



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

Member Resource Guide

Southern Colorado 2015

Your personal guide to Kaiser Permanente's services, locations, and contact information in the Southern Colorado service area.



Good Health at your Fingertips



At kp.org/myhealthmanager, make appointments for routine care, order prescription refills, email your doctor's office with routine health questions, and view most lab test results and recent immunization records.*



Visit 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 StoreSM or the AndroidTM app from Google Play.**

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

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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 **1-888-681-7878** (TTY: **1-800-521-4874**). You can also view your Evidence of Coverage online at **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

In this section, you'll find a map with the locations of Kaiser Permanente medical offices, network hospitals, and information on emergency and urgent care. Pages 16-19.

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 20-26.

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**
- And more!

You can reach the New Member Connect department at **1-844-639-8657** (TTY: **711**), weekdays, 7 a.m. to 6 p.m.

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

1-888-681-7878/TTY: 1-800-521-4874

Monday-Friday, 8 a.m.–5 p.m.

Or visit **kp.org**

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My Health Manager at kp.org

When you register at 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. 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*:

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

*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 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 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 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 may already have a PCP who accepts Kaiser Permanente health plans. If not, you have a choice of physicians from any Kaiser Permanente medical office in Colorado, as well as a comprehensive network of network physicians in Southern Colorado. You can change your PCP at any time. 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, you also may see a complete listing of physicians and care providers in Southern Colorado at kp.org.

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 and your plan type. 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

CONTACT US:

Physician Selection Services

1-855-208-7221/TTY: 1-800-521-4874

Monday-Friday, 7 a.m.–5:30 p.m.

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Kaiser Permanente Publications and Announcements

Most of our publications can be downloaded at 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 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.

Schedule an Appointment

If you select a doctor at a Kaiser Permanente medical office, you can make an appointment by calling the Appointment and Advice Call Center. Appointments are available Monday through Friday, 7 a.m. to 6 p.m. Same-day appointments are often available, and you can email your doctor. You also can request routine appointments online by using the appointment center tool at kp.org/myhealthmanager. If you've chosen to see a network provider, call your doctor's office directly to schedule an appointment.

Registered with My Health Manager?

Visit kp.org/myhealthmanager to schedule appointments online with Kaiser Permanente physicians.

Medical Advice

If you have an illness or injury and you're not sure what kind of care you need, our advice care team 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 schedule a consultation with a specialist without a referral. For some services, such as radiology, outpatient surgery, and hospitalization, you'll need a referral from your specialty physician and authorization from Kaiser Permanente. To see a specialist at a Kaiser Permanente medical office, call the Appointment and Advice Call Center. To see a network specialist, call their office directly to schedule an appointment.



CONTACT US:

Appointments and Medical Advice
1-800-218-1059/TTY: 1-800-521-4874
Monday-Friday, 7 a.m.–6 p.m.
For advice, call anytime, day or night.



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.

Urgent Care

When you have a non-emergency, unforeseen illness or injury that needs treatment quickly, your doctor may be able to provide you with a same-day appointment or have extended hours care available. You also can call the Kaiser Permanente Appointment and Advice Call Center.

Another option for feeling better fast is visiting an urgent care provider, who can help with medical conditions that include:

- Minor injuries and cuts
- Sore throats, coughs, and earaches
- Fever or flu-like symptoms
- Sprains, strains, and backaches
- Urinary infections
- Pink eye
- Sinus infections and headaches

Laboratories

For routine laboratory work, you can take lab orders to any Kaiser Permanente medical office in Colorado or have lab work done in your doctor's office. Additionally, you may have lab work done in your doctor's office if done by Quest Diagnostics. You can also go to any Quest Diagnostics or CLS location in Southern Colorado. There is also a Quest lab within the Button Family Clinic in Cañon City.

Please be aware that lab work performed at other locations may result in a claim denial, including lab services provided at your doctor's offices that are not sent to Quest Diagnostics for processing. Refer to your Evidence of Coverage for details. To help avoid these charges when you have lab work done at your doctor's office, remind staff that lab work must be sent to Quest Diagnostics for processing.

