

Kaiser Permanente Northern Colorado Talking Points and Q&A

QUESTIONS AND ANSWERS:

Q: What areas in Northern Colorado does Kaiser Permanente cover?

A: Kaiser Permanente serves Ft Collins, Loveland, Greeley, Estes Park and surrounding areas.

Q: Do I need a referral to see a Kaiser Permanente Specialties in Northern Colorado?

A: In most cases, you can schedule a consultation with an affiliated specialist without a referral. For additional services, such as Radiology, outpatient surgery, and hospitalization, you will need a referral from your specialty physician and the authorization from Kaiser Permanente.

Q: Who do we use in Northern Colorado for Specialty Care?

A: Kaiser Permanente provides dermatology, endocrinology, rheumatology, and sleep apnea services at its Loveland Medical Office. To schedule an appointment, call 970-613-2450, weekdays, 8 a.m. to 5 p.m. Days and times vary by specialty. Specialty care is also provided through Banner Health, as well as community contracted specialty providers. Please visit the State of Colorado employee site at www.my.kp.org/stateofcolorado for Specialty Care locations in your area.

Q: I went to a pharmacy to have my prescription filled and it's a contracted Northern Colorado pharmacy location. How do I get reimbursed for the costs?

A: We understand there are times when you urgently or emergently need to have a prescription filled and the Kaiser Permanente pharmacies and contracted pharmacies are not an option. Please send your reimbursement request for pharmacy services outside the network to: *KPCO Claims Department*, P.O. Box 373150, Denver, CO 80237. Please include a copy of your receipts, the reason for the request, your name, Health Record Number (HRN), date of birth, and address.

Q: I live in Berthoud and am a Denver/Boulder member. Can I have access to Northern Colorado?

A: As a resident of Berthoud, Colorado, you have the option of receiving treatment in both Denver/Boulder, as well as Kaiser Permanente's Northern Colorado service areas.