

# Healthy together








See how our care and coverage can help you thrive



# Experience the Kaiser Permanente difference







As a Kaiser Permanente member, you'll enjoy access to one-of-a-kind health care and a rewarding coverage experience.

Find out how you're at the center of care that brings together top-notch doctors, conveniently located medical offices, innovative technology, and industry-leading research, all designed to help keep you at your healthy best.

The experience	With Kaiser Permanente <sup>1</sup>
 <p><b>Choosing your doctor</b></p>	<p><b>You get to choose:</b> Members in the Mountain Colorado service area can choose from Kaiser Permanente doctors or from a local network of providers and specialists.</p>
 <p><b>Choosing how you get care</b></p>	<p><b>Technology to connect with your doctor:</b> Access your Kaiser Permanente doctor and care team virtually – with video visits, phone consultations, or by emailing your doctor's office with nonurgent questions.<sup>1</sup></p>
 <p><b>Making a routine appointment</b></p>	<p><b>We've got an app for that:</b> Members who see a Kaiser Permanente doctor can schedule routine appointments using the secure features of My Health Manager online at <a href="https://kp.org">kp.org</a> or by using the Kaiser Permanente mobile app – all through their computer or tablet. Members who see a network doctor can call their office to schedule appointments directly.</p>
 <p><b>Calling for medical advice</b></p>	<p><b>Easy access to care:</b> Specially trained Kaiser Permanente nurses can offer medical advice by phone, 24/7, making sure you get the right care, at the right location, at the right time.</p>
 <p><b>Getting the convenient care you need</b></p>	<p><b>Save time, gas, and money:</b> You're at the center of your care. Your Kaiser Permanente doctors, nurses, and specialists work together to make it easy to get care when you need it, all under one roof – including primary care, laboratory, imaging, and more.<sup>1</sup></p>
 <p><b>Viewing your medical records and test results</b></p>	<p><b>Easy online health management:</b> When you register on <a href="https://kp.org">kp.org</a>, you can view your past visit summaries and most lab test results online whenever you want.<sup>1</sup></p>
 <p><b>Getting care in your language</b></p>	<p><b>We speak your language:</b> We have multilingual doctors and staff, and we offer interpretation services in 150+ spoken and signed languages.</p>

# The right choice for your health

Get great care and the resources you need to live healthier – all in one convenient package. Check out everything that comes with your health plan, and see why more than 10 million people nationwide choose Kaiser Permanente.

	<b>A healthy partnership</b> ..... P. 2
Your care team puts you at the center of everything they do.	
	<b>Great care, great results</b> ..... P. 3
Get the care you need to get and stay healthy.	
	<b>Care the way you want it</b> ..... P. 4
Choose how, when, and where to get care for you and your family.	
	<b>Care for a range of needs</b> ..... P. 5
Get the right care for your situation.	
	<b>Healthy resources</b> ..... P. 6
Take advantage of a wide range of convenient tools to help you stay well.	
	<b>Locations near you</b> ..... P. 7
With so many locations to choose from, you can easily find one that works for you.	

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## Once you join ...

Visit [kp.org/newmember](https://kp.org/newmember) to get started. It's easy to choose your doctor, register for [kp.org](https://kp.org), and transfer your prescriptions. If you have questions or need help making your first routine appointment, just give us a call.

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## Already a member?

Manage your care online at [kp.org](https://kp.org). If you haven't already, register at [kp.org/registernow](https://kp.org/registernow). Once you've registered, you can email your doctor's office with nonurgent questions, request routine appointments, order most prescription refills, and more.



# A healthy partnership

At Kaiser Permanente, your personal physician is the biggest advocate for your health. You choose your own doctor, and that doctor coordinates your care with specialists as needed.



## Choose your doctor – and change anytime

Connecting you with a doctor who suits your needs is our top priority. At [kp.org/searchdoctors](https://kp.org/searchdoctors), you can find information on a wide range of top-notch Kaiser Permanente physicians, including their education, credentials, and specialties.

### You can choose your doctor from:

- Adult medicine/internal medicine
- Family medicine
- Affiliate pediatrics/family medicine physicians (for children up to 18)

Select one doctor for your whole family or a different doctor for each family member. You can also change your doctor anytime.



## Quality care starts with quality doctors

No matter which Kaiser Permanente physician you choose, your health is in highly capable hands. Our doctors come from top medical schools, and many teach at world-renowned universities.

Since we hire and train our own doctors, they are all held to the same quality standards and committed to the same vision: making lives better by being your trusted partners in total health.