Emergency Care

A medical emergency is when you believe 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 17):

Colorado Springs

- Children's Hospital at Memorial Hospital
- Memorial Hospital Central
- Memorial Hospital North
- Penrose Hospital
- St. Francis Medical Center

Pueblo

- Parkview Medical Center
- St. Mary-Corwin Medical Center

Cañon City

- St. Thomas More Hospital

Woodland Park

- Pikes Peak Regional Hospital

If you are admitted to the hospital following an emergency room visit, please call 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.

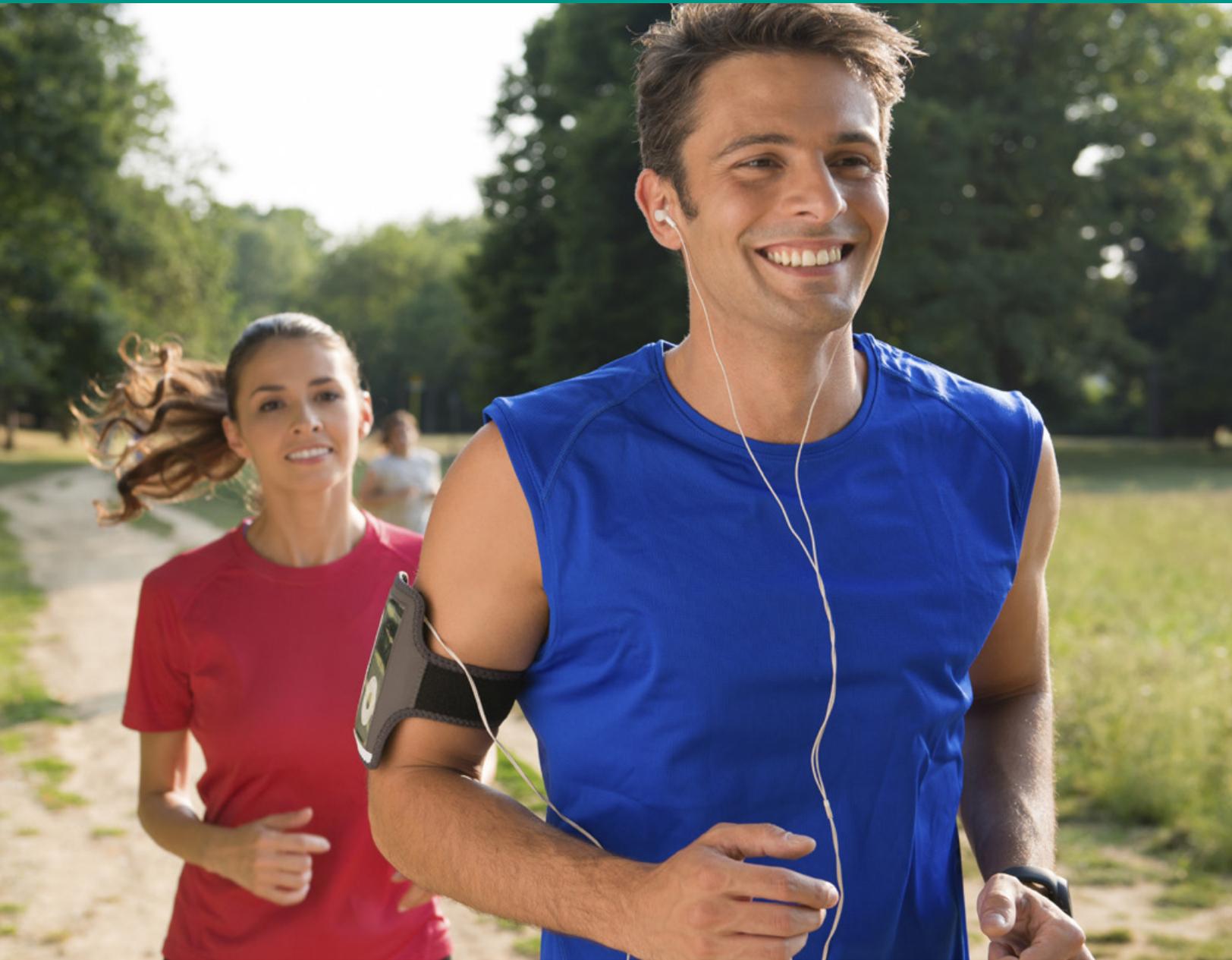
CONTACT US:

Member Services

1-888-681-7878/TTY: 1-800-521-4874

Monday-Friday, 8 a.m.–5 p.m.





