

# Care for all that is you



# Experience health care designed with you in mind

Care for ...

Routine checkups, complex treatments, and late-night questions

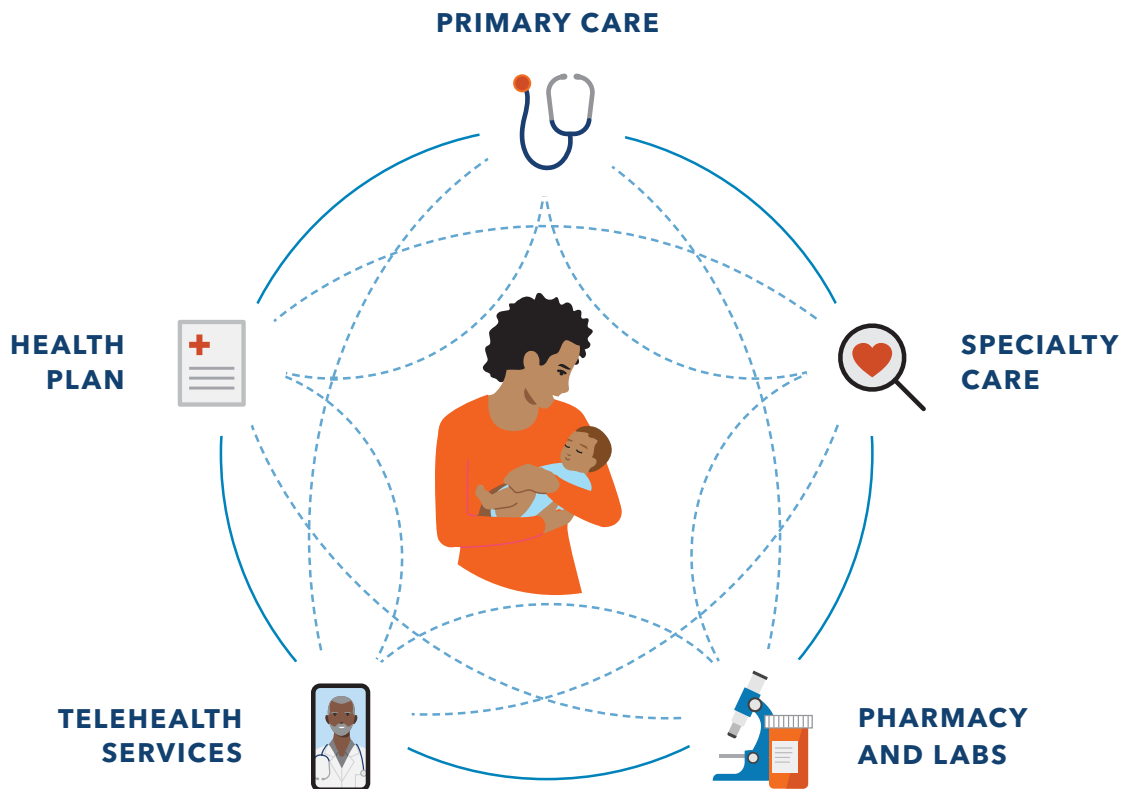
Building strength, reducing stress, and raising a family

New goals, old habits, and ongoing mental wellness

No matter what your priority is, ours is providing excellent care – for the you who's feeling great, the you who needs support, and every you in between.







## Built to make your life easier

Combined care and coverage means your Kaiser Permanente doctors and health plan benefits are all connected and committed to providing you with exceptional care tailored to your needs.

It's easier access to  
top specialists and the  
latest treatments.

It's predictable costs  
and less paperwork.

It's the right care,  
when you need it.



Find out how we can help you stay healthy and  
keep doing what you love.

[kp.org/allthatisyou](https://kp.org/allthatisyou)

# Care that's **personalized**

**For the you who deserves to be understood**

Kaiser Permanente doctors have one priority: your health. Your electronic health record connects your care team with your health history, so your doctor can plan the right care for your needs. They learn your lifestyle, risks, and goals to understand what matters most to you and be your best health advocate.



Explore care that fits your life.

