



FLIP TO  
THE BACK  
FOR A  
QUICK  
GUIDE TO  
WHAT'S  
INSIDE.

# Member Resource Guide

Denver/Boulder 2015

Your personal guide to Kaiser Permanente's services, locations, and contact information in the Denver/Boulder service area.



## Good Health at your Fingertips



At [kp.org/myhealthmanager](https://kp.org/myhealthmanager), make appointments for routine care, order prescription refills, e-mail your doctor's office with routine health questions, and view most lab test results and recent immunization records.\*



Visit [kp.org/registernow](https://kp.org/registernow) to set up your account. You'll also receive our monthly e-newsletter with health news, updates, member stories, and more.



On the go? Try our mobile apps. Access the secure features of **My Health Manager** from your smartphone or tablet. Just download our Apple app from the App Store<sup>SM</sup> or the Android<sup>TM</sup> app from Google Play.\*\*

\*Some of these features are only available to members receiving care at a Kaiser Permanente medical office.

\*\*Kaiser Permanente is not responsible for the content or policies of external websites of Apple, Inc. and Google, Inc. App Store is a service mark of Apple, Inc. Android is a trademark of Google, Inc.

## Keeping You Healthy, and Life Easy.

Thank you for choosing Kaiser Permanente as your partner in health. We look forward to having you as a member and helping you to live healthier and get more out of life.

This Member Resource Guide will help you learn more about Kaiser Permanente and how to access services as an active participant in your health care.

For more detailed information about your specific health care coverage, please review your Evidence of Coverage or contact Member Services at **303-338-3800** (TTY: **303-338-3820**). You can also view your Evidence of Coverage online at [kp.org/eoc](http://kp.org/eoc).



### Manage your care

If you need to find a new physician, learn how to register online, make an appointment, or refill your prescriptions, we can help. Find all the information you need to manage your care. This section helps you navigate our services and explains all of your options. Pages 4-15.

### Get connected

Find a medical office that is convenient for you. In this section, you'll find a map with the locations of our medical offices, plan hospitals, and information on emergency and after-hours care. Pages 16-23.

### Be informed

Learn about your rights and responsibilities as a Kaiser Permanente member. In this section, get help with questions about claims, and find important telephone numbers. Pages 24-30.



### **Your Member ID Card**

Your Kaiser Permanente member identification card (ID card) identifies you as a member and contains your health record number. Each family member is issued a member ID card with a unique ID or health record number.

Please carry your member ID card with you at all times and present your card or your child's card at each appointment. When you receive your card, please check it for accuracy. Report any errors on your card or your child's card immediately to Member Services.

## **CONTACT US:**

### **Member Services**

**303-338-3800/TTY: 303-338-3820**

Monday-Friday, 8 a.m.–5 p.m.

Or visit [kp.org](https://www.kp.org)

### **New Member Connect is Here to Help**

As a new member, you may have many questions and wonder where to start. With just one phone call, the New Member Connect department can help you:

- Choose a primary care physician
- Transition your prescriptions
- Access care
- Learn about your benefits
- Register for secure access to [kp.org](https://www.kp.org)
- And more!

You can reach the New Member Connect department at **303-338-3361** (TTY: **711**), weekdays, 7 a.m. to 6 p.m.

## My Health Manager at [kp.org](https://kp.org)

When you register at [kp.org](https://kp.org), you'll get access to My Health Manager – a feature that allows you to view your health information online and actively manage care for you and your family.\*

To become a registered user, visit [kp.org/registernow](https://kp.org/registernow). Be sure to have your health record number available when you register. Answer a few security questions and follow the prompts to set up your user ID and password. Within a few minutes you'll have access to our secure online features!

Once you've registered, you can\*:

- Order prescription refills and view prescription history
- Request, view, or cancel future routine appointments
- Review recent office visits, including recommended follow-up steps
- Email your doctor's office
- View most lab test results
- See a list of your allergies and recent immunizations
- Act for a family member (e-mail your child's doctor, and more)
- Receive our monthly e-newsletter
- Pay Kaiser Permanente medical bills
- View Benefits and Eligibility

\*NOTE: Some features of My Health Manager are available only for services or care received at a Kaiser Permanente medical office.

## Online Health Resources

Visit [kp.org/healthyliving](https://kp.org/healthyliving) to learn more about how you can improve your health. You'll find links to health resources, such as our health encyclopedia, information on drugs and natural medicines, classes and programs, and more. Or visit [kp.org/classes](https://kp.org/classes) for a listing of online and in-person classes offered in your area for little or no cost.

Personalized, online, healthy lifestyle programs, offered in collaboration with HealthMedia®, are free to members. Each program provides you with a tailored plan to help you meet your health and fitness goals.

Visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles) to access any of the programs below:

- Assess your health
- Lose weight
- Reduce stress
- Eat right
- Quit smoking
- Manage ongoing health conditions
- Manage chronic pain
- Manage diabetes
- Manage depression
- Manage insomnia
- Manage back pain

## Choosing Your Primary Care Physician

Having a primary care physician (PCP) you know and trust can help you get the most out of your health care. You can change your PCP at any time. And a different physician can be selected for each member of your family, if you wish.

If your provider moves or has a change in their practice, we're here to help answer any questions about transitioning your care.

## Understand Your Choices

- Doctors in Family Medicine care for people of all ages, and often members of the same family.
- Doctors in Internal Medicine include general practitioners and/or internists who may have particular areas of focus.
- Doctors in Pediatrics care for infants, children, adolescents, and teens.

## Find the Right Doctor For You

To choose a new physician, call the Personal Physician Selection Services team. This team will help you choose a new doctor based on your health care needs. Prior to your call or at any time, visit [kp.org/chooseyourdoctor](http://kp.org/chooseyourdoctor) to view physician biographies and photos.

NOTE: Female members may elect to see an obstetrician/gynecologist for their routine physical exams, while seeing their designated primary care physician if non-female-specific problems arise.

**IMPORTANT:** Enrolling in Kaiser Permanente does not guarantee services by a particular provider. If you want to be sure of receiving care from a specific provider, you should contact that provider to be sure that they are accepting additional Kaiser Permanente patients. Also, Kaiser Permanente may add or remove physicians on a periodic basis. Call Personal Physician Selection Services for the latest information.

## Transfer Your Medical Records

When you join Kaiser Permanente, you may be able to keep your current physician. However, if you do need to transfer your medical records, contact your previous physician and request a medical records transfer form. If you are transferring medical records to a physician at a Kaiser Permanente medical office, please have the forms mailed to:

### Stapleton Support Services

Attn: Data Integrity Group  
11000 E. 45th Avenue  
Denver, CO 80239

## Kaiser Permanente Publications and Announcements

Most of our publications can be downloaded at [kp.org/formsandpubs](http://kp.org/formsandpubs). Additionally, we'll keep you up-to-date on Kaiser Permanente through your member e-newsletter, *Partners in Health*, as well as additional mailings. We encourage you to register on [kp.org](http://kp.org) to receive the monthly *Partners in Health* e-newsletter. It allows you to get important updates and valuable health tips in a timely manner and keeps you informed about new Kaiser Permanente medical offices and specialty services, changes in basic benefits, and changes in phone numbers.

For the latest announcements about our services, holiday hours, medical offices, and other information, visit the "Notices and Updates" section of [kp.org](http://kp.org).

## CONTACT US:

### Physician Selection Services

303-338-4477/TTY: 303-338-4448

Monday-Friday, 7 a.m.–5:30 p.m.



## Appointment and Advice Call Center

You can request routine office visits with your primary care physician by calling our Appointments and Advice Call Center.

You can make same-day appointments for primary care when medically needed by calling the same line. Appointments are available from 8 a.m. to 5:45 p.m., Monday through Friday (times may vary depending on medical office). You may also make appointments with most specialists by calling their specialty department directly (see specialty departments and phone numbers listed by location starting on page 19).

## Registered with My Health Manager?

Visit [kp.org/myhealthmanager](http://kp.org/myhealthmanager) to schedule appointments online.

## Medical Advice

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. They can assess your situation and direct you to the appropriate facility, if necessary. Or they can help you handle the problem at home until your next appointment. For advice anytime, day or night, call the Appointment and Advice Call Center.

## Specialty Care

In most cases, you can consult with any of our specialists without a referral. And if you do need a referral, your primary care physician can easily assist you. Also, if you're currently under a specialist's care, you can make appointments directly with the specialist's office. Visit [kp.org](http://kp.org) for a list of all of our specialists or consult this directory for department listings and telephone numbers at the various medical offices, beginning on page 19.

NOTE: Some specialty appointments can be booked online at [kp.org/myhealthmanager](http://kp.org/myhealthmanager).



## CONTACT US:

### Appointments, Medical Advice, After-Hours Care

**303-338-4545/TTY: 303-338-4428**

Monday-Friday, 7 a.m.–6 p.m.