## Culturally responsive care for diverse communities

We believe nothing should stand between you and total health. That's why we provide care that's sensitive to the various ethnicities, cultural values, and languages of our members. To do this, we:

- Focus on hiring doctors and staff who speak more than one language.
- Offer interpretation services in 150+ spoken and signed languages.
- Train our providers in how to connect with, and care for, people of all backgrounds.

Through our culturally responsive care programs, we've been able to improve health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer.<sup>2</sup>



## Coordinated and connected care

Your Kaiser Permanente doctor, nurses, and other specialists work together as a team, sharing information to give you the care you need. They're connected to each other, and to you, through your electronic health record. They know your medical history, test results, medications, and allergies. So you get personalized care.



## Did you know?

In 2015, Kaiser Permanente led the nation in 21 quality care measures, including controlling high blood pressure; managing diabetes, breast, and colon cancer screenings; and providing nutrition and exercise counseling for children.<sup>3</sup> To learn more, visit [thrive.kp.org/quality](https://thrive.kp.org/quality).



# Great care, great results

Get the care you need to get and stay healthy. From preventive screenings to care for serious conditions, we've got you covered. And your care is backed by cutting-edge research and advanced medical technology.

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## Preventive care to keep you healthy

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We believe prevention plays a vital role in health care. That's why we offer so many resources to help you stay healthy and happy, and avoid getting sick. (For examples, see "Healthy resources" on page 6.)

To catch problems early, we offer preventive screenings, routine appointments, and more. Your electronic health record plays a key role in this, tracking the services you get and reminding your doctor when you're due for care.

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## Comprehensive care when you need it

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Along with our commitment to prevention, we're here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology – all combined to help you recover quickly.

If you have a condition like diabetes or heart disease, we'll work with you to manage it using proven best practices and treatment guidelines. Our well-rounded approach supports you physically and emotionally to help you continue living life to the fullest.

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## Advanced research working for you

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We're always looking to improve care for our members. Through our ongoing medical research, we discover new and better ways to prevent and treat illness.

### To make this work possible, we have:

- More than 4,500 studies underway.
- 7 regional research centers and 1 national center.
- More than 1,200 research staff members.

As one of the nation's largest research programs, we conduct and share our learnings from groundbreaking studies and clinical trials. Our areas of focus span a wide range of health issues, including cancer, heart disease, diabetes, childhood obesity, and autism. Learn more at [share.kp.org/research](https://share.kp.org/research).

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## Satisfied members, year after year

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For the 9th straight year, our health plan was named "Highest in Member Satisfaction" among Colorado Commercial Health Plans by J.D. Power and Associates. Now in its 10th year, the study measures satisfaction among members of 135 health plans in 18 regions throughout the United States by examining 6 key factors: coverage and benefits; provider choice; information and communication; claims processing; cost; and customer service.<sup>4</sup>



# Care the way you want it

From the way you interact with your doctor to the device you use to stay on top of your care, you've got many convenient options.

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## Choose how you connect to care

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### In person

Because most of our locations offer many services under one roof, you can see your doctor, get lab services and X-rays – all in one trip.



### By phone

Where telephone appointments are available, you can save yourself a trip to our medical offices and talk with your doctor by phone. And if you're not sure what kind of care you need, you can also call our advice nurses 24/7.



### By email

For nonurgent questions, you can simply email your Kaiser Permanente doctor's office. You'll get a reply usually within two business days, if not sooner. You can also email Member Services for questions about your benefits.



### By video

For some conditions and symptoms, you can connect with your doctor face-to-face by video – from your computer, smartphone, or tablet.

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## Choose how you manage your care

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### At home

Stay on top of your care from home or work 24/7 through My Health Manager at [kp.org](http://kp.org). View your medical record, refill most prescriptions, schedule and cancel routine appointments, get vaccination records, pay medical bills, and more.



### On the go

Wherever you are, you can access most features of My Health Manager on any mobile device through the KP app.<sup>5</sup> You can also find a facility near you and get directions. Learn more at [kp.org/mobile](http://kp.org/mobile).





## Care for a range of needs

Get the right care for any situation. Have an urgent care need? Want health advice after hours? Support is just a call or click away.

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### Quality care, when and where you need it

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#### Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.<sup>6</sup> You can get care at any hospital emergency department.

#### Urgent care

If you have urgent care needs, we're here for you. You can walk into a Kaiser Permanente or contracted urgent care facility for an illness or injury that requires prompt attention, but is not an emergency. You can also call our advice nurses, who will assess your situation and help you decide what to do.