[kp.org/connectedtocare](https://kp.org/connectedtocare)

---

We guide you through every step of your care<sup>1,2</sup>



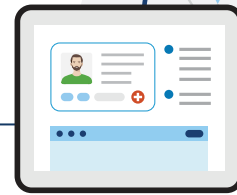
**Your health history lives on your electronic health record.**



**Your doctor guides you through appointments and referrals.**



**Your health record is available to you and your care team 24/7.**



**Your care team lets you know when to schedule checkups and tests.**



# Care that's convenient

## For the you with a busy schedule

You have many ways to get care when and where you need it – in person and online. Visit [kp.org](https://kp.org) or use our app to make a routine same-day or next-day appointment in person, or talk to a clinician 24/7 by phone or video.<sup>3</sup>

### Do more in one visit

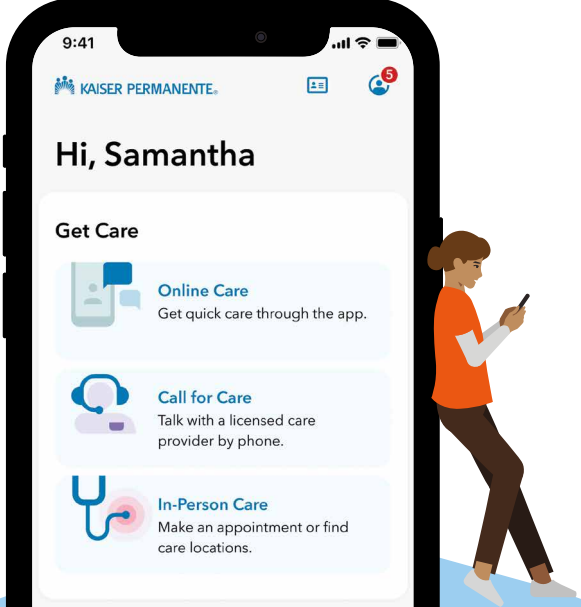
Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your lab tests, and pick up your prescriptions all in one stop.

### Your health at your fingertips<sup>4</sup>

- Get 24/7 virtual care
- Email your care team with nonurgent questions
- View most lab results and doctor's notes
- Refill most prescriptions
- Check in for appointments
- Pay bills and view statements



See how the  
Kaiser Permanente  
app puts you in control.  
[kp.org/mobile](https://kp.org/mobile)



**FAST COMPANY** | **THE WEBBY AWARDS**

Our mobile app won Fast Company's 2022 Design Company of the Year and the 2022 People's Voice Webby award for Health and Fitness Apps.

### Urgent care at home



Members who live in the Denver/Boulder area or Longmont can get in-home urgent care from DispatchHealth.

