent care centers at the Lakewood, Lone Tree, and Aurora Centrepoint Medical Offices offer evening, weekend, and holiday hours. Our providers can see patients of all ages and have access to your electronic medical record. Each location offers imaging, lab, and pharmacy services. See all Colorado urgent care locations on pages 9-12.

If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate for your condition/symptom or help you schedule an appointment, if appropriate. To get advice or schedule an appointment, call 303-338-4545 or 1-800-218-1059 (TTY 711).

**Urgent Care At Home**
Members who live in Denver/Boulder or Colorado Springs can also get in-home urgent care from DispatchHealth:

8 a.m. to 10 p.m., 7 days a week.
Denver/Boulder: 303-500-1518
Colorado Springs: 719-270-0805
TTY 711

**EMERGENCY CARE**
When your health is in danger and you require immediate care. For example, if you feel like you are having a heart attack, have severe difficulty breathing, lose the ability to talk or to move one side of the body, develop slurred speech, experience a sudden change in consciousness, have serious wounds or injuries, or have a psychiatric emergency.

If you think you are experiencing an emergency medical condition, call 911 or, if time and safety permit, go to the nearest emergency room (see locations on pages 11-12). Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance at kp.org/eoc.

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Kaiser Permanente offers medical financial counseling, including:

- Price estimates for upcoming services and procedures
- Payment plan options
- General counseling or questions

Call Financial Counseling at 303-338-3025 or 1-877-803-1929 (TTY 711), Monday-Friday, 8 a.m.-6 p.m.
CARE SERVICES THAT FIT YOUR BUSY LIFE

Primary and pediatric care

Office hours vary by location. Visit kp.org/locations for department and specialty listings, as well as hours of operation.

Routine primary and pediatric care is provided by appointment only, but same-day appointments are often available. To schedule an appointment, go to kp.org/appointments or call 303-338-4545 or 1-800-218-1059 (TTY 711), Monday through Friday, from 6 a.m. to 7 p.m.

Get medical advice any time, day or night – at no additional cost!

Call the Appointment and Advice Contact Center 24/7: 303-338-4545 or 1-800-218-1059 TTY 711

Planning for a trip?

Let us help you plan for potential health care needs before you travel.

Care outside of the Colorado Service Area

If you’re outside the service area, you still have many options for getting care in person.

- Online and mobile care options (see page 4).
- Urgent and emergency care are covered anywhere in the world.
- Certain services are available at any Kaiser Permanente medical offices in the 7 states where Kaiser Permanente operates, as well as the District of Columbia (California, Hawaii, Washington, Oregon, Georgia, Maryland, Virginia).
- Covered family members who live outside of any Kaiser Permanente service area (either in Colorado or another state without Kaiser Permanente providers) are covered for certain routine, continuing and follow-up care through our Out-of-Area Benefit. Call Member Services for questions about the Out-of-Area Benefit at 303-338-3800 or 1-800-632-9700.

Planning for a trip?

Visit kp.org/travel or call 951-268-3900 (TTY 711) to learn what you need to know, to get claim forms for reimbursement after your trip, or for convenient care guidance.
Pharmacy Services

You have many options for getting your prescriptions at Kaiser Permanente:

MAIL ORDER PHARMACY
Get your prescriptions delivered with no shipping costs. You can fill them through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, 1-866-523-6059 (TTY 711), or at kp.org/rxrefill.

IN PERSON
Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible members can choose to use an affiliated pharmacy. Refer to kp.org/locations to find all pharmacies available to you.

BY PHONE
Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under “Pharmacy Services” on each medical office’s page at kp.org.

ONLINE
Order refills online for pick-up at any medical office via kp.org/refill.

SAME-DAY/NEXT-DAY DELIVERY
Request same-day/next-day delivery of your prescriptions for a flat fee. Simply call 1-888-626-0454 to check for eligibility. Same-day deliveries must be within a 15-mile radius of a participating pharmacy.

Manage your health through the Kaiser Permanente mobile app and kp.org

With the Kaiser Permanente mobile app, or through kp.org, you can:

- Email your doctor’s office
- View most lab and test results
- Refill most prescriptions
- Schedule or cancel routine appointments
- Get medical advice
- Manage the health of a family member
- Pay your Kaiser Permanente medical bills

Registering is Easy
Go to kp.org/register and follow the sign-on instructions. You’ll need your health record number, which you can find on your member ID card.