For advice, call anytime, day or night.

### Member Services

**303-338-3800/TTY: 303-338-3820**

Monday-Friday, 8 a.m.–5 p.m.



## After-Hours Care

We make every effort to get you a same-day appointment with your personal physician when you need care. We also offer after-hours care—no appointment needed—at designated locations. The charge is typically higher than a regular office visit, but less than a visit to an emergency room (see after-hours locations on page 17).\*

After-hours locations:

- Arapahoe Medical Offices, Centennial
- East Denver Medical Offices, Denver
- Lakewood Medical Offices, Lakewood
- Westminster Medical Offices, Westminster

\*Hours vary by location. Your copay information can be found on your member ID card and in your Evidence of Coverage.

The Regional Acute Diagnostic and Referral center (RADAR) located at our Lakewood Medical Offices provides acute diagnostic testing and treatment by referral only.

Please contact the Appointment and Advice Call Center to assess your medical care needs, whether it's a visit to your primary provider, after-hours care, or referring you to RADAR.

## Pediatric Urgent Care

We make every effort to get your child a same-day appointment with their pediatrician. In addition to after-hours care, we also offer Pediatric Urgent Care at designated locations. Use pediatric urgent care when your child has an illness or injury that requires prompt medical attention, but is not an emergency medical condition. (See Pediatric Urgent Care locations on page 17).

Pediatric Urgent Care locations:

- Children's Hospital Colorado Urgent Care, Uptown Denver
- Children's Hospital Colorado Urgent Care, Wheat Ridge
- Children's Hospital Colorado Urgent Care, North Campus, Broomfield

## Scheduled Hospitalization

Inpatient hospitalization is covered when prescribed by a Kaiser Permanente physician. See Hospital listings on page 18.

## Emergency Care

A medical emergency is when you reasonably believe that your health is in serious danger—when every second counts. A medical emergency includes severe pain, bad injury, a serious illness, or a medical condition that is quickly getting much worse. If you have an emergency medical condition, call **911** or go to the nearest hospital. If time and safety permit, we recommend you go to the emergency department at one of the following hospitals (see locations on page 18):

- Saint Joseph Hospital, Denver\*
- Good Samaritan Medical Center, Lafayette\*
- Senior ER at Saint Joseph Hospital, Denver\*
- Children's Hospital Colorado on Anschutz Medical Campus\*
- Children's Hospital Colorado North Campus, Broomfield
- Children's Hospital Colorado at Saint Joseph Hospital, Denver\*
- Rocky Mountain Hospital for Children, Denver\*
- HealthONE Sky Ridge Medical Center, Lone Tree
- HealthONE Swedish Medical Center, Englewood
- HealthONE Swedish Southwest ER, Littleton
- HealthONE Centennial Medical Plaza ER, Centennial

\*Physicians, specialists, and other clinicians at this location have full access to your Kaiser Permanente medical history, as well as to your personal physician.

If you are admitted to one of our contracted emergency care hospitals or to an out-of-plan hospital following an emergency room visit, please contact Member Services as soon as possible (preferably within 24 hours), or have someone contact us on your behalf, so that we may assist in coordinating your care and reduce your risk of incurring non-covered inpatient charges.



 **HELPFUL TIP:**

If you obtain emergency medical care, it is always wise to retain all bills, receipts, and medical records of services received from anyone involved in your emergency health care. This includes attending providers, ambulance staff, and paramedics. Save the police report if an automobile or motorcycle accident caused the need for emergency services.

 **CONTACT US:**

**Appointments, Medical Advice, After-Hours Care**

**303-338-4545/TTY: 303-338-4428**

Monday-Friday, 7 a.m. to 6 p.m. Medical advice, anytime, day or night.



## Pharmacy Services

Clinical pharmacists and specialists provide pharmacy services at all medical offices and through the Clinical Pharmacy Call Center. Clinical pharmacy staff work with your doctor as an integral part of your health care team to assist in transitioning your prescriptions into Kaiser Permanente, answering questions, and helping you use medications appropriately to maintain good health.

You have several convenient options for refilling your prescriptions:

- You can get your prescription refills by mail order with free shipping through **kp.org**. To do so, sign on with your user ID and password and follow these links: Select the “My health manager” tab.
- Click on “Pharmacy center” from the dropdown menu.
- Follow the prompts to refill your prescriptions.

Or, you can call our automated mail-order refill service 24 hours a day to get your mail-order refills with free shipping. Please call in your refill(s) 10 days to two weeks before you run out of your current prescription.

You also can fill your prescriptions in person at any Kaiser Permanente medical office pharmacy. Each medical office pharmacy has a 24-hour refill phone number and offers mail-in refill services. Pharmacy phone numbers are listed with each medical office in this guide, as well as printed on prescription containers.

Our website also is the place to get answers to routine health and pharmacy questions within 24 hours, Monday through Friday. To ask a question, sign on with your user ID and password and follow the links to the pharmacy message center.

## Over-the-Counter Drugs

We encourage you to consult with a pharmacist about any prescription or over-the-counter drugs you take routinely. They can also answer any medication questions you have. You can contact the Clinical Pharmacy Call Center for assistance.

## Make Sure Your Prescribed Medication is Covered

Before you get a prescription, you and your doctor can check online at **kp.org/formulary** to see whether a medication is on our formulary. The formulary is our list of preferred brand-name and generic medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost effective drug treatments.

If the medication is not on the formulary, you or your doctor can find an equivalent by calling our Clinical Pharmacy Call Center. Your doctor can call the Clinical Pharmacy Call Center and speak directly to a Kaiser Permanente pharmacist anytime. Together they can select the right medication for you.

## CONTACT US:

### Clinical Pharmacy Call Center

303-338-4503/TTY: 303-338-4428

Monday-Friday, 8 a.m.–6 p.m.

### Automated Mail Order Refill Service

1-866-938-0077

24 hours a day, 7 days a week

### Mail Order Information and Questions

303-338-3800/TTY: 303-338-3820

Monday-Friday, 8 a.m.–5 p.m.

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## Vision and Eye Care

Many of our medical offices have an Optical Dispensing Department that can fill your prescription for eyeglasses and contact lenses at competitive prices. Phone numbers are listed in this directory. If you have questions about optical benefits, please call Member Services at the phone numbers listed in this guidebook.

## Hearing

Better hearing can improve your quality of life. If you think you may have hearing loss, visit one of our hearing centers for a full-service hearing examination or hearing aid fitting. No referral is needed.

Our Hearing Centers offer:

- Professional hearing aid services, products, and accessories
- Digital, programmable, and conventional hearing aids
- Follow-up from dispensing audiologists
- Full manufacturers' warranties
- Personalized service
- Hearing centers are located at Franklin and Rock Creek Medical Offices. See the "Get connected" section for details.

Check your Evidence of Coverage to see whether audiology tests and hearing aids are covered in your Benefit plan or are available on a fee-for-service basis.

For more information or to make an appointment, contact the Hearing Aid Centers at **303-338-3215** (TTY: **711**), Monday through Friday, 8 a.m. to 5 p.m.

## Behavioral Health

We provide behavioral health services for children, adolescents, families, adults, and seniors. Services include counseling for chemical dependency, eating disorders, geriatric psychiatry, and mental health. Call our Behavioral Health Access Center at **303-471-7700** (TTY: **711**) Monday through Friday, 8 a.m. to 5 p.m. No referral is needed, and you can schedule your appointment at any of our Behavioral Health Centers.

## Continuing Care

The Continuing Care Department provides adult home health care, hospice care, long-term acute care, acute rehabilitation, skilled nursing facilities, durable medical equipment, oxygen, and some community resources. Contact Member Services for more information.

## Supportive Care Services

Coping with serious illness is difficult. It affects the whole person and their loved ones. Individualized care is available to help you and your loved ones understand what is happening, be more comfortable and confident in your care, and to feel supported by a team of experts.

Supportive Care Services helps to clarify goals of treatment, address fears and concerns, offers information on additional Kaiser Permanente programs and helpful community resources, and provides guidance on advance care planning.

Consultation with a program specialist will provide you with a plan for moving forward through the challenges that you or loved ones may be facing as a result of changes in health. Supportive Care Services is available at no cost to members who face a serious, chronic, or terminal condition.

A clinical consultation includes:

- Counseling to talk about your concerns and gain emotional support
- Education about your diagnosis, treatment, and options available
- Information on programs and resources as well as helpful tools for planning and coping strategies

Consultations available at Skyline/Franklin, Rock Creek, Arapahoe, and Lone Tree Medical Offices.