Scheduled Hospitalization

Inpatient hospitalization at Children's Hospital at Memorial Hospital, Memorial Hospital Central, Memorial Hospital North, Parkview Medical Center, Penrose Hospital, St. Francis Medical Center, St. Mary-Corwin Medical Center, St. Thomas More Hospital, and Pikes Peak Regional Hospital is covered when prescribed by a Kaiser Permanente or network physician. See Hospital listings on page 17.

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.

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 can fill prescriptions at any Kaiser Permanente pharmacy or at a pharmacy within the network. To find out if your pharmacy of choice is part of the network, call **1-888-681-7878** (TTY: **1-800-521-4874**).

NOTE: Kaiser Permanente pharmacy and mail order pharmacy prescriptions can be refilled online at **kp.org/rxrefill**.

Kaiser Permanente Mail Order Pharmacy

We make it easy for you to receive your prescriptions by ordering through our Mail Order Pharmacy. Depending on your plan benefit, you can get up to a 90-day supply for one copay, shipped to you at no cost. For initial orders, contact us at least two weeks before your prescription runs out; call **1-866-523-6059** (TTY: **711**), Monday through Friday, 8 a.m. to 6 p.m. Once you've ordered through the Mail Order Pharmacy, you can refill your prescription any time by calling the Automated Mail Order Refill Service or online at **kp.org/rxrefill**.

IMPORTANT: Depending on your plan type, maintenance medication refills must be filled at one of our Kaiser Permanente Medical Office pharmacies or through the Kaiser Permanente mail order system, in order for the maintenance medication to be covered*.

*This change does NOT apply to all members. Please refer to your Evidence of Coverage for your specific plan details.

Over-The-Counter Drugs

We encourage you to consult with a pharmacist about any prescription or over-the-counter drugs you are routinely taking. They can also answer any medication questions you have. You can contact our 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 if a medication is on our list of preferred brand-name and generic medications. Our physicians and pharmacists have developed the formulary to include the safest, most appropriate, and most cost effective drug treatments. If the medication is not on the formulary, your doctor can call the Clinical Pharmacy Call Center and speak directly to a Kaiser Permanente pharmacist. Together they can select the right medication for you.

CONTACT US:

Clinical Pharmacy Call Center
1-866-244-4119/TTY: 711
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
1-888-681-7878/TTY: 1-800-521-4874
Monday–Friday, 8 a.m.–5 p.m.

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Vision and Eye Care

Some health conditions can be detected with an eye exam. Get the eye care you need to stay healthy by contacting a network ophthalmologist or optometrist directly, or by going to Vision Essentials by Kaiser Permanente. Located at our Briargate Medical Offices, Vision Essentials serves members of all ages.

If you use a non-Kaiser Permanente optician to have your glasses made, you can submit a claim for reimbursement for the amount your benefit plan provides for optical hardware. Please note that the reimbursement will be made to the Kaiser Permanente policyholder or subscriber. Claim forms can be obtained from Member Services or downloaded from kp.org.

Hearing

Better hearing can improve your quality of life. You can get a hearing test with a network provider, or visit Hearing Services at our Briargate Medical Offices. This medical office provides hearing services to members of all ages.

Behavioral Health

Kaiser Permanente has selected ValueOptions® to administer behavioral health and chemical dependency services for our Southern Colorado members. Behavioral health and chemical dependency/substance abuse (including alcoholism) outpatient care is provided on a self-referral basis. For help, please call ValueOptions any time, day or night, at **1-866-702-9026** (TTY: **1-866-835-2755**). For a behavioral health or chemical dependency emergency, call **911** or go to the nearest hospital emergency department.