Resources at kp.org
The Kaiser Permanente website is your health toolbox. Go to kp.org to find information about:

- Health guides, classes, calculators, and tools
- Healthy recipes
- Health and drug encyclopedias
- Planning for travel and vaccinations for international travel
- Life care planning
- And more

Resources & Services
IN-PERSON CARE OPTIONS FOR YOU

Northern

5  Kaiser Permanente medical offices  •
6  Affiliated providers with extended hours  ◆
7  Urgent care facilities  ★
5  Emergency care facilities  ★
4  Affiliated hospital/in-patient care  ★

Central

20 Kaiser Permanente medical offices  •
5  Urgent care facilities  ★
17 Emergency care facilities  ★
5  Behavioral health offices  ◆
8  Affiliated hospital/in-patient care  ★

Southern

5  Kaiser Permanente medical offices  •
3  Affiliated providers with extended hours  ◆
21 Urgent care facilities  ★
15 Emergency care facilities  ★
8  Affiliated hospital/in-patient care  ★

Find doctors and locations across Colorado

There are 1,200+ Kaiser Permanente physicians, and 12,300affiliated providers at locations across Colorado. For a full list of providers included in your plan, visit kp.org/locations.

★ Indicates multiple facilities
# Kaiser Permanente Medical Offices

## Central

**Aurora**
- **Aurora Centrepoint Medical Offices**
  - 14701 E. Exposition Ave.
  - Aurora, CO 80012

**Smoky Hill**
- 16290 E. Quincy Ave.
- Aurora, CO 80015

**Boulder**
- **Baseline**
  - 580 Mohawk Drive
  - Boulder, CO 80303

**Brighton**
- 859 S. 4th Ave.
- Brighton, CO 80601

**Castle Rock**
- **Castle Rock Medical Offices**
  - 4318 Trail Boss Drive
  - Castle Rock, CO 80104

**Centennial**
- **Arapahoe**
  - 5555 E. Arapahoe Road
  - Centennial, CO 80122

**Denver**
- **East Denver**
  - 10400 E. Alameda Ave.
  - Denver, CO 80247

**Franklin**
- 2045 Franklin St.
- Denver, CO 80205

**Midtown Med. Office Building**
- 1960 N. Ogden St.
- Denver, CO 80218

**Skyline**
- 1375 E. 20th Ave.
- Denver, CO 80205

**Englewood**
- **Englewood**
  - 2955 S. Broadway
  - Englewood, CO 80113

**Highlands Ranch**
- **Highlands Ranch**
  - 9285 Hepburn St.
  - Highlands Ranch, CO 80129

**Lafayette**
- **Rock Creek**
  - 280 Exempila Circle
  - Lafayette, CO 80026

**Lakewood**
- **Lakewood**
  - 8383 W. Alameda Ave.
  - Lakewood, CO 80226

## Northern

**Fort Collins**
- **Fort Collins**
  - 2950 E. Harmony Road, Suite 190
  - Fort Collins, CO 80528

**Spring Creek**
- 1136 E. Stuart St., Building 3, Suite 200
- Fort Collins, CO 80525

**Greeley**
- **Greeley**
  - 2429 35th Ave.
  - Greeley, CO 80634

**Longmont**
- **Longmont**
  - 2345 Bent Way
  - Longmont, CO 80503

**Loveland**
- **Loveland**
  - 4901 Thompson Parkway
  - Loveland, CO 80534-6426

## Southern

**Colorado Springs**
- **Briargate**
  - 4105 Briargate Parkway, Suite 125
  - Colorado Springs, CO 80920

**Parkside**
- 215 Parkside Drive
- Colorado Springs, CO 80910

**Premier**
- 3920 North Union Blvd.
- Colorado Springs, CO 80907

**Pueblo**
- **Acero**
  - 2625 W. Pueblo Blvd.
  - Pueblo, CO 81004

**Pueblo North**
- 3670 Parker Blvd., Suite 200
- Pueblo, CO 81008

## Urgent Care

If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate or help you schedule an appointment, if appropriate. Call **303-338-4545** or **1-800-218-1059** (TTY 711).
### Northern

**Fort Collins**
Banner Urgent Care  
3617 S. College Ave., Suite C  
Fort Collins, CO 80525  
970-821-1500

HealthCare Clinic of Fort Collins  
1721 W. Harmony Road, #102  
Fort Collins, CO 80526  
970-223-1999