# Care that's accessible

For the you who needs choices

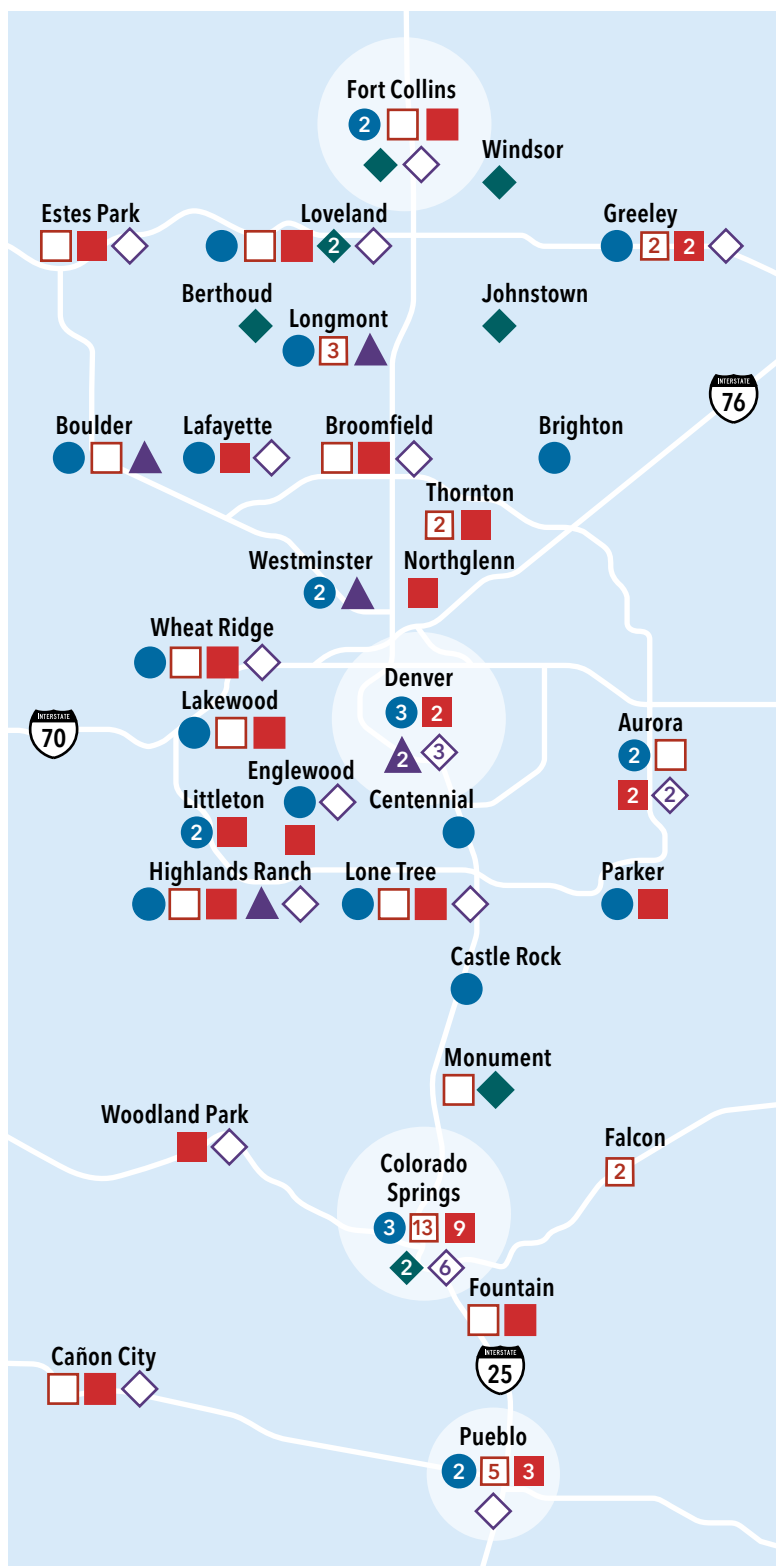
## Colorado medical facilities

<b>30</b>	Kaiser Permanente medical offices	●
<b>40</b>	Urgent care facilities	□
<b>35</b>	Emergency care facilities	■
<b>6</b>	Behavioral health offices	▲
<b>9</b>	Affiliated providers with extended hours	◆
<b>24</b>	Affiliated hospital/inpatient care	◇

Whether you visit a Kaiser Permanente facility or one of our affiliated providers, you can rest assured you'll get the high-quality care you need.

That includes **1,300+** Kaiser Permanente doctors and **14,000+** affiliated plan providers along the Front Range – all screened to meet our rigorous care and safety standards.<sup>5</sup> So you can choose the location and care team that's right for you.

For the most up-to-date list of providers included in your plan, visit [kp.org/locations](https://kp.org/locations).



