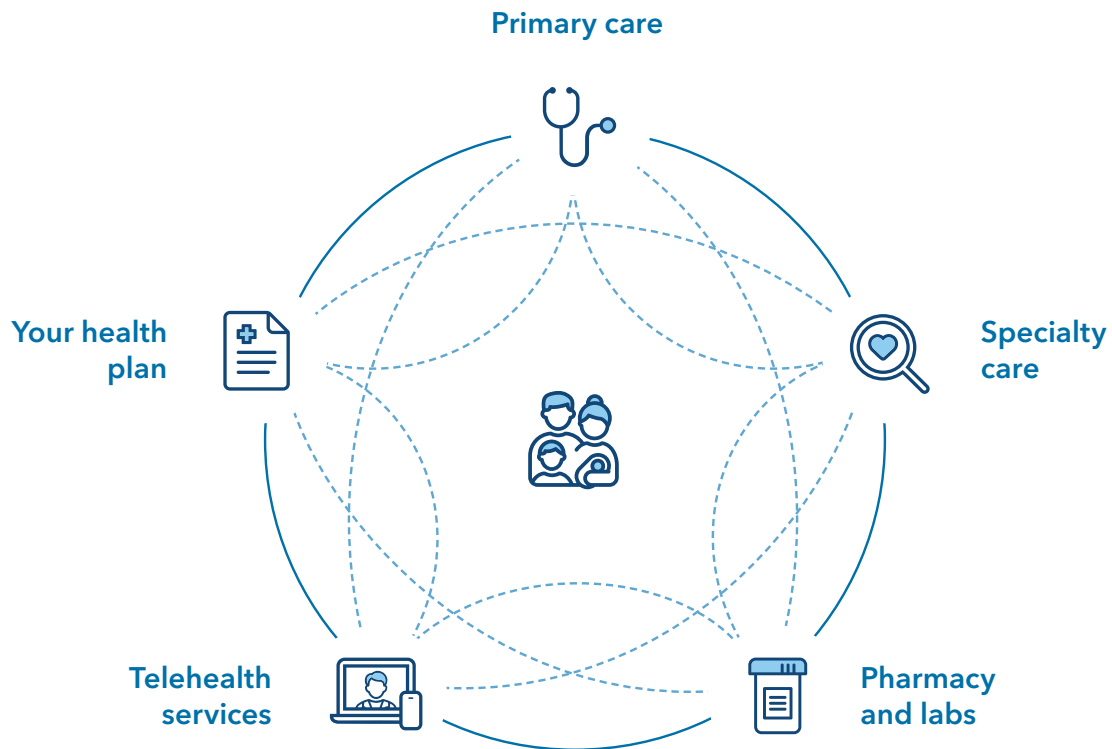


Health care the way it's meant to be

EPO Resource Guide – Colorado





Connected care makes your life easier

High-quality care, combined with our integrated care delivery system, makes us different. Your doctors, hospitals, and pharmacists work together to make getting the right care more convenient. Your care meets you where you are, because it's centered around you.



Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. With connected caregivers, more ways to get care at home or on the go, and support for your total health, care at Kaiser Permanente feels easier and faster. Welcome to care that fits your life.

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A better experience from the start

We guide you through each step of Kaiser Permanente, so you can get started in no time.

Visit kp.org/newmember.



Choose a doctor who's right for you

Our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can choose Kaiser Permanente knowing you've found a doctor who fits your needs. You're also free to change doctors at any time, for any reason.



Transition your care seamlessly

Easily move prescriptions and find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, get a lab test, and pick up prescriptions—all in one trip.



Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? Want your prescription refill mailed to your home? After your plan is effective, register for an online account at **kp.org** or get the Kaiser Permanente app and easily manage your health online—whenever, wherever. You can also access a digital version of your ID card when you download our mobile app.



Have questions?

If you want more information about what your plan covers before you receive care, please contact Customer Service at **1-800-401-8405** (TTY 711).

Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care – whether in person or virtually.



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



Better care with a connected team

Your doctor, nurses, and other specialists are connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.



Personalized care

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to your culture, ethnicity, and lifestyle, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and tailor care delivery for people of all cultural backgrounds



Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details. Sign in to **kp.org** to get your personalized estimate.

Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



Preventive care to keep you healthy

Preventive care is key to how we practice medicine. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



Specialty care when you need it

We're also here when you get sick or need specialized care. As one of the largest multispecialty medical practices in Colorado, we can conveniently connect you with the right specialists—and in most cases a referral isn't needed.

And because your physical and mental health are connected, we offer many ways for you to meet with a mental health specialist—24/7—as well as no-cost mental health apps to help manage anxiety, depression, sleeplessness, and more.



Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



A model for quality, innovation, and transformation

Kaiser Permanente is a national leader in screening rates and research.¹

Patients who receive care from Kaiser Permanente are:²

- 33% less likely to die prematurely due to heart disease
- 20% less likely to die prematurely due to cancer

Convenient ways to get care

Get care where, when, and how you want it. With an enhanced suite of virtual care choices that are easy to access, you can get care in even more ways – and more places – than ever before.

Choose how you get care



Online chat³

Message in real time with a clinician, mental health specialist, and more.



24/7 on-demand video video visits³

Talk to a clinician for quality care when you need it – no appointment needed.



In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.



24/7 medical advice

Call for answers to routine or urgent medical questions.



Scheduled phone and video visits³

Set up a time that's convenient for you to talk to a Kaiser Permanente clinician via phone or video.



E-visit

Complete a brief, online questionnaire about your symptoms to receive a care plan or advice about seeking in-person care.



To access these and other care options, go to **kp.org/getcare** or download our mobile app – winner of *Fast Company's* 2022 Design Company of the Year honor and the 2022 People's Voice Webby Award for health and fitness apps.⁴

Pharmacy services

You have many options for getting your prescriptions at Kaiser Permanente:



Mail-order pharmacy⁵

Get your prescriptions delivered with no shipping costs. You can fill them through the mobile app, by calling the pharmacy at a Kaiser Permanente medical office of your choice, by calling **1-866-523-6059 (TTY 711)**, or at **kp.org/refill**.



In person

Fill your prescription at any Kaiser Permanente medical office pharmacy. Eligible participants can choose to use an affiliated pharmacy. Refer to **kp.org/locations** to find all pharmacies available to you.



By phone

Each Kaiser Permanente medical office has a 24-hour refill phone number. You can find the number under "Pharmacy services" on each medical office's page at **kp.org/locations**.



Online

Order refills online for pickup at any medical office via **kp.org/refill**.



Same-day or next-day delivery

Request same-day or next-day delivery of your prescription from a Kaiser Permanente pharmacy for a flat fee. Simply call **1-888-626-0454** to check for eligibility. Same-day deliveries must be within 15 miles of a participating pharmacy.



For pharmacy benefits or questions, see your *Summary Plan Description* or contact OptumRx at **1-866-427-7701**. For our formulary, or list of covered drugs, go to **kp.org/formulary**.

Healthy resources

Good health goes beyond the doctor's office. Explore some of the convenient resources available to you and choose the ones that fit your life.

Get the most out of your plan with these healthy extras



Wellness reward program

Earn rewards for taking healthy actions. Adults 18 and older can sign up at kp.org/engage.



Special rates⁶

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture, massage therapy, and chiropractic care. Read more at kp.org/exercise.



Self-care apps

Tap into the power of self-care with these apps, available to members 13 and older at no cost:⁷

Headspace Care: for emotional support coaching via text⁸

Calm: for meditation, mental resilience, and sleep

myStrength: for managing depression, stress, anxiety, addiction, and more

Adults can get these apps at kp.org/selfcareapps.



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.

Care when and where you need it

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



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit **kp.org/locations** to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.



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** to learn more.⁹



Getting care anytime, anywhere

Urgent care¹⁰

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week. If you live in Denver, Boulder, or Longmont, you can get urgent care at home through DispatchHealth.

Emergency care¹¹

If you ever need emergency care, you're covered. Call **911**, or if time and safety permit, go to the nearest emergency room.

Care away from home

You're 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. These locations include:

- Cigna HealthcareSM PPO Network providers¹²
- MinuteClinic locations and pharmacies
- The Little Clinic locations and pharmacies
- Concentra urgent care clinics

Kids off to college in another state?¹³

Covered dependents up to age 26 who live outside the Colorado service area are covered for certain routine, continuing, or follow-up care through our out-of-area care. See your *Summary Plan Description* or call Customer Service at **1-800-401-8405 (TTY 711)**.