**Greeley**
Banner Urgent Care  
2015 35th Ave.  
Greeley, CO 80634  
970-810-4155

NextCare Urgent Care  
1011 39th Ave Suite A  
Greeley, CO 80634  
970-351-8181

**Loveland**
Banner Health Clinic – Skyline Urgent Care  
2555 E. 13th St., Suite 110  
Loveland, CO 80537  
970-820-4264

**Longmont**
NextCare Urgent Care  
2144 Main St., Suite 8  
Longmont, CO 80501  
303-772-0041

UCHealth Urgent Care – Main Street  
2101 Main Street  
Longmont, CO 80501  
720-745-8030

### Southern

**Cañon City**
Centura Health Urgent Care  
3245 East US Highway 50, Unit E  
Cañon City, CO 81212  
719-285-2888

**Colorado Springs**
Alliance Urgent Care  
9320 Grand Cordera Parkway, Suite 100  
Colorado Springs, CO 80924  
719-282-6337

Centura Health Urgent Care  
3027 N. Circle Drive  
Colorado Springs, CO 80909  
719-776-3216

Centura Health Urgent Care Broadmoor  
1263 Lake Plaza Drive, Suite 120  
Colorado Springs, CO 80906  
719-776-3330

Centura Health Urgent Care Powers Pointe  
5607 Barnes Road, Suite 140  
Colorado Springs, CO 80917  
719-776-3750

Concentra Urgent Care  
2322 S. Academy Blvd.  
Colorado Springs, CO 80916  
719-390-1727

Concentra Urgent Care  
5320 Mark Dabling Blvd. Building 7, Suite 100  
Colorado Springs, CO 80918  
719-592-1584

Concentra Urgent Care  
4083 Austin Bluffs Parkway  
Colorado Springs, CO 80918  
719-594-0046

Concentra Urgent Care  
402 W. Bijou St.  
Colorado Springs, CO 80905  
719-302-6942

UCHealth Urgent Care  
1035 Garden of the Gods Road, Suite 120  
Colorado Springs, CO 80907  
719-329-1000

UCHealth Urgent Care  
4323 Integrity Center Point  
Colorado Springs, CO 80917  
719-591-2558

UCHealth Urgent Care  
2767 Janitell Road  
Colorado Springs, CO 80906  
719-365-2888

UCHealth Urgent Care  
13445 Voyager Parkway  
Colorado Springs, CO 80921  
719-219-0333

### Urgent Care at Home
DispatchHealth delivers high-quality health care to your home. Available 7 days a week, from 8 a.m.-10 p.m., 719-270-0805 (TTY 711).
Emergency Care

If you think you are experiencing an emergency medical condition, call 911 or, if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Membership Agreement, or Certificate of Insurance.

Central

Aurora
HealthONE The Medical Center of Aurora-South Campus
1501 S. Potomac St.
Aurora, CO 80012

Centennial
HealthONE Centennial Medical Plaza ER
14200 E. Arapahoe Road
Centennial, CO 80112

Denver
HealthONE Presbyterian/St. Luke’s Medical Center
1719 E. 19th Ave.
Denver, CO 80218

SCL Health
Saint Joseph Hospital
1375 E. 19th Ave.
Denver, CO 80218

Englewood
HealthONE Swedish Medical Center
501 E. Hampden Ave.
Englewood, CO 80113

Lafayette
SCL Health Good Samaritan Medical Center
200 Exempla Circle
Lafayette, CO 80026

Lakewood
HealthONE Swedish Belmar ER
260 S. Wadsworth Blvd.
Lakewood, CO 80226

Littleton
HealthONE Swedish Southwest ER
6196 S. Ammons Way
Littleton, CO 80123

Lone Tree
HealthONE Sky Ridge Medical Center
10101 RidgeGate Parkway
Lone Tree, CO 80124

Northglenn
SCL Health Saint Joseph Emergency Northglenn
11900 Grant St.
Northglenn, CO 80233

Parker
HealthONE Sky Ridge South Parker ER
12223 Pine Bluffs Way
Parker, CO 80134

Thornton
HealthONE North Suburban Northeast ER
12793 Holly St.
Thornton, CO 80241