For a consultation, call:

Rock Creek Medical Offices: **720-536-6432**

Skyline and Franklin Medical Offices: **303-764-4563**

Arapahoe and Lone Tree Medical Offices:  
**303-861-3437**

## **Access to Care at Northern and Southern Colorado medical offices**

### *Northern Colorado Medical Office Access*

Denver/Boulder HMO, EPO, and POS members can receive care at the Kaiser Permanente Plan medical offices in Northern Colorado in addition to using any of the Kaiser Permanente Plan medical offices in the Denver/Boulder area.

Senior Advantage members who live in the Northern Colorado service area and who have a Northern Colorado membership can get care at the Kaiser Permanente Plan medical offices in Northern Colorado in addition to using any of the Kaiser Permanente medical offices in the Denver/Boulder area.

Additionally, members in the plan groups identified above have access to the Kaiser Permanente Northern Colorado Affiliated Provider Network. Behavioral health, high-end imaging, and pharmacy services should be accessed in your home service area.

If you have questions about where you can receive care, or if your circumstances require additional care outside of your designated service area, please call Member Services for more information. To schedule appointments at a Kaiser Permanente Northern Colorado medical office, please call the Appointment and Advice Call Center.

### *Southern Colorado Medical Office Access*

Denver/Boulder HMO, EPO, and POS members can receive care at Kaiser Permanente Plan medical offices in Southern Colorado in addition to using any of the Kaiser Permanente Plan medical offices in the Denver/Boulder area. PPO members should continue to use the Private Healthcare Systems (PHCS) network of providers.

If you have questions about where you can go for care, or if your circumstances require additional care outside of your designated service area, please call Member Services. To schedule appointments at a Kaiser Permanente Plan medical office in Southern Colorado, please call the Appointment and Advice Call Center.

## **Care When You're Away from Home**

If you become ill or injured while outside the Colorado area, Kaiser Permanente covers emergency services anywhere in the world. If you need routine care or continuing care while you are outside the Colorado service area, please contact Member Services for information on your benefits. You can also reference your Evidence of Coverage for additional information.

## **International Travel Clinic**

Our International Travel Clinic provides travel consultations to members traveling abroad. Our clinical pharmacists assess the health risks of the destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call the International Travel Clinic at **303-283-2650** (TTY: **711**) two months before your trip to allow time to schedule any vaccines you may need.

## **? HELPFUL TIP:**

For more specific information about your health care coverage, please review your Evidence of Coverage or contact Member Services. You can also view your Evidence of Coverage online at [kp.org/eoc](http://kp.org/eoc).

## **CONTACT US:**

### **Member Services**

**303-338-3800/TTY: 303-338-3820**  
Monday-Friday, 8 a.m.–5 p.m.

### **Appointment and Advice Call Center**

**303-338-4545/TTY: 303-338-4428**  
Monday-Friday, 7 a.m.–6 p.m.

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## Visiting Member Program

You can receive a variety of covered health services when visiting any other Kaiser Permanente or Group Health Cooperative service area. Your specific benefits may vary depending on whether your membership is through the Federal Employees Health Benefit Program, Medicare, a non-government plan, or a deductible plan with a health savings account option.

Outside of Colorado, Kaiser Permanente offers medical care in eight states and the District of Columbia. If you anticipate traveling to California, the District of Columbia, Georgia, Hawaii, Idaho, Maryland, Oregon, Virginia, or Washington, ask Member Services for a brochure that details your visiting member coverage.

## Medical Financial Counseling Services for Deductible Plans

If you have questions about costs related to care you receive at a Kaiser Permanente medical office, talk with one of our medical financial counselors. Our counselors offer free medical financial advice, price estimates for upcoming medical services and procedures, and payment plan options. Just call **303-338-3025** (TTY: **711**), Monday through Friday, 8 a.m. to 6 p.m. or visit [kp.org/deductibleplans](https://kp.org/deductibleplans). For questions about costs for services outside of Kaiser Permanente medical offices, contact the provider directly.

## Pay Medical Bills Online

Paying your Kaiser Permanente medical bills just got a lot easier. View and manage the entire payment process right on our website. With our new, easy-to-use bill payment feature, you can securely make payments online at no extra charge. Visit [kp.org/paymedicalbills](https://kp.org/paymedicalbills) to learn more.

## Understanding Preventive Visit Care and Cost

Preventive care is intended to help keep you healthy and detect certain diseases early. At Kaiser Permanente, you have a health care team dedicated to keeping you healthy and on track with preventive care all year long.

Many preventive visits are covered at no cost to you, once per benefit year when indicated, according to the U.S. Preventative Task Force.\*

These include:

- Cholesterol tests
- Fasting blood sugar test for Type 2 diabetes
- Mammography screening for breast cancer
- Pap, and when indicated, HPV testing
- Prostate blood test (PSA)
- Routine childhood immunizations
- Screening for select sexually transmitted diseases
- Stool test for colon cancer screening
- Tuberculosis skin test
- Bone mineral density and Hemoglobin A1C testing

\*This list is not inclusive. Please refer to your Evidence of Coverage for additional information about your preventive benefits.

### IMPORTANT BILLING INFORMATION:

You will likely receive an office visit charge or copayment billed to you if you discuss new symptoms or new health problems during your preventive care visit; or you receive treatment or testing for an existing health condition that is not stable at the time of the visit, such as diabetes with uncontrolled blood sugars.



## **Resources for Seniors**

### *Senior Resource Line*

Kaiser Permanente's Senior Resource Line is a telephone referral service specifically designed to help you or your support person connect with Kaiser Permanente and other community resources. Senior volunteers answer the phones, Monday through Friday, 9 a.m. to 1 p.m. at **303-636-3030** (TTY: **711**). The volunteers use an extensive database, including the Kaiser Permanente Senior Source guide, to get you the information you need about community services such as transportation, financial aid, support groups, classes on aging and health topics, legal counseling, and other Kaiser Permanente programs.

The Kaiser Permanente Senior Source guides contain information about Kaiser Permanente and non-Kaiser Permanente community resources for seniors and their caregivers. It is updated annually and is available at no charge.

### *Senior ER at Saint Joseph Hospital*

We've designed our Senior Emergency room to help alleviate the fear and anxiety surrounding a visit to the ER while providing exceptional care for the unique needs of older adults. We offer specialized emergency care for seniors 65 and older. All of our physicians, nurses, pharmacists, care managers, and volunteer staff have specialized knowledge in the care of the senior patient. You'll also find private patient rooms, assistive devices, lighting with large digital clocks, and a quieter environment in our Senior ER. We encourage our members that are 65 or older, and in need of emergency care, to go to the Senior ER at Saint Joseph Hospital.

## Access for Services for the Deaf, Hard of Hearing, or Speech Impaired

TTY numbers serve those with the special phone equipment needed to connect to TTY numbers. Callers to a TTY number without the appropriate equipment are unable to connect through a TTY number.

When a TTY number isn't specifically listed for a Kaiser Permanente service, provider, or location in this guide, please use your TTY equipment to contact Relay Colorado at **1-800-659-2656** or **711** and provide them with the number you want to reach. Kaiser Permanente also provides interpretation services according to the Americans with Disabilities Act and the Civil Rights Act of 1964. At the time you schedule an appointment, we also will arrange for an interpretation at no cost to you.

## For Help in Your Language

Interpreter services are available by phone at no cost when you call Kaiser Permanente. Just let us know your preferred language when you're connected to a representative.

Some physicians at various medical offices have some level of second language proficiency; visit our web site, **kp.org**, to see their individual language proficiencies. Physicians have telephone access to interpreters in more than 150 languages and also can request an onsite interpreter for an appointment, procedure, or service. We do not charge for language assistance arranged by Kaiser Permanente.

## Medical Office Customer Care Reps

When you're not sure where to go for questions about your plan, finding a doctor, or getting care, our customer care reps – located within select Kaiser Permanente Medical Offices – can help.

Receive in-person support for the following services or questions:

- Selecting a physician
- Billing or cost estimates
- Health Care Reform questions
- **kp.org** registration
- Transitioning medications
- Understanding your benefits or how your plan works
- Resolving issues or filing a complaint
- And more

No appointment needed; simply visit any of the following Kaiser Permanente Medical Offices (locations on pages 16-18) and ask to speak to a Customer Care representative.