For additional help with behavioral health concerns:

- Call your primary care physician to make an appointment. Many physician offices also provide telephone services to answer questions.
- Take a class or webinar to explore behavioral health conditions, including depression, anxiety disorders, insomnia, couples communication, chemical dependency, anger, parenting, and more.

Kaiser Permanente Care Connections

Kaiser Permanente Care Connections (KPCC) is a team of nurses, care and case coordinators, dietitians, and other health professionals that work with Southern Colorado members to help you manage your health. The team can assist you with:

- Health management for ongoing health conditions, including diabetes, asthma, COPD, heart disease, or high blood pressure
- Complex care coordination if you have multiple health needs; complex care requirements when you're discharged from the hospital or go to a skilled nursing facility
- Wellness coaching to help you lose weight, get active, manage stress, or make healthier food choices
- Health education and resources available through Kaiser Permanente and in the Southern Colorado community
- Preventive care assistance for maintaining good health with screenings and other recommended preventive measures

There is no cost to use this service. Call KPCC at **719-282-2560** or **1-877-870-6735** (TTY: **1-877-870-7646**), Monday through Friday, 7 a.m. to 7 p.m.

CONTACT US:

Member Services

1-888-681-7878/TTY: **1-800-521-4874**

Monday-Friday, 8 a.m.–5 p.m.

Or visit kp.org



Access to Care at Any Kaiser Permanente Medical Office in Colorado

Southern Colorado members can seek primary or specialty care at any Kaiser Permanente medical office in Colorado. In addition to our medical offices in Colorado Springs and Pueblo, we have offices in the Denver/Boulder area, Castle Rock, and Northern Colorado. Please note: PPO members must continue to use the Private Healthcare Systems (PHCS) network of providers.

To find a Kaiser Permanente medical office, please go to the facility directory at kp.org and choose any Colorado area. To schedule appointments at a Kaiser Permanente medical office, please call the Appointment and Advice Call Center. Scheduled hospitalization, skilled nursing care, and other care in the Denver/Boulder or Northern Colorado areas also is available to Southern Colorado members. Contact Member Services for additional information.

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 Southern Colorado service area, please contact Member Services for information on your benefits. You can also reference your Evidence of Coverage for additional information.

Visiting Member Program

You can receive a variety of covered health services when visiting any Kaiser Permanente or Group Health Cooperative service area. Your specific benefits may vary according to your membership plan. 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.

International Travel Clinic

Our International Travel Clinic provides travel consultation to members traveling abroad. Our clinical pharmacists assess the health risks of your destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call **1-800-888-8540** (TTY: **711**) two months before your trip to allow time to schedule the 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.

CONTACT US:

Appointments and Medical Advice
1-800-218-1059/TTY: 1-800-521-4874
Monday-Friday, 7 a.m.–6 p.m.
For advice, call anytime, day or night.

Member Services
1-888-681-7878/TTY: 1-800-521-4874
Monday-Friday, 8 a.m.–5 p.m.
Or visit kp.org



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 **1-877-803-1929** (TTY: **711**), Monday through Friday, 8 a.m. to 6 p.m. For questions about costs for services outside of Kaiser Permanente medical offices, contact your provider directly.

Pay Medical Bills Online

Paying your Kaiser Permanente physician 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 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.



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 **1-866-279-0736** (TTY: **711**). If you leave a message, a volunteer will return your call. The volunteers use an extensive database 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.

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: a place 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 Briargate and Pueblo North Medical Offices, and soon at Parkside Medical Offices. For a consultation, call:

Briargate Medical Offices: **719-282-2513**

Pueblo North Medical Offices: **719-595-5322**

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. If you receive your care at a Kaiser Permanente medical office, telephone access to interpreters is available in more than 150 languages. Members also can request an onsite interpreter for an appointment, procedure, or service. We do not charge for language assistance provided at Kaiser Permanente medical offices.

NOTE: If you need language assistance at your network physician's office, please contact them directly to make arrangements.

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 toll free 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.