## Kaiser Permanente medical offices

### Central

#### Aurora

**Aurora Centrepont**  
14701 E. Exposition Ave.  
Aurora, CO 80012

**Smoky Hill**  
16290 E. Quincy Ave.  
Aurora, CO 80015

#### Boulder

**Baseline**  
580 Mohawk Drive  
Boulder, CO 80303

#### Brighton

**Brighton**  
859 S. 4th Ave.  
Brighton, CO 80601

#### Castle Rock

**Castle Rock**  
4318 Trail Boss Drive  
Castle Rock, CO 80104

#### Centennial

**Arapahoe**  
5555 E. Arapahoe Road  
Centennial, CO 80122

#### Denver

**East Denver**  
10400 E. Alameda Ave.  
Denver, CO 80247

**Franklin**  
2045 Franklin St.  
Denver, CO 80205

**Skyline**  
1375 E. 20th Ave.  
Denver, CO 80205

#### Englewood

**Englewood**  
2955 S. Broadway  
Englewood, CO 80113

#### Highlands Ranch

**Highlands Ranch**  
9285 Hepburn St.  
Highlands Ranch, CO 80129

#### Lafayette

**Rock Creek**  
280 Exempla Circle  
Lafayette, CO 80026

#### Lakewood

**Lakewood**  
8383 W. Alameda Ave.  
Lakewood, CO 80226

#### Littleton

**Ken Caryl**  
7600 Shaffer Parkway  
Littleton, CO 80127

**Southwest**  
5257 S. Wadsworth Blvd.  
Littleton, CO 80123

#### Lone Tree

**Lone Tree**  
10240 Park Meadows Drive  
Lone Tree, CO 80124

#### Longmont

**Longmont**  
2345 Bent Way  
Longmont, CO 80503

#### Parker

**Parker**  
10168 Parkglenn Way  
Parker, CO 80138

#### Westminster

**Hidden Lake**  
7701 Sheridan Blvd.  
Westminster, CO 80003

**Westminster**  
11245 Huron St.  
Westminster, CO 80234

#### Wheat Ridge

**Wheat Ridge**  
4803 Ward Road  
Wheat Ridge, CO 80033

### Northern

#### Fort Collins

**Fort Collins**  
2950 E. Harmony Road, Suite 190  
Fort Collins, CO 80528

**Spring Creek**  
1136 E. Stuart St.  
Building 3, Suite 200  
Fort Collins, CO 80525

#### Greeley

**Greeley**  
2429 35th Ave.  
Greeley, CO 80634

#### Loveland

**Loveland**  
4901 Thompson Parkway  
Loveland, CO 80534

### Southern

#### Colorado Springs

**Briargate**  
4105 Briargate Parkway, Suite 125  
Colorado Springs, CO 80920

**Parkside**  
215 Parkside Drive  
Colorado Springs, CO 80910

**Premier**  
3920 N. Union Blvd.  
Colorado Springs, CO 80907

#### Pueblo

**Acero**  
2625 W. Pueblo Blvd.  
Pueblo, CO 81004

**Pueblo North**  
3670 Parker Blvd., Suite 200  
Pueblo, CO 81008

For a full list of providers included in your plan, visit [kp.org/locations](https://kp.org/locations).

# Care that's flexible

## For the you with places to be

Within Kaiser Permanente states (California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and the District of Columbia), you can get routine, urgent, and emergency care at our facilities. And across the U.S., you can get 24/7 care by phone or video.<sup>6</sup>

You're also covered for urgent and emergency care anywhere in the world. At many locations outside Kaiser Permanente states, you'll just pay your usual copay or coinsurance – no need to file a claim for reimbursement later:

- Cigna Healthcare<sup>SM</sup> PPO Network providers<sup>7</sup>
- MinuteClinic locations and pharmacies
- The Little Clinic locations and pharmacies
- Concentra urgent care clinics

## Kids off to college in another state?

Up to age 26, qualified dependents living outside a Kaiser Permanente area are covered for routine and follow-up care, including up to:<sup>8</sup>

- 5 office visits
- 5 diagnostic X-rays
- 5 prescription drug fills
- 5 therapy visits (combined physical, occupational, and speech)



## Care on the road

We make it easy to get care – even on the go. Call our 24-hour Away from Home Travel Line at **951-268-3900** for help or visit **[kp.org/travel](https://kp.org/travel)** to learn more.<sup>9</sup>



# Care that's world class

For the you who expects the best

No matter your needs – mental health, maternity, cancer care, heart health, and beyond – you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.



Learn how our doctors and specialists work for you.

[kp.org/specialtycare](https://kp.org/specialtycare)



---

We're a national leader in screening rates and research, and we're among the top-rated health plans in every state we serve.<sup>10,11,12</sup>

Kaiser Permanente members are:



**33%**

**more likely to survive heart disease<sup>13</sup>**

**20%**

**less likely to experience premature death due to cancer<sup>14</sup>**



- Kaiser Permanente is number one on Insure.com's 2023 Best Health Insurance Companies list.<sup>15</sup>
- Kaiser Permanente was rated the highest-performing commercial plan in 43 effectiveness-of-care measures in 2022 by NCQA.<sup>16</sup>

# Care that's all encompassing

For the you who wants to explore all your health options

Kaiser Permanente members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral. You also have access to self-care apps to help your overall mental wellness.<sup>17,18</sup>



## Calm

The number one app for sleep and meditation



## Ginger

Text one-on-one with an emotional support coach anytime, anywhere<sup>19</sup>



## myStrength

Build a personalized plan to strengthen your emotional health



Find out more about mental health care.

[kp.org/mentalhealth](https://kp.org/mentalhealth)

---

## Video counseling

Schedule one-on-one video counseling with an Amwell mental health therapist – no referral needed. You can get treatment and support for conditions like:<sup>20</sup>

- Stress
- Anxiety
- Depression
- Bipolar disorder
- Obsessive-compulsive disorder (OCD)
- Post-traumatic stress disorder (PTSD)

---

## Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.<sup>21</sup>

- Acupuncture, massage therapy, and chiropractic care
- Reduced rates on gym memberships
- Healthy lifestyle programs
- Wellness coaching
- Online fitness with the ClassPass app

# Care that's dependable

For the you who wants a doctor you trust

Your health is a lifelong journey, and we want you to have the right doctor to go the distance. We hire doctors and staff who speak more than one language and deliver care that's sensitive to your culture, ethnicity, and lifestyle. And you can choose or change your doctor anytime.