Care that's accessible

For the you who needs choices

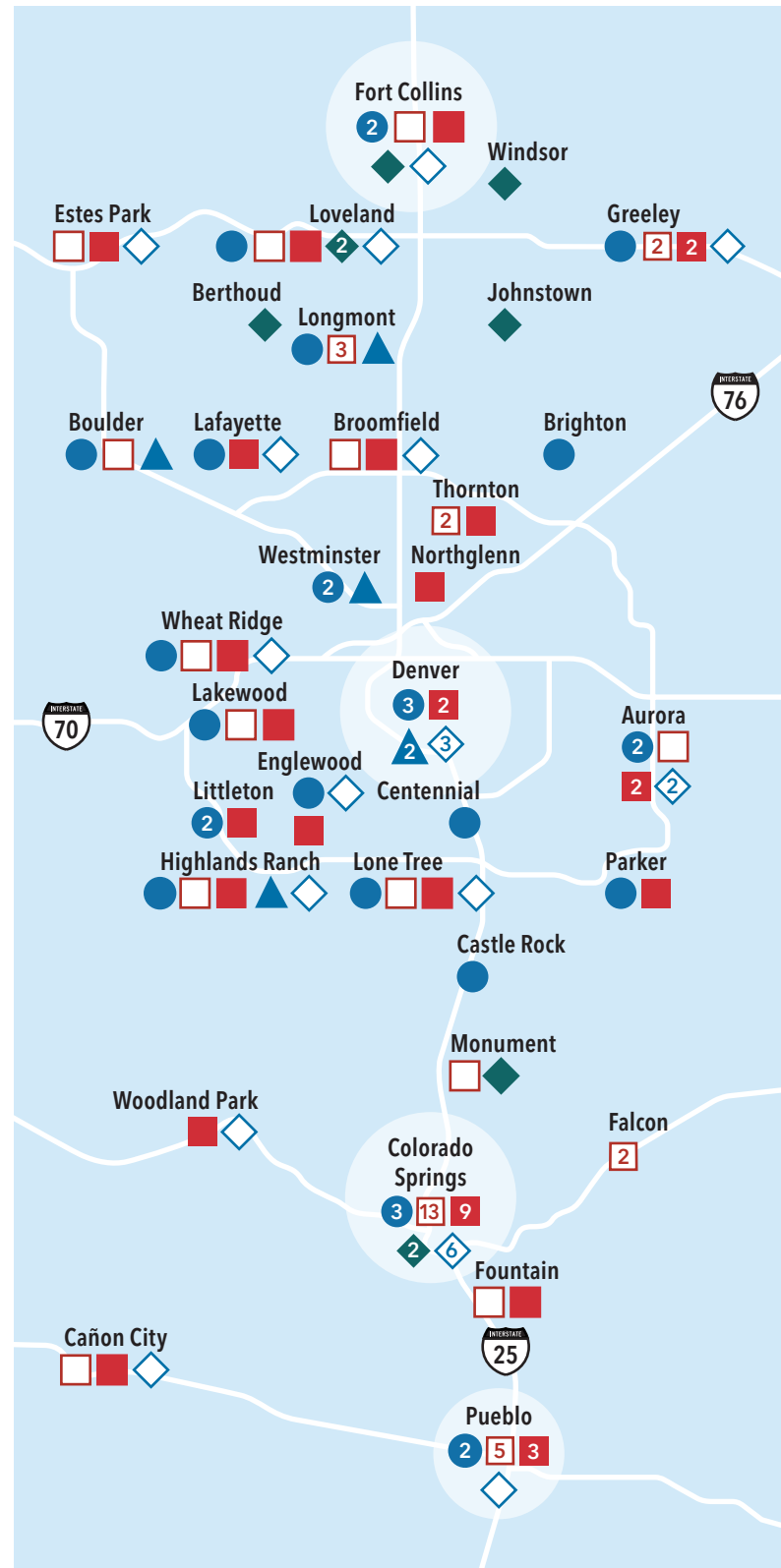
Colorado medical facilities

30	Kaiser Permanente medical offices	●
40	Urgent care facilities	□
35	Emergency care facilities	■
6	Behavioral health offices	▲
9	Affiliated providers with extended hours	◆
24	Affiliated hospital/inpatient care ¹⁴	◇

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.¹⁵ So you can choose the location and care team that's right for you.

For the most up-to-date list of providers, visit kp.org/locations.