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 is needed; simply visit Pueblo North Medical Offices and ask to speak to a Customer Care representative.



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.



CONTACT US:

Member Services

1-888-681-7878/TTY: 1-800-521-4874

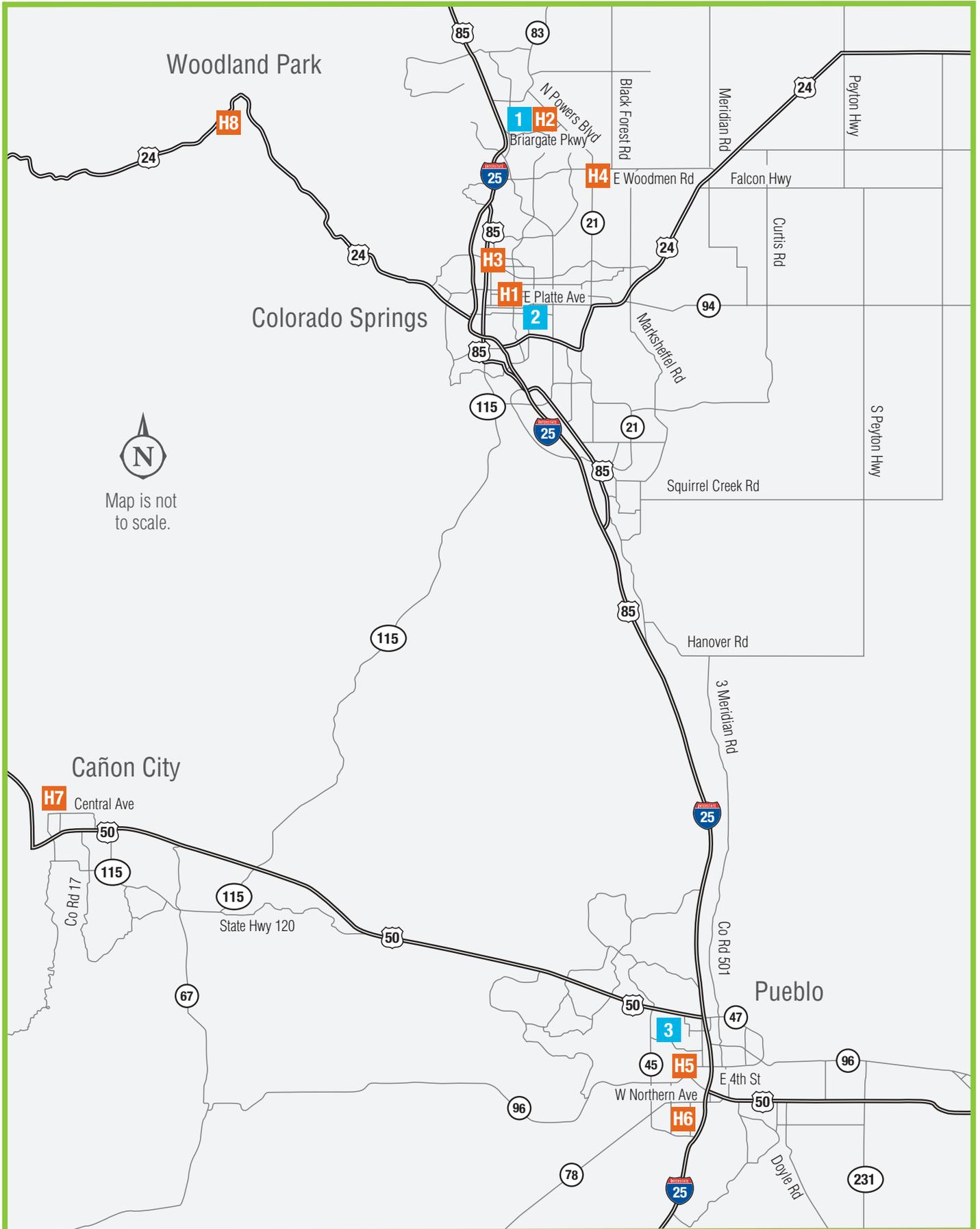
Monday-Friday, 8 a.m.–5 p.m.

