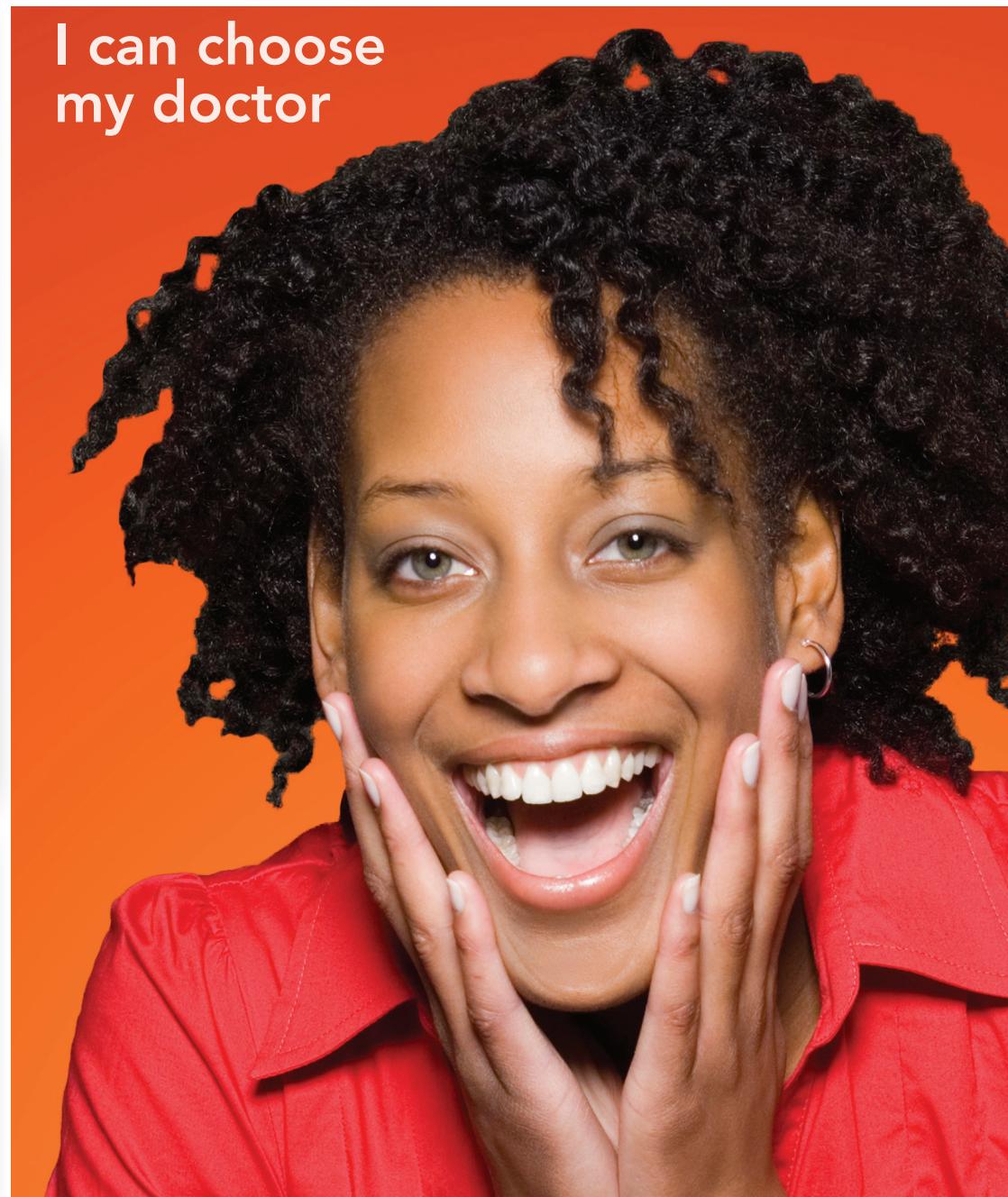
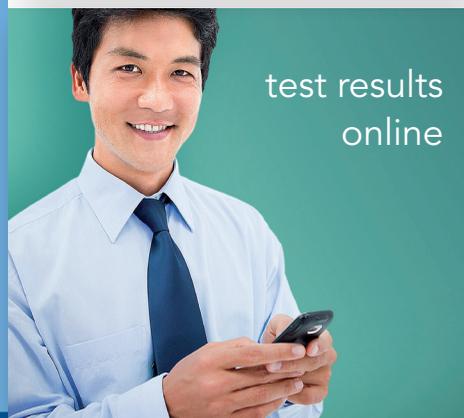
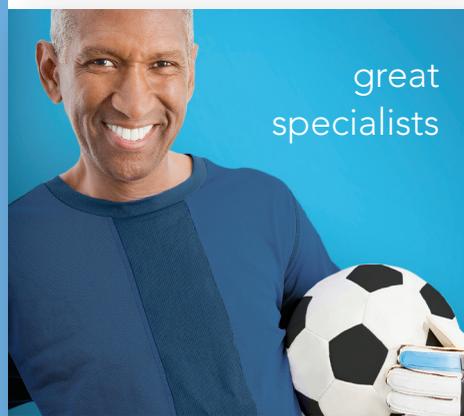
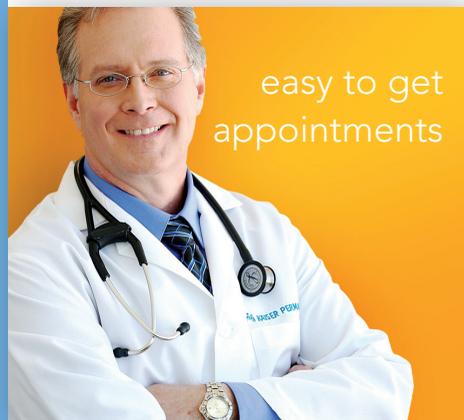


# Better Informed Better Together



# A better choice for good health.

Making smart decisions—whether you're picking a health plan for your family or dealing with a health condition—can be easier than you think. All you need is a partner to give you the right information and support. Take a look at everything you get with your membership, and you'll agree that Kaiser Permanente is the best choice for your health.