- Aurora Centrepoin\*
- East Denver
- Hidden Lake\*
- Lakewood
- Skyline\*
- Westminster

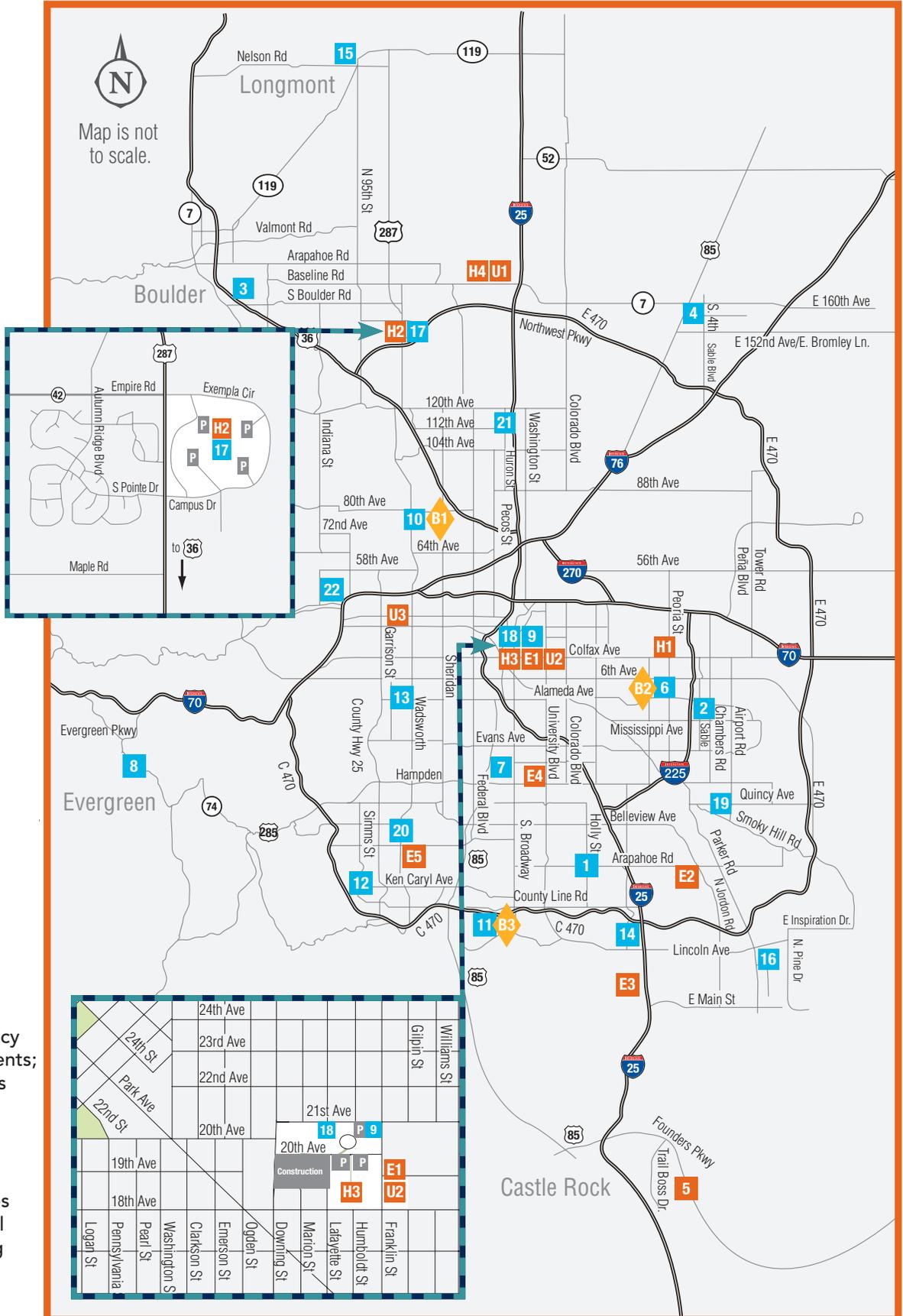
A Customer Care Representative also is available at Waterpark I, Administration Building, 2500 S. Havana St., Aurora, CO 80014.

\*Bilingual Spanish speaking Customer Care Reps available in person.



### HELPFUL TIP:

Have your member ID card handy whenever you call or visit us, and always be sure to bring a form of photo identification as well.



 Medical offices

**H E U**  
Hospitals for scheduled inpatient care; emergency care hospitals/departments; and urgent care facilities

 Behavioral Health offices (mental health, chemical dependency, and eating disorders)

## MEDICAL OFFICES

- 1 Arapahoe Medical Offices**  
5555 E. Arapahoe Rd.  
Centennial, CO 80122
- 2 Aurora Centrepoint Medical Offices**  
14701 E. Exposition Ave.  
Aurora, CO 80012
- 3 Baseline Medical Offices**  
580 Mohawk Dr.  
Boulder, CO 80303
- 4 Brighton Medical Offices**  
859 S. 4th Ave.  
Brighton, CO 80601
- 5 Castle Rock Medical Offices**  
4318 Trail Boss Dr.  
Castle Rock, CO 80104
- 6 East Denver Medical Offices**  
10400 E. Alameda Ave.  
Denver, CO 80247
- 7 Englewood Medical Offices**  
2955 S. Broadway  
Englewood, CO 80113
- 8 Evergreen Medical Offices**  
2942 Evergreen Pkwy.  
Evergreen, CO 80439
- 9 Franklin Medical Offices**  
2045 Franklin St.  
Denver, CO 80205
- 10 Hidden Lake Medical Offices**  
7701 Sheridan Blvd.  
Arvada, CO 80003
- 11 Highlands Ranch Medical Offices**  
9285 Hepburn St.  
Highlands Ranch, CO 80129
- 12 Ken Caryl Medical Offices**  
7600 Shaffer Pkwy.  
Littleton, CO 80127

- 13 Lakewood Medical Offices**  
8383 W. Alameda Ave.  
Lakewood, CO 80226
- 14 Lone Tree Medical Offices**  
10240 Park Meadows Dr.  
Lone Tree, CO 80124
- 15 Longmont Medical Offices**  
2345 Bent Way  
Longmont, CO 80503
- 16 Parker Medical Offices**  
10168 Parkglenn Way  
Parker, CO 80138
- 17 Rock Creek Medical Offices**  
280 Exempla Cir.  
Lafayette, CO 80026
- 18 Skyline Medical Offices**  
1375 E. 20th Ave.  
Denver, CO 80205
- 19 Smoky Hill Medical Offices**  
16290 E. Quincy Ave.  
Aurora, CO 80015
- 20 Southwest Medical Offices**  
5257 S. Wadsworth Blvd.  
Littleton, CO 80123
- 21 Westminster Medical Offices**  
11245 Huron St.  
Westminster, CO 80234
- 22 Wheat Ridge Medical Offices**  
4803 Ward Rd.  
Wheat Ridge, CO 80033

## AFTER-HOURS

Hours and locations for after-hours care are subject to change.

Please call **303-338-4545** (TTY: **303-338-4428**) at the time of need to confirm current hours and locations.

- 1 Arapahoe Medical Offices**  
6 p.m.–10 p.m., Mon. - Fri.  
8 a.m.–9 p.m., Sat.  
9 a.m.–9 p.m., Sun.
- 6 East Denver Medical Offices**  
8 a.m.–4 p.m., Sat.  
9 a.m.–4 p.m., Sun.
- 13 Lakewood Medical Offices**  
8 a.m.–4 p.m., Sat.  
9 a.m.–4 p.m., Sun.
- 21 Westminster Medical Offices**  
8 a.m.–4 p.m., Sat.  
9 a.m.–4 p.m., Sun.

## PEDIATRIC URGENT CARE

- U1 Children's Hospital Colorado Urgent Care North Campus, Broomfield**  
469 West Highway 7  
Broomfield, CO 80023  
**720-777-1340**
- U2 Children's Hospital Colorado Urgent Care, Uptown Denver**  
1835 Franklin Street  
Denver, CO 80218  
**720-777-1360**
- U3 Children's Hospital Colorado Urgent Care, Wheat Ridge**  
3455 Lutheran Parkway, Suite 230  
Wheat Ridge, CO 80033  
**720-777-1370**

## EMERGENCY CARE

If you have an emergency medical condition, call **911** or go to the nearest hospital. Or, if time and safety permit, you can go to the Emergency Department at one of the following hospitals:

- H3 Saint Joseph Hospital**  
1375 East 19th Avenue  
Denver, CO 80218
- H2 Good Samaritan Medical Center**  
200 Exempla Circle  
Lafayette, CO 80026
- H3 Senior ER at Saint Joseph Hospital**  
1375 East 19th Avenue  
Denver, CO 80218
- H1 Children's Hospital Colorado on Anschutz Medical Campus**  
13123 E. 16th Ave.  
Aurora, CO 80045
- H4 Children's Hospital Colorado North Campus, Broomfield**  
469 West Highway 7  
Broomfield, CO 80023
- E1 Children's Hospital Colorado at Saint Joseph Hospital**  
1835 Franklin St.  
Denver, CO 80218
- H3 Rocky Mountain Hospital for Children**  
1719 E. 19th Ave.  
Denver, CO 80218
- E3 HealthONE Sky Ridge Medical Center**  
10101 Ridgeway Pkwy.  
Lone Tree, CO 80124