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





GET CONNECTED.



KAISER PERMANENTE MEDICAL OFFICES

- 1 Briargate Medical Offices**
4105 Briargate Pkwy, Suite 125
Colorado Springs, CO 80920
719-282-2533
- 2 Parkside Medical Offices**
215 Parkside Drive
Colorado Springs, CO 80910
719-327-6540
- 3 Pueblo North Medical Offices**
3670 Parker Boulevard, Suite 200
Pueblo, CO 81008
719-595-5755

Emergency Care

COLORADO SPRINGS

- H1 Children's Hospital at Memorial Hospital**
1400 East Boulder Street
Colorado Springs, CO 80909
719-365-5000
- H1 Memorial Hospital Central**
1400 East Boulder Street
Colorado Springs, CO 80909
719-365-5000
- H2 Memorial Hospital North**
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-5000
- H3 Penrose Hospital**
2222 North Nevada Avenue
Colorado Springs, CO 80907
719-776-5000
- H4 St. Francis Medical Center**
6001 East Woodmen Road
Colorado Springs, CO 80920
719-571-5000

PUEBLO

- H5 Parkview Medical Center**
400 West 16th Street
Pueblo, CO 81003
719-584-4000
- H6 St. Mary-Corwin Medical Center**
1008 Minnequa Avenue
Pueblo, CO 81004
719-557-4000

CAÑON CITY

- H7 St. Thomas More Hospital**
1338 Phay Avenue
Cañon City, CO 81212
719-285-2000

WOODLAND PARK

- H8 Pikes Peak Regional Hospital**
16420 U.S. Highway 24
Woodland Park, CO 80863
719-687-9999

ADDITIONAL LOCATIONS AND ACCESS

In addition to the locations shown on the map, you have access to hundreds of network providers throughout the service area; however, they are not represented on this map. Network provider information and locations can be found at kp.org/facilities.

Additionally, you have access to all Kaiser Permanente medical offices in Denver/Boulder or Northern Colorado. See page 12 for more details.

Briargate Medical Offices

4105 Briargate Pkwy, Suite 125
Colorado Springs, CO 80920

Coming soon: Rheumatology.

Hours: Mon-Fri, 8:30 am. to 5:30 p.m.

Appointments: **719-282-2533 / 1-800-218-1059**

Allergy	719-282-2540
Audiology & Hearing Aid Center	719-282-2420
Dermatology	719-282-2540
Dietitian Services	719-282-2488
Infusion Services	719-282-2520
Laboratory	719-282-2484
Medical Imaging	719-282-2483
Optometry & Optical Store	719-282-2450
Pharmacy	719-282-2466
Primary Care	719-282-2533
Sleep Apnea	719-282-2580
Supportive Care Services	719-282-2513

Parkside Medical Offices

215 Parkside Drive
Colorado Springs, CO 80910

Coming soon: Pediatrics, endocrinology, neurology, and infusion services.

Hours: Mon-Fri, 8:30 a.m. to 5:30 p.m.

Pharmacy Hours: Mon-Fri, 8:30 a.m. to 7:30 p.m.

Appointments: **719-327-6540 / 1-800-218-1059**

Laboratory	719-327-6580
Medical Imaging	719-327-6570
Primary Care	719-327-6570
Pharmacy	719-327-6565

Pueblo North Medical Offices

3670 Parker Boulevard, Suite 200
Pueblo, CO 81008

Hours: Mon-Fri, 8:30 a.m. to 5:30 p.m.

Appointments: **719-595-5755 / 1-800-218-1059**

Laboratory*	719-595-5343
Medical imaging	719-595-5381
Pharmacy*	719-595-5367
Primary Care	719-595-5755
Sleep Apnea	719-595-5314
Supportive Care Services	719-595-5322

*Extended hours for pharmacy and lab:

Pharmacy Hours:

Monday and Friday, 8:30 a.m. to 7 p.m.

Tues, Weds, and Thurs, 8:30 a.m. to 5:30 p.m.