Wheat Ridge
SCL Health Lutheran Medical Center
8300 W. 38th Ave
Wheat Ridge, CO 80033

Pediatric care (only) available at the following facilities

Children’s Hospital Colorado Anschutz Medical Campus
13123 E. 16th Ave.
Aurora, CO 80045

Children’s Hospital North Campus
469 W. State Highway 7
Broomfield, CO 80023
720-777-1340

Rocky Mountain Hospital for Children
2001 N. High St.
Denver, CO 80205

HealthONE Sky Ridge Medical Center Pediatric ER
10101 RidgeGate Parkway
Lone Tree, CO 80124
720-225-5439

Northern

Estes Park
Estes Park Medical Center
555 Prospect Ave.
Estes Park, CO 80517
970-586-2317

Fort Collins
Banner Fort Collins Medical Center
4700 Lady Moon Drive
Fort Collins, CO 80528
970-821-4000

Greeley
Banner North Colorado Emergency Care
2000 70th Ave.
Greeley, CO 80634
970-810-2636

Banner North Colorado Medical Center
1801 16th St.
Greeley, CO 80631
970-810-4121

Loveland
Banner McKee Medical Center
2000 N. Boise Ave.
Loveland, CO 80538
970-820-4640

kp.org/getcare
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<td>719-272-3600</td>
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<td>719-557-4000</td>
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**Extended Hours** from Affiliated Providers

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<td>401 10th Street</td>
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<tr>
<td>970-532-4910</td>
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<td>Banner Health Clinic – Family Practice</td>
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<td>Loveland, CO 80537</td>
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<tr>
<td>970-820-3999</td>
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<tr>
<td>Banner Health Clinic – Columbine</td>
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<tr>
<td>2701 Madison Square Drive</td>
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<tr>
<td>Loveland, CO 80537</td>
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<tr>
<td>970-820-5000</td>
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<td><strong>Windsor</strong></td>
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<tr>
<td>Banner Health Clinic – Windsor</td>
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<tr>
<td>1300 Main St.</td>
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<tr>
<td>Windsor, CO 80550</td>
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<tr>
<td>970-686-5646</td>
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<th>Southern</th>
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<tr>
<td><strong>Colorado Springs</strong></td>
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<tr>
<td>Optum Medical Group (DaVita)</td>
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<tr>
<td>1633 Medical Center Point</td>
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<tr>
<td>Colorado Springs, CO 80907</td>
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<tr>
<td>719-636-2999</td>
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<tr>
<td>Optum Medical Group (DaVita)</td>
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<tr>
<td>600 S. 21st St.</td>
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<tr>
<td>Colorado Springs, CO 80903</td>
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<td>719-635-5900</td>
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<td>Monument</td>
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<td>Optum Medical Group (DaVita)</td>
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<tr>
<td>15909 Jackson Creek Parkway</td>
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<tr>
<td>Monument, CO 80132</td>
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<td>719-488-9933</td>
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</table>
Behavioral Health

Central

To schedule an appointment, call our Behavioral Health Access Center at 303-471-7700 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m.

Boulder

Baseline Behavioral Health
580 Mohawk Drive
Boulder, CO 80303

Denver metro area

Highline Behavioral Health
10350 E. Dakota Ave.
Denver, CO 80247
*Entrance located on east side of building*

Skyline Medical Offices
1375 E. 20th Ave.
Denver, CO 80205

Highlands Ranch

Ridgeline Behavioral Health Center
9139 S. Ridgeline Blvd.
Highlands Ranch, CO 80129

Westminster

Hidden Lake Behavioral Health
7701 Sheridan Blvd.
Westminster, CO 80003

Northern

Call the Kaiser Permanente Behavioral Health Access Center at 1-866-359-8299 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m., for assistance.

Southern

Call Beacon Health Options at 1-866-702-9026 (TTY 1-866-835-2755), anytime, day or night for behavioral health and chemical dependency services.

In-patient Hospital Care

If you require a scheduled hospitalization, your doctor will most likely refer you to one of the following in-plan hospitals. For questions about your hospital admission copayment, deductible, or coinsurance, please review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance. See pages 11-12 for hospital addresses.