**E4 HealthONE Swedish Medical Center**  
501 E. Hampden Ave.  
Englewood, CO 80110

**E5 HealthONE Swedish Southwest ER**  
6196 S. Ammons Way  
Littleton, CO 80123

**E2 HealthONE Centennial Medical Plaza**  
14200 E. Arapahoe Rd.  
Centennial, CO 80112

## BEHAVIORAL HEALTH OFFICES

- B1 Hidden Lake Behavioral Health**  
7701 Sheridan Blvd.  
Arvada, CO 80003
- B2 Highline Behavioral Health\***  
10350 E. Dakota Ave.  
Denver, CO 80247  
\* Entrance located on East side of building.
- B3 Ridgeline Behavioral Health Center**  
9139 S. Ridgeline Blvd.  
Highlands Ranch, CO 80129

## HOME HEALTH AGENCIES

**Interim Healthcare, South**  
333 W. Hampden Ave., Ste. 925  
Englewood, CO 80110

**Interim Healthcare, North**  
325 E. South Boulder Rd., Unit 4  
Louisville, CO 80027

**Visiting Nurse Association**  
390 Grant St.  
Denver, CO 80203

## SKILLED NURSING FACILITIES

Our Continuing Care Department assists patients, family members, and their

physicians with adult home health care, hospice care, durable medical equipment, oxygen, skilled nursing facilities, assisted living facilities, long-term care facilities, and needed transitions.

**Cherrelyn Manor Health Care Center**  
5555 S. Elati St.  
Littleton, CO 80120

**Garden Terrace of Aurora**  
1600 S. Potomac St.  
Aurora, CO 80014

**Life Care Center of Aurora**  
14101 E. Evans Ave.  
Aurora, CO 80014

**Life Care Center of Longmont**  
2451 Pratt St.  
Longmont, CO 80501

**Life Care Center of Westminster**  
7751 Zenobia Ct.  
Westminster, CO 80030

**ManorCare of Boulder**  
2800 Palo Pkwy.  
Boulder, CO 80301

**ManorCare of Denver**  
290 S. Monaco Pkwy.  
Denver, CO 80224

**Villa Manor Care**  
7950 W. Mississippi Ave.  
Lakewood, CO 80226

**Western Hills Health Center**  
1625 Carr St.  
Lakewood, CO 80215

## CONTINUING CARE

2550 S. Parker Rd.  
Aurora, CO 80014

For more information call **303-636-3300 (TTY: 711)**, Monday through Friday, 8 a.m. to 4:30 p.m.

**MEDICAL OFFICE AND SPECIALTY DEPARTMENT DIRECTORY**

**ARAPAHOE MEDICAL OFFICES**

5555 E. Arapahoe Rd. • Centennial, CO 80122

**Specialty departments and other services**

Dermatology .....	<b>303-338-3376</b>
Dietary Counseling .....	<b>303-614-1070</b>
Medical Imaging .....	<b>303-338-3456</b>
Optical Dispensing .....	<b>303-850-2015</b>
Optometry .....	<b>303-338-4545</b>
Pharmacy .....	<b>303-850-2031</b>
Prescription refills .....	<b>1-866-694-0008</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Physical Therapy .....	<b>720-857-3301</b>
Weight Management .....	<b>303-861-3400</b>
TTY .....	<b>303-338-4428</b>

**AURORA CENTREPOINT MEDICAL OFFICES**

14701 E. Exposition Ave. • Aurora, CO 80012

**Specialty departments and other services**

Contact Lens .....	<b>303-614-7395</b>
Dietary Counseling .....	<b>303-614-1070</b>
Medical Imaging .....	<b>303-338-3456</b>
Optical Dispensing .....	<b>303-614-7390</b>
Optometry .....	<b>303-338-4545</b>
Pharmacy .....	<b>303-614-7300</b>
Prescription refills .....	<b>1-866-922-0032</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Physical Therapy .....	<b>303-614-7878</b>
TTY .....	<b>303-338-4428</b>

**BASELINE MEDICAL OFFICES**

580 Mohawk Dr. • Boulder, CO 80303

**Specialty departments and other services**

Dietary Counseling .....	<b>303-614-1070</b>
Medical Imaging .....	<b>303-338-3456</b>
Optical Dispensing .....	<b>303-554-5080</b>
Optometry .....	<b>303-338-4545</b>
Pharmacy .....	<b>303-554-5020</b>
Prescription refills .....	<b>1-866-683-0034</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Physical Therapy .....	<b>720-857-3301</b>
Weight Management .....	<b>303-861-3400</b>
TTY .....	<b>303-338-4428</b>

**BRIGHTON MEDICAL OFFICES**

859 S. 4th Ave. • Brighton, CO 80601

**Specialty departments and other services**

Medical Imaging .....	<b>303-338-3456</b>
Pharmacy .....	<b>303-835-5860</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
TTY .....	<b>303-338-4428</b>

**CASTLE ROCK MEDICAL OFFICES**

4318 Trail Boss Drive • Castle Rock, CO 80104

**Specialty departments and other services**

Dermatology .....	<b>303-338-3376</b>
Medical Imaging .....	<b>303-338-3456</b>
Pharmacy .....	<b>303-814-4160</b>
Prescription refills .....	<b>1-866-282-3841</b>
Mail-order 24 hrs/day .....	<b>1-866-523-6059</b>
TTY .....	<b>303-814-4105</b>

**EAST DENVER MEDICAL OFFICES**

10400 E. Alameda Ave. • Denver, CO 80247

**Specialty departments and other services**

Allergy .....	<b>303-360-1278</b>
Dermatology .....	<b>303-338-3376</b>
Dietary Counseling .....	<b>303-614-1070</b>
Medical Imaging .....	<b>303-338-3456</b>
Optical Dispensing .....	<b>303-360-1270</b>
Optometry .....	<b>303-338-4545</b>
Pharmacy .....	<b>303-360-1280</b>
Prescription refills .....	<b>1-877-496-0006</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Weight Management .....	<b>303-861-3400</b>
TTY .....	<b>303-338-4428</b>

**ENGLEWOOD MEDICAL OFFICES**

2955 S. Broadway • Englewood, CO 80113

**Specialty departments and other services**

Adult Genetics .....	<b>303-788-1220</b>
Clinical Pharmacy Research-IHR .....	<b>303-788-1064</b>
Dietary Counseling .....	<b>303-614-1070</b>
Infusion Center .....	<b>303-788-1118</b>
Medical Imaging .....	<b>303-338-3456</b>
Nephrology .....	<b>303-788-1288</b>
Pharmacy .....	<b>303-360-1280</b>
Prescription refills .....	<b>1-866-695-0014</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Speech Therapy-Adult .....	<b>303-788-1183</b>
Speech Therapy-Pediatric .....	<b>303-788-1115</b>
TTY .....	<b>303-338-4428</b>

**EVERGREEN MEDICAL OFFICES**

2942 Evergreen Parkway • Evergreen, CO 80439

**Specialty Departments and Other Services**

Dietary Counseling.....	303-614-1070
Medical Imaging.....	303-338-3456
Pharmacy.....	720-942-3100
Prescription refills.....	1-866-578-9851
Mail-order 24 hrs/day.....	1-866-938-0077
Weight Management.....	303-861-3400
TTY.....	303-338-4428

**FRANKLIN MEDICAL OFFICES**

2045 Franklin St. • Denver, CO 80205

**Specialty departments and other services**

Advanced Wound Care Center.....	303-764-4447
Ambulatory Surgery.....	303-764-4442
Audiology.....	303-861-3404
Cardiovascular Services	
Cardiac Rehab.....	303-861-3441
Cardiology.....	303-861-3402
Clinical Anesthesia Pain Service...	303-861-3210
Heart Failure.....	303-861-3402
Holter Tests.....	303-764-4723
Treadmill.....	303-764-5636
Central OR Scheduling.....	303-764-4400
Complementary Medicine.....	303-764-8500
Dermatology.....	303-338-3376
Device Clinic.....	303-861-3402
Dietary Counseling.....	303-614-1070
Gastroenterology.....	303-861-3655
General Surgery.....	303-861-3610
Gyn-Oncology.....	303-764-5530
Head & Neck Surgery.....	303-861-3404
Hearing Aid Center.....	303-338-3215
Maternal Fetal Medicine.....	303-764-8570
Medical Imaging.....	303-338-3456
Medical Imaging File Room.....	303-764-4391
Metabolic-Surgical Weight Mgmt....	303-861-3400
Minor Procedures.....	303-764-5688
Neurosurgery.....	303-861-3303
Obstetrics/Gynecology.....	303-338-4545
Oncology & Hematology.....	303-861-3302
Oncology Pharmacy.....	303-861-3300
Ophthalmology.....	303-861-3595
Optical Dispensing.....	303-861-3430
Optometry.....	303-338-4545
Orthopedics.....	303-861-3408
Pain Clinic.....	303-861-3210
Palliative Care.....	303-861-3481