Kaiser Permanente medical offices

Central

Aurora

Aurora Centrepoint
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.

Care is just a click away

Online tools designed to make your life easier

After choosing Kaiser Permanente

Visit **kp.org/newmember** to get started. It's easy to register at **kp.org**, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call at **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Already registered?

Manage your care online anytime at **kp.org**. If you haven't already, go to **kp.org/registernow** so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.





Kaiser Permanente Insurance Company

Notice of Language Assistance and Non-Discrimination

NOTICE OF LANGUAGE ASSISTANCE:

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC 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: **1-866-213-3062 (TTY: 711)**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-866-213-3062 (TTY: 711)**.

አማርኛ (Amharic) ያስተውሉ: አማርኛ የሚናገሩ ከሆነ፣ የቋንቋ አርዳታ አገልግሎቶች፣ ከክፍያ ነጻ፣ ለአርስቃ ይገኛሉ። ወደ **1-866-213-3062** ይደውሉ (TTY: 711)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-213-3062 (TTY: 711)**.

Հայերեն (Armenian): Ուժեղ ԴՆՈՒՅՈՒՆ. Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք **1-866-213-3062 (TTY: 711)**:

Bàsò wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̀ Bàsòò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò dò po-poò béin m̀ gbo kpáa. Dá **1-866-213-3062 (TTY: 711)**

বাংলা (Bengali) মনোযোগ দিন: যদি আপনি বাংলায় কথা বলেন, আপনার জন্য ভাষা সহায়তা পরিষেবা, বিনামূল্যে উপলব্ধ। **1-866-213-3062 (TTY: 711)** এ কল করুন।

中文 (Chinese) 注意: 如果您使用繁體中文, 您可以免費獲得語言協助服務。請致電 **1-866-213-3062 (TTY: 711)**。

فارسی (Farsi) توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. با شماره **1-866-213-3062 (TTY: 711)** تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-213-3062 (TTY: 711)**.

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-213-3062 (TTY: 711)**.

ગુજરાતી (Gujarati) ध्यान आपो: જો તમે અંગ્રેજી બોલો છો, તો ભાષા સહાય સેવાઓ, વિના મૂલ્યે, આના પર ઉપલબ્ધ છે તમે. **1-866-213-3062 (TTY: 711)** પર કોલ કરો.

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-866-213-3062 (TTY: 711)**.

हिंदी (Hindi) ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-213-3062 (टीटीवाई: 711)** पर कॉल करें।

Hmoob (Hmong) CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus, uas pab dawb rau koj. Hu rau **1-866-213-3062 (TTY: 711)**.

Igbo (Igbo) GEE NTI: O buru na i na asu Igbo, oru enyemaka nkowa asusu, du n'efu, diiri gi. Kpoo **1-866-213-3062 (TTY: 711)**.

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-866-213-3062 (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。 **1-866-213-3062 (TTY: 711)** まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ អ្នកអាចរកសេវាជំនួយភាសាដោយមិនគិតថ្លៃ។ សូមទូរស័ព្ទទៅកាន់លេខ **1-866-213-3062 (TTY: 711)**។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-213-3062 (TTY: 711)** 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, າແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-213-3062 (TTY: 711).

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 hól'ó, koj'í' hódíílnih **1-866-213-3062 (TTY: 711)**.

नेपाल (Nepali) यान दनुहोस: तपाईं नेपाली बोल्नुहुन्छ भने भाषा सहायता सेवाहरू तपाईंका लागि निःशुल्क उपलब्ध छन्। **1-866-213-3062 (TTY: 711)** मा फोन गर्नुहोस्।

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-866-213-3062 (TTY: 711)**.

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-866-213-3062 (TTY: 711)**.

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਦੀ ਸਹਾਇਤਾ ਸੰਬੰਧੀ ਸੇਵਾਵਾਂ, ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। **1-866-213-3062 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ.

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-866-213-3062 (TTY: 711)**.

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-213-3062 (TTY: 711)**.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-213-3062 (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 **1-866-213-3062** (TTY: 711).

ไทย (Thai) โปรดทราบ: หากคุณพูดภาษาอังกฤษ คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้ฟรี โทร **1-866-213-3062** (TTY: 711).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-866-213-3062** (TTY: 711).

