December 30, 2010

Benefits Communiqué
From the Employee Benefits Team – Division of Human Resources, DPA
For the State's Benefits, Payroll and HR Personnel

New Care Options for Kaiser Permanente Members

Beginning January 1, 2011, Kaiser Permanente members will be able to seek care at any Colorado Kaiser Permanente medical office, regardless of whether they are enrolled in a Denver / Boulder or Southern Colorado option.

This is called "cross-market access" and represents a significant change for Kaiser Permanente, and should mean improved access to health care for Kaiser members. However, employees eligible for Kaiser Permanente options should understand that they will still choose Kaiser options based on area in which they live, Denver / Boulder or Southern Colorado.

Please let your employees know about this change. Kaiser Permanente will also mail information about this change to its members.

Southern Colorado Members

- Cross-market access allows Southern Colorado members access to care at any Kaiser Permanente medical office in the Denver area, in addition to the Kaiser Permanente medical offices and community providers in Southern Colorado.
- A special referral will not be required for a Southern Colorado member to seek specialty care at a Denver area Kaiser Permanente medical office.

Denver / Boulder Members

- Cross-market access will allow Denver / Boulder members access to the Kaiser Permanente medical offices in Southern Colorado – Briargate Senior Health Center or Pueblo North Medical Offices.
    - *Pueblo North Medical Offices* – Denver / Boulder members can visit this office for any services.
    - *Briargate Senior Health Center* – Denver / Boulder members may use this facility only for ancillary services such as pharmacy, lab, radiology, vision and audiology, but WILL NOT have access to primary care, *unless* they are Kaiser Permanente Senior Advantage Medicare members.
- Denver / Boulder members WILL NOT have access to the community providers in Southern Colorado who contract independently with Kaiser Permanente. These providers DO NOT work in Kaiser medical offices.

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Information on locations, physicians and medical offices can be found at www.kp.org or by calling Kaiser Permanente member services.

- Southern Colorado – 1.888.681.7878 / TTY: 1.800.521.4874
- Denver / Boulder – 303.338.3800 or 1.800.632.9700 / TTY: 303.338.3820 or TTY: 1.800.521.4874.

Please let us know any questions or comments you have about this Communiqué or anything else regarding Employee Benefits. Send them to benefits@state.co.us.

The Employee Benefits Unit, DHR, DPA