PEEC (Pre-Operative Evaluation).....	303-764-4425
Pelvic Surgery.....	303-861-3495
Pharmacy.....	303-764-4900
Prescription refills.....	1-866-946-0002
Mail-order 24 hrs/day.....	1-866-938-0077
Plastic Surgery.....	303-861-3368
Prenatal Genetic Counseling.....	303-764-4761
Reproductive Endocrinology.....	303-861-3532
Rheumatology.....	303-764-4480
Urogynecology.....	303-764-5525
Urology.....	303-861-3406
Vascular Therapy.....	303-861-3688
TTY.....	303-338-4428

**HIDDEN LAKE MEDICAL OFFICES**

7701 Sheridan Blvd. • Arvada, CO 80003

**Specialty departments and other services**

Dietary Counseling.....	303-614-1070
Medical Imaging.....	303-338-3456
Pharmacy.....	303-657-6700
Prescription refills.....	1-866-507-0026
Mail-order 24 hrs/day.....	1-866-938-0077
Metabolic/Surgical Weight Mgmt....	303-861-3400
TTY.....	303-338-4428

**HIGHLANDS RANCH MEDICAL OFFICES**

9285 Hepburn St. • Highlands Ranch, CO 80129

**Specialty departments and other services**

Dietary Counseling.....	303-614-1070
Medical Imaging.....	303-338-3456
Optical Dispensing.....	720-348-4750
Optometry.....	303-338-4545
Pharmacy.....	720-348-4600
Prescription refills.....	1-866-526-0044
Mail-order 24 hrs/day.....	1-866-938-0077
Weight Management.....	303-861-3400
TTY.....	303-338-4428

**KEN CARYL MEDICAL OFFICES**

7600 Shaffer Pkwy. • Littleton, CO 80127

**Specialty Departments and other services**

Dietary Counseling.....	303-614-1070
Medical Imaging.....	303-338-3456
Pharmacy.....	720-922-5050
Prescription refills.....	1-866-922-0045
Mail-order 24 hrs/day.....	1-866-938-0077
Weight Management.....	303-861-3400
TTY.....	720-922-5299

## LAKWOOD MEDICAL OFFICES

8383 W. Alameda Ave. • Lakewood, CO 80226

### Specialty departments and other services

Allergy .....	303-239-7342
Complementary Medicine .....	303-239-7224
Contact Lens.....	303-239-7558
Dietary Counseling.....	303-614-1070
Medical Imaging.....	303-338-3456
Ophthalmology .....	303-649-5400
Optical Dispensing.....	303-239-7290
Optometry.....	303-649-5400
Pharmacy.....	303-239-7400
Prescription refills .....	1-866-661-0003
Mail-order 24 hrs/day .....	1-866-938-0077
Physical Therapy.....	720-857-3301
RADAR.....	303-338-4545
Weight Management.....	303-861-3400
TTY .....	303-338-4428

Note: The Regional Acute Diagnostic and Referral center (RADAR) provides acute diagnostic testing and treatment by referral only. Please contact the Appointment and Advice Call Center for a referral.

## LONE TREE MEDICAL OFFICES

10240 Park Meadows Drive • Lone Tree, CO 80124

### Specialty departments and other services

Advanced Wound Care Center .....	303-764-4447
Allergy .....	303-649-5800
Clinical Anesthesia Pain Service .....	303-861-3210
Gastroenterology .....	303-861-3655
General Surgery .....	303-649-5650
Head & Neck Surgery.....	303-861-3404
Hearing Services.....	303-338-3215
Medical Imaging.....	303-338-3456
Minor Procedures .....	303-649-5717
Obstetrics/Gynecology .....	303-338-4545
Oncology/Hematology/Infusion Services .....	303-649-5460
Ophthalmology .....	303-649-5400
Optometry.....	303-649-5400
Orthopedics .....	303-861-3408
PEEC (Pre-Operative Evaluation).....	303-649-5730
Pharmacy .....	303-649-5550
Prescription refills .....	303-649-5550
Mail-order 24 hrs/day .....	1-866-938-0077
Physical/Occupational Therapy .....	720-857-3301
TTY .....	303-338-4428

Note: Primary care and after-hours care are currently not available at this location.

## LONGMONT MEDICAL OFFICES

2345 Bent Way • Longmont, CO 80503

### Specialty departments and other services

Dietary Counseling.....	303-614-1070
Medical Imaging.....	303-338-3456
Pharmacy .....	303-678-3300
Prescription refills .....	1-866-516-0019
Mail-order 24 hrs/day .....	1-866-938-0077
Weight Management .....	303-861-3400
TTY .....	303-338-4428

## PARKER MEDICAL OFFICES

10168 Parkglenn Way • Parker, CO 80138

### Specialty departments and other services

Pharmacy .....	720-842-5810
Prescription refills .....	1-866-866-8450
Mail-order 24 hrs/day .....	1-866-938-0077
TTY .....	303-338-4428



**ROCK CREEK MEDICAL OFFICES**

280 Exempla Circle • Lafayette, CO 80026

**Specialty departments and other services**

Advanced Wound Care Center .....	303-764-4447
Adult Genetic Counseling .....	303-788-1220
Allergy .....	720-536-7625
Audiology .....	720-536-6950
Cardiac Rehab .....	303-861-3441
Cardiology .....	303-861-3402
Clinical Anesthesia Pain Center .....	303-861-3210
Clinical Palliative Care .....	720-536-6404
Dermatology .....	303-338-3376
Dietary Counseling .....	303-614-1070
Endocrinology .....	303-764-4665
Gastroenterology .....	303-861-3655
General Surgery .....	303-861-3610
Head & Neck Surgery .....	720-536-6950
Hearing Aid Center .....	303-338-3215
Infectious Disease .....	303-861-3133
Laboratory .....	720-536-6400
Medical Imaging .....	303-338-3456
Medical Imaging File Room (release of information) .....	303-764-4391
Metabolic/Surgical Weight Mgmt ....	303-861-3400
Minor Procedures .....	720-536-7050
Neurology .....	720-536-7700
Obstetrics/Gynecology .....	303-338-4545
Oncology & Hematology .....	720-536-7200
Oncology Pharmacy .....	720-536-7222
Ophthalmology .....	720-536-6650
Optical Dispensing .....	720-536-6600
Orthopedics .....	303-861-3408
Pathology .....	303-404-4029
PEEC (Pre-Operative Evaluation) .....	720-536-6625
Pharmacy .....	720-536-7888
Prescription refills .....	1-866-753-0042
Mail-order 24 hrs/day .....	1-866-938-0077
Physical /Occupational Therapy .....	720-857-3301
Plastic Surgery .....	303-861-3368
Pulmonology .....	303-861-3640
Rheumatology .....	720-536-7350
Sleep Apnea .....	303-861-3640
Urology .....	303-861-3406
TTY .....	303-338-4428

**SKYLINE MEDICAL OFFICES**

1375 E. 20th Ave. • Denver, CO 80205

**Specialty departments and other services**

Dietary Counseling .....	303-614-1070
Endocrinology .....	303-764-4665
Infectious Disease .....	303-861-3133
Laboratory .....	303-764-4484
Medical Imaging .....	303-861-3693
Neurology .....	303-861-3380
Pharmacy .....	303-764-4669
Prescription refills .....	1-866-784-0036
Mail-order 24 hrs/day .....	1-866-938-0077
Physical /Occupational Therapy .....	720-857-3301
Pulmonology/Sleep Apnea .....	303-861-3640
Rehabilitation Medicine .....	303-861-3080
Reproductive Endocrinology .....	303-861-3532
Sleep Apnea .....	303-861-3640
TTY .....	303-338-4428

**SMOKY HILL MEDICAL OFFICES**

16290 E. Quincy Ave. • Aurora, CO 80015

**Specialty departments and other services**

Complementary Medicine .....	303-699-3670
Dietary Counseling .....	303-614-1070
Medical Imaging .....	303-338-3456
Pharmacy .....	303-699-3820
Prescription refills .....	1-866-723-0012
Mail-order 24 hrs/day .....	1-866-938-0077
Weight Management .....	303-861-3400
TTY .....	303-338-4428

**SOUTHWEST MEDICAL OFFICES**

5257 S. Wadsworth Blvd. • Littleton, CO 80123

**Specialty departments and other services**

Dietary Counseling .....	303-614-1070
Medical Imaging .....	303-338-3456
Pharmacy .....	303-972-5010
Prescription refills .....	1-866-661-0009
Mail-order 24 hrs/day .....	1-866-938-0077
Weight Management .....	303-861-3400
TTY .....	303-972-5093