Central

Aurora

Children’s Hospital Colorado
Anschuz Medical Campus

HealthONE The Medical Center of Aurora

Lone Tree

HealthONE Sky Ridge Medical Center

Denver

HealthONE Swedish Medical Center

Rocky Mountain Hospital for Children

SCL Health Saint Joseph Hospital – Denver

Lafayette

SCL Health Good Samaritan Medical Center

Wheat Ridge

SCL Health Lutheran Medical Center

Northern

Estes Park

Estes Park Medical Center

Fort Collins

Banner Fort Collins Medical Center

Loveland

Banner McKee Medical Center

Greeley

Banner North Colorado Medical Center

Southern

Cañon City

St. Thomas More Hospital

Colorado Springs

Children’s Hospital Colorado, Colorado Springs

Penrose Hospital

St. Francis Medical Center

UCHealth Memorial Hospital Central

UCHealth Memorial Hospital North

Pueblo

Parkview Medical Center

St. Mary-Corwin Medical Center

For the latest information on all of our facilities, including hours and department listings, visit kp.org/locations.
Nondiscrimination Notice

Kaiser Foundation Health Plan of Colorado (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 1-800-632-9700 (TTY 711).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 2500 S. Havana St., Aurora, CO 80014, or by phone at Member Services: 1-800-632-9700.

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 ocrportal.hhs.gov, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/filing-with-ocr.

Help in Your Language

Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-632-9700 (TTY 711).

Français (French) ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-800-632-9700 (TTY 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-632-9700 (TTY 711).

Igbo (Igbo) NRUBAMA: O buru na i na asu Igbo, oru enyemaka asusu, n’efu, diiri gi. Kpo 1-800-632-9700 (TTY 711).
日本語 (Japanese) 注意事項: 日本語を話す場合、無料の言語支援をご利用いただけます。1-800-632-9700 (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。1-800-632-9700 (TTY 711) 번으로 전화해 주십시오。

Naabéehó (Navajo) Díí baa akó nínízin: Díí saad bee yánílí'ígo Diné Bizaad, saad bee áká'áánída'áwo'dé é', t’áá jiik'eh, éí ná hól ó, koj i’ hódiilini 1-800-632-9700 (TTY 711).

नेपाली (Nepali) ध्यान दिनुहोस् : तपाईंले नेपाली बोल्नुहुन्छ भने तपाईं को ननमत भाषा सहायता से वाहन न भुपक प्रमा उपलब्ध छ। 1-800-632-9700 (TTY 711) फोन गनहोस।

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (TTY 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-632-9700 (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 1-800-632-9700 (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 1-800-632-9700 (TTY 711).

References
1. Affiliated providers may or may not have access to your Kaiser Permanente electronic health records.
2. These services are available when you see Kaiser Permanente providers.
3. Available for members with HMO, DHMO, and high-deductible plans with an HSA, and HMO in-plan tier of a point-of-service plan. The PPO and POS plans are NOT eligible for the Out-of-Area benefit coverage. Your specific benefits may vary if your membership is through the Federal Employee Health Benefit Program or Medicare. Medicare and Federal members should consult their Evidence of Coverage (EOC) or FEHB Brochure, respectively.
4. Must have a valid prescription on file with a Kaiser Permanente medical office or through the Mail Order Pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail to the following states at this time: Arkansas, Kansas, Louisiana, North Carolina, Nebraska, Oklahoma, South Carolina, and South Dakota.
5. Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change. In an emergency, call 911 or go to the nearest emergency department.
6. In-network for members on KP Select plans.
7. Medicare not accepted at these locations.
GET CARE FROM VIRTUALLY ANYWHERE

Get medical advice or have a doctor’s visit – whether you’re at home, at work, or on the go.

Convenient care options

**Chat online**
Get medical advice in real time from a Kaiser Permanente doctor or chat with a financial counselor or pharmacist.

**24/7 medical advice**
Call the Appointment and Advice Contact Center to get medical guidance any time, day or night.

**Email**
Message your doctor’s office any time with nonurgent questions.

**E-visits**
Fill out an online questionnaire for select conditions to receive a care plan or medical advice.

**Scheduled video and phone visits**
Save a trip to the doctor’s office by scheduling a video or phone visit with your doctor.

**On-demand phone & video visits**
Visit with a doctor any time, 24/7, by video or phone.

**Accessing your care options**
Details about accessing your care options are at kp.org/getcare or on our mobile app.

24/7 Medical Advice
303-338-4545 or 1-800-218-1059 (TTY 711).
For appointments call Monday-Friday, 6 a.m.-7 p.m.