#### Specialty care

Need to see a specialist? We have one of the largest multispecialty medical groups in the country, so you get access to the right specialist quickly. You don't need referrals for certain specialty consultations with our affiliate providers.

#### 24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime. They'll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you with your Kaiser Permanente physician, if appropriate.

#### Travel care

If you get sick or injured while traveling, we can help you get care. We can also help you prepare for travel by checking if you need a vaccination, getting you a prescription refill before you leave, and more. Just call our 24/7 Away From Home Travel Line at **951-268-3900**<sup>7</sup> or visit **kp.org/travel**.



# Healthy resources

Good health goes beyond the doctor's office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that work for you.

## Get the most out of your health plan



### Online wellness tools

Visit [kp.org/healthyliving](https://kp.org/healthyliving) for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.



### Healthy lifestyle programs

Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



### Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



### Reduced rates for members

Our members get special rates on a variety of health-related products and services – like gym memberships, massage therapy, and more. Check out your options at [kp.org/choosehealthy](https://kp.org/choosehealthy).



### Seasonal farmers markets

Enjoy shopping for fresh, local produce; specialty food items; flowers; and much more at local farmers markets sponsored by Kaiser Permanente. Learn more at [kp.org/foodforhealth](https://kp.org/foodforhealth).



## Did you know?

We feature over 500 seasonal, doctor-recommended recipes on our Food for Health blog. Get inspired at [kp.org/recipes](https://kp.org/recipes).





## Locations near you

It's easy to get the care you and your family need. There are many Kaiser Permanente facilities and affiliate providers in your area, offering convenient hours and a wide range of care and services.

### Easy access for easier care

With convenient hours and locations, it's simple to get the care you and your family need. Many of our locations offer same-day, next-day, extended hours, and weekend services.

Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor, get a lab test or an X-ray – all without leaving the building.

### Getting care anywhere

With more than 1,100 Kaiser Permanente providers at 30 Kaiser Permanente medical offices in Colorado and a local network of providers to choose from, you're sure to find one near your home or work – whatever's best for you.

You can also see different doctors at different locations, either for yourself or your family. For example, you can choose a personal doctor close to work, and your spouse can see a doctor in Denver if that's more convenient.

### Finding convenient locations

Choosing the right location is as easy as hopping online or pulling out your smartphone.

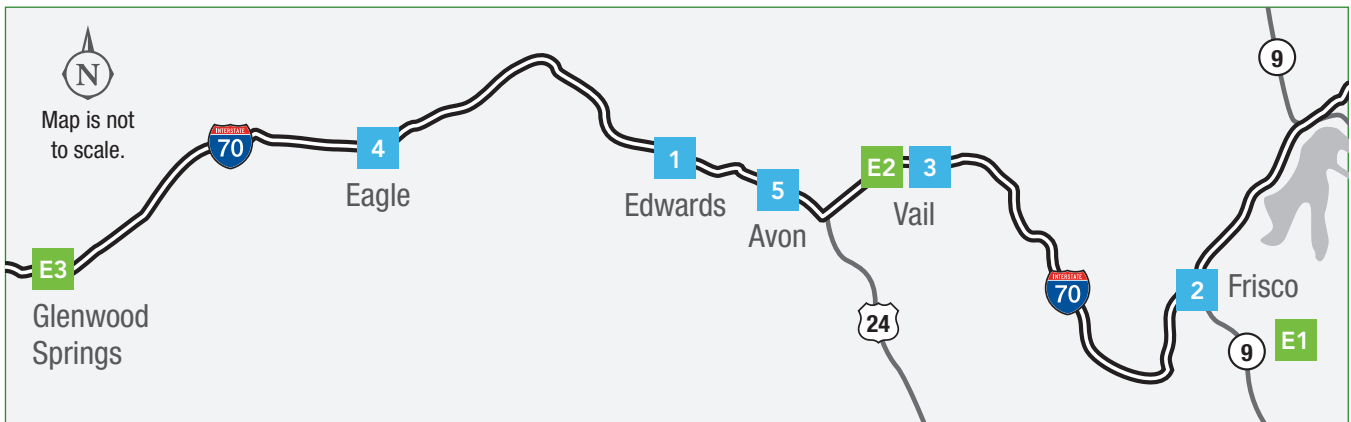
- Visit [kp.org/kpfacilities](https://kp.org/kpfacilities) to search by ZIP code, keyword, or the service you want.
- To search with your smartphone or mobile device, use our location finder on the Kaiser Permanente app.<sup>5</sup>

 See the next page for a list of our locations in your area.