**WESTMINSTER MEDICAL OFFICES**

11245 Huron St. • Westminster, CO 80234

**Specialty departments and other services**

Asthma .....	<b>303-457-6156</b>
Complementary Medicine .....	<b>303-457-6260</b>
Diabetes .....	<b>303-614-1628</b>
Dietary Counseling .....	<b>303-614-1070</b>
Medical Imaging .....	<b>303-338-3456</b>
Ophthalmology .....	<b>303-457-6583</b>
Optical Dispensing .....	<b>303-457-6570</b>
Optometry .....	<b>720-536-6650</b>
Pharmacy .....	<b>303-457-6200</b>
Prescription refills .....	<b>1-866-668-0007</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Weight Management .....	<b>303-861-3400</b>
TTY .....	<b>303-338-4428</b>

**WHEAT RIDGE MEDICAL OFFICES**

4803 Ward Road • Wheat Ridge, CO 80033

**Specialty departments and services**

Dietary Counseling .....	<b>303-614-1070</b>
Hearing Aid Center .....	<b>303-338-3215</b>
Medical Imaging .....	<b>303-338-3456</b>
Obstetrics and Gynecology .....	<b>303-338-4545</b>
Optical Dispensing .....	<b>303-421-5078</b>
Optometry .....	<b>303-338-4545</b>
Pharmacy .....	<b>303-421-5050</b>
Prescription refills .....	<b>1-866-507-0010</b>
Mail-order 24 hrs/day .....	<b>1-866-938-0077</b>
Physical Therapy .....	<b>720-857-3301</b>
Weight Management .....	<b>303-861-3400</b>
TTY .....	<b>303-338-4428</b>



**BEHAVIORAL HEALTH CENTERS**

**HIDDEN LAKE BEHAVIORAL HEALTH CENTER**

7701 Sheridan Blvd. • Arvada, CO 80003

Appointments..... **303-471-7700**

Services: Chemical dependency, clinical pharmacy specialists, eating disorders, behavioral health

**HIGHLINE BEHAVIORAL HEALTH CENTER**

10350 East Dakota Ave. • Denver, CO 80247

Appointments..... **303-471-7700**

Services: Chemical dependency, clinical pharmacy specialists, eating disorders, behavioral health

**RIDGELINE BEHAVIORAL HEALTH CENTER**

9139 S. Ridgeline Blvd. • Highlands Ranch, CO 80129

Appointments..... **303-471-7700**

Services: Chemical dependency, clinical pharmacy specialists, behavioral health



## Notice of Privacy Practices

Our regional Notice of Privacy Practices, which you have received, describes how medical information about you may be used and disclosed, and how you can access it. It also describes our responsibility to notify you if there is a breach of your Protected Health Information. We want to remind you about this notice and how you may obtain another copy if you want one. This notice is part of the federal Health Insurance Portability and Accountability Act (HIPAA). Protected health information is an important part of HIPAA rules. Due to modifications to HIPAA, the Notice of Privacy Practices underwent material changes in 2013. You can view a copy online at [kp.org/privacy](http://kp.org/privacy) or request a printed copy by calling Member Services at **303-338-3800** (TTY: **303-338-3820**), Monday through Friday, 8 a.m. to 5 p.m.

## New Technology

New and emerging medical technologies and existing technologies are evaluated on an ongoing basis by two Kaiser Permanente committees. These evaluators consider whether the new technology is safe and effective, as determined by clinical specialists inside and outside Kaiser Permanente. They also consider the technology's benefits and under what conditions it is appropriate to be used. The Inter-regional New Technologies Committee, a national Kaiser Permanente group, and our local New Technologies Committee make recommendations to clinicians regarding the medical appropriateness of the technology. For more information, contact Member Services at **303-338-3800** (TTY: **303-338-3820**), Monday through Friday, 8 a.m. to 5 p.m.

## Advance Directives

Kaiser Permanente complies with the provisions of the federal Patient Self-Determination Act. Patients are informed of their right to consent to or refuse treatment, and to initiate Advance Directives. Colorado law also provides for Advance Directives, including directives pertaining to cardiopulmonary resuscitation (CPR).

Kaiser Permanente providers will inform you if they cannot implement an Advance Directive on the basis of conscience. This information is provided in writing, or in an alternate format appropriate for you. The provider will transfer your care to another provider of your choice, who is willing to comply with the Advance Directive.

For more information on Advance Directives, refer to your Evidence of Coverage or visit [kp.org/formsandpubs](http://kp.org/formsandpubs) and click on "Forms" then "Authorization and information forms". Or, you can contact Member Services at **303-338-3800** (TTY: **303-338-3820**), Monday through Friday, 8 a.m. to 5 p.m.

Additional information about advance directives can be found at the Colorado Department of Public Health and Environment Web site: [www.cdphe.state.co.us](http://www.cdphe.state.co.us).

## Questions or Concerns About Bioethics

Kaiser Permanente has an ethics committee to assist in analyzing medical and business decisions. Bioethics applies general moral principles to medicine and health care. The committee offers recommendations to staff and physicians on bioethical policies and practices. It does not handle specific patient cases or complaints on care or service. For information about the Bioethics Committee and its activities, call Member Services at the phone number above.

## Principles of Resource Management (UTILIZATION MANAGEMENT)

Kaiser Permanente's Quality and Resource Management Program has adopted the following principles:

- Utilization management decisions (pre-service, concurrent and retrospective) are based on appropriateness of care, specific plan benefits and current eligibility.
- No practitioner or other staff member reviewing resource utilization is rewarded for issuing denials of coverage or service.
- No financial incentives exist that encourage denials of coverage or service that result in underutilization.
- Kaiser Permanente will ensure that all benefit/coverage determinations are adjudicated in a manner designed to ensure the independence and impartiality of the persons involved in making the decision. Kaiser Permanente will not make decisions regarding issues like hiring, compensation, termination, or promotion based on the likelihood that the person will support the denial of benefits.

For resource stewardship process or authorization of care inquiries, please call **1-877-895-2705**. Individuals who are deaf or hard of hearing may contact us by calling Relay Colorado at **1-800-659-2656** (or **711**). Staff will provide a telephone interpreter to assist with utilization management issues to individuals who speak limited or no English free of charge.

Staff is available to accept collect or toll-free calls during normal business days and hours (Monday through Friday 8:30 a.m. to 4:30 p.m.)

After normal business hours for the Colorado service area, please call our toll free number, **1-877-895-2705**, your message will be forwarded to our utilization management staff; your call will be returned the next business day.

Utilization criteria are applied along with medical expert opinions, when necessary, in making authorization decisions. To obtain a copy of resource stewardship / utilization management criteria, please call resource stewardship at **1-877-895-2705**, Monday through Friday, 8:30 a.m. to 4:30 p.m.

## Measuring Care and Service Quality

Kaiser Permanente participates in a number of independent reports on quality of care and service so that our members and the public have reliable information to better understand the quality of care we deliver, as well as a way to compare our performance to other Colorado health plans. You can find information on our quality performance at **kp.org** by clicking on "Quality care". Or, contact Member Services at **303-338-3800** (TTY: **303-338-3820**), Monday through Friday, 8 a.m. to 5 p.m., for information.



## Complaints, Appeals, and Claims

We want you to be satisfied with Kaiser Permanente. Please let us know when you have concerns, complaints, or compliments. The following information is an overview; please refer to your Evidence of Coverage for complete information on filing claims, appeals, and member satisfaction.

### Complaints

If you have a concern about your Kaiser Permanente health plan or a complaint about services provided, you can send your written complaint to:

#### Kaiser Permanente

Liaison Department  
2500 S. Havana St.  
Aurora, CO 80014-1622

Request to meet with a Member Services representative by calling Member Services at **303-338-3800** (TTY: **303-338-3820**), Monday through Friday, 8 a.m. to 5 p.m.

After we are notified of a complaint, a Member Services liaison will review the complaint and conduct a thorough investigation, verifying all the relevant facts. The Member Services liaison or a Plan physician evaluates the facts and makes a recommendation for corrective action, if any. We respond to oral and written complaints within 30 calendar days.

If you are dissatisfied with the resolution, you have the right to request a second review. Your request must be in writing and mailed to the Member Services department. The written request for a second review will be reviewed by Member Services administration or their designee, who will respond to you in writing within 30 calendar days of the date we receive the request.

Using this customer satisfaction procedure gives us the opportunity to correct any problems and meet your expectations and your health care needs.

### Appeals

If you have had a claim or service request denied, you may appeal that decision in writing. Mail your appeal to:

#### Kaiser Permanente

Appeals Program  
P.O. Box 378066  
Denver, CO 80237-8066

### Claims

Submitting claims for processing and financial reimbursement is an infrequent necessity for some Kaiser Permanente members. When you obtain emergency or urgent care outside the Denver Boulder service area under the terms of your Plan, you may ask the providers to bill the Claims Department at the address listed below. If the provider mails you a bill, we ask that you send it to our Claims Department for payment. In either case, we pay our share and let you know how much, if anything, you owe.