Lab Hours (walk-ins welcome):

Monday and Friday, 7:30 a.m. to 5:30 p.m.

Tues, Weds, and Thurs, 8:30 a.m. to 5:30 p.m.



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.

URGENT CARE

Cañon City

Centura Health Urgent Care Cañon City

3245 E. Highway 50
Cañon City, CO 81212
719-285-2888

Colorado Springs

Alliance Urgent Care & Family Practice

9320 Grand Cordera Parkway, Suite 100
Colorado Springs, CO 80924
719-282-6337

Children's Hospital Colorado Urgent Care

4125 Briargate Parkway
Colorado Springs, CO 80920
719-305-5347

CSHP Urgent Care

1633 Medical Center Point
Colorado Springs, CO 80907
719-636-2999

CSHP Urgent Care

600 S. 21st Street
Colorado Springs, CO 80904
719-635-5900

Express Care Plus Main

2141 N. Academy Circle, Suite 105
Colorado Springs, CO 80909
719-597-4200

Integrity Urgent Care

4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

Integrity Urgent Care

13455 Voyager Parkway
Colorado Springs, CO 80921
719-219-0333

Memorial Health System Urgent Care

2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

North Springs Family Medicine & Urgent Care

8540 Scarborough Drive, Suite 100
Colorado Springs, CO 80920
719-955-4200

Penrose Community Urgent Care

3205 N. Academy Blvd.
Colorado Springs, CO 80917
719-776-3216

Premier Urgent Care

8115 Voyager Parkway
Colorado Springs, CO 80920
719-203-3300

Cripple Creek

Penrose Urgent Care at Cripple Creek

1101 Teller County Road 1
Cripple Creek, CO 80813
719-776-4300

Falcon

Falcon Urgent Care

7475 McLaughlin Road
Falcon, CO 80831
719-495-9994

Monument

Premier Urgent Care

15854 Jackson Creek Parkway
Monument, CO 80132
719-481-2335

Pueblo

Southern Colorado Clinic Urgent Care

3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

Southern Colorado Clinic Urgent Care

3676 Parker Blvd.
Pueblo, CO 81008
719-553-2200

Woodland Park

Penrose Mountain Urgent Care

41 State Highway 67
Woodland Park, CO 80863
719-686-0551

For more information on providers, visit kp.org.



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 or request a printed copy by calling Member Services at **1-888-681-7878** (TTY: **1-800-521-4874**), 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 **1-888-681-7878** (TTY: **1-800-521-4874**), 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 will be 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 and click on "Forms" then "Authorization and disclosures." Or, you can contact Member Services at **1-888-681-7878** (TTY: **1-800-521-4874**), 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

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. – 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, you can contact Member Services at **1-888-681-7878** (TTY: **1-800-521-4874**), 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 at Kaiser Permanente Administrative Offices in Southern Colorado.

Call Member Services at **1-888-681-7878** (TTY: **1-800-521-4874**), 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 Southern Colorado 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 372910
Denver, CO 80237-6910

You can obtain a claim form by calling Member Services or 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 **1-800-382-4661** (TTY: **1-800-521-4874**), 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, however, 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 to 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.
- Be able to 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 these 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 **1-888-681-7878** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m., to find out which rules apply to your situation and how payment will be handled.

The information in the Member Resource Guide is updated annually. 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. If you have questions about the information in the Member Resource Guide, please call our Member Services Department at **1-888-681-7878** (TTY: **1-800-521-4874**), 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.

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 Kaiser Permanente Medical Office –
see page 17
Visit kp.org/facilities



Choose or Change your Doctor –
see page 6
Call 1-855-208-7221/TTY: 1-800-521-4874



**Make an Appointment or
Seek Medical Advice–**
see page 7
Call 1-800-218-1059
TTY: 1-800-521-4874



Order Prescription Refills –
see page 10
Use kp.org/rxrefill



Find Urgent Care Services –
see page 19
Call 1-800-218-1059
TTY: 1-800-521-4874



Locate Emergency Care Services –
see page 17
Call 911 in an emergency



Manage Your Health Online –
see page 5
Visit kp.org/registernow