اُردو (Urdu) خبردار: اگر آپ اردو زبان بولتے ہیں، تو لسانی معاونت کی خدمات، بلا معاوضہ، آپ کے لیے دستیاب ہیں۔ -
1866-213-3062 (TTY: 711) پر کال کریں۔

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 **1-866-213-3062** (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 **1-866-213-3062** (TTY: 711).

NONDISCRIMINATION NOTICE:

If you believe that KPIC 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 or phone with your home region Civil Rights Coordinator office:

Colorado	Georgia	Northwest
KPIC Civil Rights Coordinator PO Box 378066 Denver, CO 80237-8066 Fax: 1-866-466-4042 Phone: 1-855-364-3184	KPIC Civil Rights Coordinator Nine Piedmont Center 3495 Piedmont Rd NE Atlanta, GA 30305-1736 Fax: 1-404-949-5001 Phone: 1-855-364-3185	KPIC Civil Rights Coordinator 500 NE Multnomah St., Suite 100 Portland, OR 97232-2099 Fax: 1-855-347-7239 Phone: 1-866-616-0047
California	Mid-Atlantic (DC, MD, VA)	Washington
KPIC Civil Rights Coordinator PO Box 1809 Pleasanton, CA 94566 Fax: 1-888-987-2252 Phone: 1-800-788-0710	KPIC Civil Rights Coordinator PO Box 1809 Pleasanton, CA 94566 Fax: 1-888-987-2252 Phone: 1-800-788-0710	KPIC Civil Rights Coordinator P.O. Box 34593 Seattle, WA 98124-1593 Fax: 1-206-630-1859 Phone: 1-866-458-5479

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- By completing the complaint form and submitting the form to:

The U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
Phone (TDD): 1-800-537-7697

Complaint forms can be found online:

<http://www.hhs.gov/ocr/office/file/index.html>.

- Or, electronically by submitting your complaint through the Office for Civil Rights Complaints Online Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

References

1. 2021 Annual Report, Kaiser Permanente, about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report.
2. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022. 3. Chat with a clinician or mental health specialist, video, and phone services are offered at no additional cost for most plans when appropriate and available. These services are subject to a copayment, coinsurance, or deductible before being provided at no additional cost for some high deductible health plans. Review your *Summary Plan Description* for your plan details. 4. David Salazar, "Kaiser Permanente's User-Focused App Redesign Makes It the 2022 Design Company of the Year," *Fast Company*, September 15, 2022; "Kaiser Permanente – Tomorrow's Health Care Today," webbyawards.com, 2022. 5. Must have a valid prescription on file with a Kaiser Permanente medical office or through the mail-order pharmacy. Some prescriptions are not eligible to be mailed, and we are not able to mail to the following states at this time: Arkansas, Kansas, Louisiana, Nebraska, North Carolina, Oklahoma, South Carolina, and South Dakota. 6. These services described are not covered under your plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Summary Plan Description* or other plan documents. 7. The apps and services described are not covered under your plan, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Summary Plan Description* or other plan documents. The apps and services may be discontinued at any time. Calm and myStrength can be used by members 13 and over. The Headspace Care app and services are not available to any members under 18 years old. 8. Eligible members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost. 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. If you have an urgent care need, call us for advice. We can help you determine what type of care is most appropriate or help you schedule an appointment, if appropriate. Call 1-866-311-4464 (TTY 711). 11. If you think you are experiencing an emergency medical condition, call 911 or, if time and safety permit, go to the nearest emergency room. Your care will be covered. For a complete definition of an emergency medical condition, please refer to your *Summary Plan Description*. 12. The Cigna HealthcareSM 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. 13. Available for participants with an exclusive provider organization (EPO) plan, deductible EPO plan, high deductible plan with a health savings account (HSA), or the in-network provider tier (tier 1) of a point-of-service plan. PPO and point-of-service plans are not eligible for the out-of-area benefit coverage. 14. Affiliated Plan facilities provide selected inpatient and/or outpatient hospital and emergency services. 15. 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.

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Getting good health care is essential to your overall well-being. When you choose Kaiser Permanente, you'll get the high-quality care you need so you can continue doing the things you enjoy.

Once your coverage is active, please call the the numbers below for assistance:

Customer Service Center

1-800-401-8405 (TTY 711)

Pharmacy Benefits

OptumRx

1-866-427-7701

Appointments, Urgent Care, and Medical Advice

1-866-311-4464 (TTY 711)

To find providers and locations to receive care, visit **kp.org/locations**.

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