If the provider requires payment at the time of service, we suggest you pay in order to obtain the required services. If you pay the provider directly, we'll reimburse you for our share of the costs. For more details, please refer to your Evidence of Coverage. To obtain reimbursement, please send your request for payment, along with all bills and receipts to:

#### Kaiser Permanente

Claims Department  
P.O. Box 373150  
Denver, CO 80237-3150

You can obtain a claim form online at **kp.org**. Be sure your Kaiser Permanente health record number is included on any written correspondence to the Claims Department.

In complex cases involving questions about travel abroad, third-party liability, or car or motorcycle accidents (for example), we suggest you contact the Claims Department at **303-338-3600** (TTY: **303-338-3354**), Monday through Friday, 8 a.m. to 5 p.m., to discuss the circumstances and to obtain the forms you'll need for appropriate reimbursement.

## Member Rights and Responsibilities Policy

We are partners in your health care. Your participation in your health care decisions and your willingness to communicate with your doctor and other health professionals help us in providing you with appropriate and effective health care. We want to make sure you receive the information you need to make decisions about your health care. We also want to make sure your rights to privacy and to considerate and respectful care are honored. As a member of Kaiser Permanente, you have the right to receive information about your rights and responsibilities and to make recommendations about our member rights and responsibilities policies.



## YOU\* HAVE THE RIGHT TO:

- Participate in your health care. This includes the right to receive the information that you need to accept or refuse a recommended treatment. Emergencies or other circumstances occasionally may limit your participation in a treatment decision. In general, you will not receive medical treatment before you or your legal representative give consent. You have the right to be informed and to decide if you want to participate in any care or treatment that is considered educational research or human experimentation.
- Express your wishes concerning future care. You have the right to choose a person to make medical decisions for you and to express your choices about your future care, if you are unable to do so yourself. These choices can be expressed in documents, such as a durable power of attorney for health care, a living will, or a CPR directive. Inform your family and your doctor of your wishes and give them copies of documents that describe your wishes concerning future care.
- Receive the medical information you need to participate in your health care. This information includes the diagnosis, if any, of a health complaint, the recommended treatment, alternative treatments, and the risks and benefits of the recommended treatment. We will make this information as clear as possible to help you understand it. You are entitled to an interpreter, if you need one. You also have the right to review and receive copies of your medical records, unless the law restricts our ability to make them available. You have the right to participate in making decisions involving ethical issues that may arise during the provision of your care.
- Receive information about the outcomes of care you have received, including unanticipated outcomes. When appropriate, family members or others you have designated will receive such information.



## BE INFORMED.

- Receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care. You are entitled to know the name and professional status of the individuals who provide your service or treatment.
- Receive considerate, respectful care. We respect your personal preferences and values.
- Receive care that is free from restraint or seclusion. We will not use restraint or seclusion as a means of coercion, discipline, convenience, or retaliation.
- Have a candid discussion of appropriate or medically necessary treatment options for your condition(s). You have the right to this discussion, regardless of cost or benefit coverage.
- Have impartial access to treatment. You have the right to all medically indicated treatment that is a covered benefit, regardless of your race, religion, sex, sexual orientation, national origin, cultural background, disability, or financial status.
- Be assured of privacy and confidentiality. You have the right to be treated with respect and dignity. We will honor your need for privacy and will endeavor not to release your medical information without your authorization, except as required or permitted by law.
- Have a safe, secure, clean, and accessible environment.
- Choose your physician. You have the right to select and change physicians within the Kaiser Permanente Health Plan. You have the right to a second opinion by a Kaiser Permanente physician. You have the right to consult with a non-Kaiser Permanente physician at your expense.
- Know and use customer satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, who can help you answer questions and resolve problems. You have the right to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (Evidence of Coverage or Membership Agreement) describes procedures to make formal complaints. We welcome your suggestions and questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.
- Review, amend and correct your medical records as needed.



## YOU\* ARE RESPONSIBLE TO:

- Know the extent and limitations of your health care benefits. An explanation of benefits is contained in your Evidence of Coverage or Membership Agreement.
- Identify yourself. You are responsible for your membership card, for using the card only as appropriate, and for ensuring that other people do not use your card. Misuse of membership cards may constitute grounds for termination of membership.
- Keep appointments. You are responsible for promptly canceling any appointment that you do not need or cannot keep.
- Provide accurate and complete information. You are responsible for providing accurate information about your present and past medical conditions, as you understand them. You should report unexpected changes in your condition to your doctor.
- Understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
- Follow the treatment plan on which you and your health care professional agree. You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- Recognize the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.

- Be considerate of others. You should be considerate of health professionals and other patients. Disruptive, unruly, or abusive conduct may constitute grounds for termination of membership. You should also respect the property of other people and of Kaiser Permanente.
- Fulfill financial obligations. You are responsible for paying on time any money you owe Kaiser Permanente. Nonpayment of amounts owed may constitute grounds for termination of membership.

\*You or your guardian, next of kin, or a legally authorized responsible person.





## Women's Health and Cancer Rights Act of 1998

In accordance with the Women's Health and Cancer Rights Act of 1998, and as determined in consultation with the attending physician and the patient, we provide the following coverage after a mastectomy:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical (balanced) appearance.
- Prostheses (artificial replacements).
- Services for physical complications resulting from the mastectomy.

## Who Pays First When You Have Additional Insurance?

When you have additional insurance coverage, how we coordinate your Kaiser Permanente benefits with benefits from other insurance depends on your situation. If you have additional health insurance, please call Member Services **303-338-3800** (TTY: **303-338-3820**), Monday-Friday, 8 a.m. to 5 p.m., to find out which rules apply to your situation and how payment will be handled.

### INFORMATION SUBJECT TO CHANGE

The information in the Member Resource Guide is updated annually and is current at time of printing. The availability of physicians, hospitals, providers, and services may change. For a complete and updated list of our physicians and specialists, visit the Medical Staff Directory on [kp.org](http://kp.org). If you have questions about the information in this guide, please call our Member Services Department at **303-338-3800** (TTY: **303-338-3820**), Monday through Friday, 8 a.m. to 5 p.m. Member and Marketing Communications publishes the Member Resource Guide annually for Kaiser Permanente members. We welcome your comments. Please write to us at Member and Marketing Communications, Kaiser Permanente, 2530 S. Parker Road, Suite 350, Aurora, CO 80014, or email us at [COPartnersinhealth@kp.org](mailto:COPartnersinhealth@kp.org).

## You're at the Center of Your care

With a doctor and care team that focuses on you, listens to you, and communicates with you, we make it easy to feel right at home.



## Patient-Centered Medical Home at Kaiser Permanente Medical Offices

At Kaiser Permanente, our mission is to provide high-quality, affordable health care to improve the health of our members. We've always believed in putting you and your health first. Our approach is to build a stronger, more personal partnership with you – one that provides you with seamless, comprehensive and proactive care.

The Patient-Centered Medical Home is a team-based approach to health care that focuses on providing personalized, comprehensive, and evidence-based medical care to patients using a physician-led team of professionals. We believe that maintaining a continuous healing relationship with the personal physician of your choice is the best way to ensure that you reach maximum health.

Your physician and health care team

- Helps you plan and manage your health care
- Listens to your concerns and answers your health questions
- Coordinates your care across multiple settings, including behavioral health
- Encourages you to play an active part in your own health care
- Provides education and self-management support

YOU are the most important member of your team! Our physicians and skilled professionals work together to understand and meet your health care needs. Members of your team may include: Board Certified Physicians, Physician Assistants, Nurse Practitioners, Registered Nurses, Pharmacists, Licensed Practical Nurses, Medical Assistants, Care Managers, Behavioral Health Practitioners, Registered Dietitians, Social Workers, and Community Health Specialists.

With a doctor and care team that focuses on you, listens to you, and communicates with you, we make it easy to feel right at home.



## LOOK INSIDE FOR MORE DETAILS



**Find a Medical Office –**  
see page 17  
Visit [kp.org/facilities](http://kp.org/facilities)



**Choose or Change your Doctor –**  
see page 6  
Call 303-338-4477/TTY: 303-338-4448



**Make an Appointment or  
Seek Medical Advice–**  
see page 7  
Call 303-338-4545/TTY: 303-338-4428



**Order Prescription Refills –**  
see page 10  
Use [kp.org/refill](http://kp.org/refill)



**Find After-Hours Care Services –**  
see page 17  
Call 303-338-4545/TTY: 303-338-4428



**Locate Emergency Care Services –**  
see page 18  
Call 911 in an emergency



**Manage Your Health Online –**  
see page 5  
Visit [kp.org/registernow](http://kp.org/registernow)