From finding the right doctor to transitioning care, we'll help you with every step.

[kp.org/newmember](https://kp.org/newmember)

“

Dr. Weniger was relatable, kind, and thorough.  
By the end of my visit, I knew I made the right choice  
in Kaiser Permanente.

”

– Aimee, new member

---

Once you're enrolled, you can call our New Member Connect Team at **1-844-639-8657** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m. Mountain time, to get help with:

- Choosing a doctor
- Scheduling visits
- Coordinating durable medical equipment needs
- Transferring prescriptions and medical records
- Connecting with specialists
- Connecting to care for complex medical conditions, like cancer, renal disease, and perinatal needs

# Complete care to help you live a fuller, healthier life

With Kaiser Permanente, you have a trusted partner who considers your health a priority and makes it easier to get the care you need. That's why members stay with Kaiser Permanente nearly 3 times as long as other health plans.<sup>22</sup>

## Want to learn more?



Visit [kp.org/allthatisyou](https://kp.org/allthatisyou) to explore all that Kaiser Permanente has to offer.

Call **1-800-514-0985** (TTY **711**), Monday through Friday, 8 a.m. to 7 p.m. MT, to talk to an enrollment specialist.

## Questions about plan benefits or medical bills?

We're here to help. Current members can call Member Services at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m. MT.



**1.** Affiliated providers may or may not have access to your Kaiser Permanente electronic health records. **2.** These services are available when you see Kaiser Permanente providers. **3.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **4.** See note 2. **5.** Choice of providers varies by plan, service area, and availability at the time of selection and is subject to change. Provider and location information is current at the time of publication and is subject to change. **6.** See note 3. **7.** The Cigna Healthcare<sup>SM</sup> PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc. **8.** Available for members with an HMO, DHMO, or high deductible health plan with an HSA. PPO and POS plans are not eligible for the out-of-area benefit coverage. Your specific benefits may vary if your membership is through the Federal Employee Health Benefit Program or Medicare. For more information, please refer to your *Evidence of Coverage* or other coverage documents. **9.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. This phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 11 p.m. and reopens the day after a holiday at 5 a.m. **10.** Kaiser Permanente 2022 HEDIS<sup>®</sup> scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass<sup>®</sup> 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 2022 and is used with the permission of NCQA. Quality Compass 2022 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<sup>®</sup> and HEDIS<sup>®</sup> are registered trademarks of NCQA. CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality. **11.** 2021 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report](https://about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report). **12.** NCQA's Private Health Insurance Plan Ratings 2022–2023, National Committee for Quality Assurance, 2022: Kaiser Foundation Health Plan of Colorado – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington – HMO (rated 4 out of 5). **13.** Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022. **14.** See note 13. **15.** "Best Health Insurance Companies of 2023," Insure.com, January 23, 2023. **16.** See note 10. **17.** The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. **18.** Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. **19.** Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. **20.** See note 3. **21.** The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **22.** Kaiser Permanente internal data, 2019; "12 Trends Influencing the Future of Workplace Benefits," Aflac, 2018; U.S. Bureau of Labor Statistics, 2018.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057



## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no-cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no-cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **1-800-632-9700** (TTY **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services **1-800-632-9700** (TTY **711**).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, (TTY **1-800-537-7697**). Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

---

## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-632-9700** (TTY **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-632-9700** (TTY **711**).

**Bàsɔ̀ò Wùdù (Bassa) Dè dɛ nìà kɛ dyédé gbo:** ɔ jũ ké ò Bàsɔ̀ò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béin ò gbo kpáa. Dá **1-800-632-9700** (TTY **711**)

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-632-9700** (TTY **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-632-9700 (TTY 711)** تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-632-9700 (TTY 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: **1-800-632-9700 (TTY 711)**.

**Igbo (Igbo) NRUBAMA:** O bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-632-9700 (TTY 711)**.

**日本語 (Japanese) 注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-632-9700 (TTY 711)** まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-632-9700 (TTY 711)** 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih **1-800-632-9700 (TTY 711)**.

**नेपाली (Nepali) ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । **1-800-632-9700 (TTY: 711)** फोन गर्नुहोस् ।

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-632-9700 (TTY 711)**.

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-632-9700 (TTY 711)**.

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-632-9700 (TTY 711)**.

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.  
Tumawag sa **1-800-632-9700 (TTY 711)**.

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-632-9700 (TTY 711)**.

**Yorùbá (Yoruba) AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-632-9700 (TTY 711)**.