## Did you know?

Kaiser Permanente has nearly 700 hospitals, medical offices, and other facilities across our 7 regions. To get the latest news on facility openings and much more, visit [share.kp.org](https://share.kp.org).



**Kaiser Permanente Medical Offices<sup>8</sup>**

- 1 Edwards Medical Offices**  
*Located in Edwards*  
Corner Building  
56 Edwards Village Blvd.,  
Suite 206  
Edwards, CO 81632  
**970-207-7171 / 1-800-218-1059**
- 2 Frisco Medical Offices**  
*Located at Basecamp*  
Retail Center  
226 Lusher Ct., Suite 104  
Frisco, CO 80443  
**970-207-7171 / 1-800-218-1059**

**Extended hours care<sup>8</sup>**

For us to better serve you, please call and make an appointment ahead of time.

- 3 Colorado Mountain Medical**  
*Located in the US Bank Building*  
108 S. Frontage Rd. W.,  
Suite 101  
Vail, CO 81657  
**970-926-6340**
- 4 Colorado Mountain Medical**  
377 Sylvan Lake Rd., Suite 210  
Eagle, CO 81631  
**970-926-6340**
- 5 Colorado Mountain Medical**  
50 Buck Creek Rd., Suite 200  
Avon, CO 81620  
**970-926-6340**

**Urgent care<sup>8</sup>**

Use urgent care when you have an illness or injury that requires prompt medical attention. During normal business hours, members can receive urgent care from the following locations:

- 1 Edwards Medical Offices**  
56 Edwards Village Blvd.,  
Suite 206  
Edwards, CO 81632  
**970-207-7171 / 1-800-218-1059**
- 2 Frisco Medical Offices**  
226 Lusher Ct., Suite 104  
Frisco, CO 80443  
**970-207-7171 / 1-800-218-1059**

**Emergency care<sup>8</sup>**

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:

- E1 St. Anthony Summit Medical Center**  
340 Peak One Dr.  
Frisco, CO 80443  
**970-668-3300**
- E2 Vail Valley Medical Center –**  
180 S. Frontage Rd. W.  
Vail, CO 81657  
**970-476-2451**
- E3 Valley View Hospital**  
*in-plan hospital*  
1906 Blake Ave.  
Glenwood Springs, CO 81601  
**970-945-6535**

**Access to care in the Colorado service area**

Mountain Colorado members can receive care at Kaiser Permanente medical offices in the Denver/Boulder, Northern, and Southern Colorado service areas. Mountain Colorado members do not have access to affiliated network providers in Denver/Boulder, Northern, or Southern Colorado unless authorized by Kaiser Permanente.

## Want to learn more?

Learn more about all that Kaiser Permanente has to offer.

Visit [kp.org/thrive](http://kp.org/thrive) or call Member Services,  
Mon–Fri, 8 a.m.–6 p.m. (closed holidays).

- **1-844-837-6884** (toll-free)
- **711** (TTY)

1. These features are available when you get care at Kaiser Permanente facilities.

2. We improved blood pressure control in our Black/African American members, raised colon cancer screening rates in our Hispanic/Latino members, and improved blood sugar control (HbA1c levels under 9%) in our Hispanic/Latino and Black/African American members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.

3. Kaiser Permanente 2015 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2015 and is used with the permission of NCQA. Quality Compass 2015 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

4. Kaiser Foundation Health Plans, Inc. received the highest numerical score among commercial health plans in Colorado in the J.D. Power 2008-2016 U.S. Member Health Plan Studies. 2016 survey based on 31,867 responses from 4 plans measuring experiences and perceptions of members surveyed October-December 2015. Visit [jdpower.com](http://jdpower.com).

5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](http://kp.org).

6. If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

7. This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for land lines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

8. Facility information is current at time of publication. To learn more about urgent care, please see Non-Emergency, Non-Routine Care in your *Evidence of Coverage*. For the complete definition of a medical emergency condition, please refer to your *Evidence of Coverage*.






## The right choice for a healthier you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

- Choose your doctor, and change at any time.
- Email your Kaiser Permanente doctor's office with nonurgent questions.
- Make routine appointments at Kaiser Permanente medical offices by phone, computer, or mobile device.
- Call trained nurses for advice 24/7.
- Get the convenience of having your doctor, the lab, and X-ray all under one roof at Kaiser Permanente medical offices.
- Refill most prescriptions by phone, online, or with our app when you visit Kaiser Permanente medical offices.

**Together we thrive.**

### Stay connected to good health

-  [facebook.com/kpcolorado](https://facebook.com/kpcolorado)
-  [youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)
-  @kpthrive, @kpshare, @kpcolorado



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