## Your choice of top doctors

We work with some of the most caring, skilled physicians around, so you can rely on getting great care for you and your family. You can choose a provider at a Kaiser Permanente medical office, from an affiliated provider within the Northern Colorado service area, or both. That means you may be able to keep the doctor you already have.

You also have access to specialists who are experts in their fields. You don't even need a referral for routine office visits for most specialties, including Ob-Gyn, Orthopedics, Dermatology, and Behavioral Health services.

It's easy to find a doctor who's right for you, just go online to view our provider listings, or give our Personal Physician Selection Services team a call, toll-free, at **1-855-208-7221** or TTY: **1-800-659-2656**.



## What you need, when and where you need it

You have access to any Kaiser Permanente medical office in Colorado, as well as affiliated providers throughout the Northern Colorado service area. If you choose a Kaiser Permanente medical office, you'll have the convenience of multiple services under one roof. You can see your doctor, get lab services, X-rays, and fill prescriptions all at the same place, as well as:

- ▶ Easy-to-schedule appointments
- ▶ Email access to your Kaiser Permanente doctor's office
- ▶ 24-hour telephone nurse advice

No matter where you choose to get your care, you'll have access to:

- ▶ Coordination for complex care needs
- ▶ Assistance with managing chronic conditions
- ▶ Plan benefit information online at **kp.org**
- ▶ Online prescription refills if you use the Kaiser Permanente Mail Order Pharmacy
- ▶ Emergency care coverage anywhere in the world



## Personalized care focused on you and your family

Your doctors, nurses, and specialists take the time to know you and your health needs. And because we're focused on prevention, we work closely with you and your doctor to help you stay healthy—not just treat you when you're sick—by focusing on:

- ▶ Recommended prevention screenings based on age and gender
- ▶ Care coordination for members with complex or multiple health conditions
- ▶ Chronic condition management, including education and online resources
- ▶ Coordination of care after a hospital stay
- ▶ Medication management and pharmacy questions



## Get to know your partner in care

Kaiser Permanente has a long history of providing quality care. We've been bringing integrated care to Colorado since 1969, and we're the largest nonprofit health plan in the state.

Integrated care is the heart of what we do—which means we make sure your doctors, nurses, pharmacists, and entire care team have the information to work together to best meet your needs. We take the knowledge we've gained from providing care to over 8 million members nationwide—medication management, chronic care management, and the benefits of preventive care—and put that knowledge to work for you.

From our award-winning electronic health records system to our care coordination teams, we're focused on getting you healthy and keeping you that way. In addition to our medical offices we're also working closely with providers in your community so you can benefit from the right care, when and where you need it.

At Kaiser Permanente, we're committed to improving the care of the communities we serve.



## Online access and resources anytime, anywhere

Take charge of your health anytime, anywhere, with online articles, wellness topics, and easy to use tools at **kp.org**. When you're a registered member on **kp.org**, you get a secure one-stop resource for managing your health online. You can use the online tools to do things like:

- ▶ Check your plan benefit details
- ▶ View our provider directory
- ▶ View most test results as soon as they're available
- ▶ Refill prescriptions
- ▶ Help take care of a family member, like a child or parent, using these features and more

And, if you choose to receive care at a Kaiser Permanente medical office, you'll be able to take advantage of even more online tools—like emailing your doctor and online scheduling for routine appointments.



## Learn something new and maximize your health

We make it easy for you to find a path to better health with online wellness programs that can help you lose weight, stay active, sleep better, and more, all included in your plan.

You can attend webinars, take a health assessment, and develop a personalized plan to set and meet your health goals. And we're always adding something fun, like the free *Every Body Walk!* mobile app for your smartphone or mobile device. It's an interactive tool to help you create and maintain a daily walking routine.

You also have access to many health classes offered online and in person, there's something for everyone. Take classes on eating well, stress reduction, quitting tobacco, managing ongoing health conditions like diabetes, and much more. Choose from a wide variety of classes at little or no cost to you.



Watch members share why they chose Kaiser Permanente.



## A better way to get and stay healthy

Choose more than a health plan. We also offer our own great doctors, convenient medical offices, and advanced technology—all together in one easy-to-use package. This makes it simple for you to get excellent, coordinated care.



## Online access anytime, anywhere

Stay better informed about your health—and better able to manage it—with online and mobile tools that help you get the information you want, when you want it.



## A great experience

According to the independent, non-profit National Committee for Quality Assurance (**NCQA/ncqa.org**), Kaiser Permanente Colorado once again was named the top ranked private health plan in Colorado and #6 in the nation out of 474 plans for 2012-2013. Kaiser Permanente Colorado was also named the top ranked Medicare plan in Colorado and #2 in the nation out of 395 plans.<sup>1</sup>

<sup>1</sup> NCQA's annual report compiles and audits crucial data on how well plans perform on 40 "effectiveness of care" measures.



Visit us online at **kp.org**

## For more information

Visit us at **kp.org** or call Member Services, Mon–Fri, 8 a.m. to 5 p.m., toll-free **1-800-632-9700**

TTY for the deaf, hard of hearing, or speech impaired toll-free TTY **1-800-521-4874**