Member Resource Guide

With over 30 locations in Colorado, online chat, video visits, and other convenient options, your care is closer than ever!
Get care

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Pregnancy is a beautiful experience, but it’s also a stressful time for moms (and their partners) who are trying to take care of themselves while worrying about their unborn child’s health, labor and delivery, and more. That’s why Kaiser Permanente women’s care doctors take a whole-health approach to practice.

“That’s one of the things I am very passionate about,” says Jodi Gibson, MD, a Permanente obstetrician-gynecologist who has been with Kaiser Permanente for 13 years. “I make it a point at every annual visit to push how important a healthy diet, exercise, and mindfulness are to our overall health.”

“It’s important for moms to know what’s normal and to recognize that sometimes they do need to get a little break from it, so can they be the best moms.”

Jodi Gibson, MD, Permanente ob-gyn

Finding balance is important according to Dr. Gibson, which is why depression screening is integral to prenatal and postnatal care at Kaiser Permanente. “We screen during the pregnancy for depression in general—at the initial visit and at the beginning of the third trimester—to see if someone is leaning toward those risks,” she says.

Once home, all moms and babies are visited by our perinatal home care nurses 1 or 2 days after they leave the hospital. A nurse practitioner checks the baby’s weight and jaundice levels, and helps mom with any breastfeeding concerns she might have. It’s part of ensuring that the whole family gets off to a good start.

Jodi Gibson, MD
Permanente ob-gyn

Learn more about maternal care—as well as the full range of care for women—at specialtycarecolorado.kaiserpermanente.org/womenshealthcare.
New Member Connect is Here to Help

With just one phone call, the New Member Connect Department can help you:
- Choose a primary care provider
- Transition your prescriptions to a Kaiser Permanente pharmacy
- 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), Monday through Friday, 7 a.m. to 6 p.m.

Your Member ID Card

Your Kaiser Permanente ID card identifies you as a member and contains your unique health record number. Each family member is issued an ID card. Please carry your card and your child’s card with you at all times and present them at each appointment. When you receive your card, please check it for accuracy and immediately report any card errors to Member Services.

You can access your digital ID card when you download the Kaiser Permanente mobile app.

NOTE: The digital ID card may not be available to members in certain plans (including PPO), members in the Mountain service area, and out-of-area plan members.

Choose or change your doctor anytime

Visit kp.org/chooseyourdoctor, or call 303-338-4545 or 1-800-218-1059 (TTY 711), anytime, day or night.
Find the Right Doctor for You

Having a primary care provider (PCP) you know and trust can help you get the most out of your health care. You can choose to see any PCP accepting new patients in your plan’s network and change providers at any time. You can also choose a different PCP for each member of your family, if you wish, including a pediatrician for your children. If your doctor moves or has a change in the practice, we’re here to help you transition your care to another doctor. Visit kp.org/choosedyourdoctor to view Kaiser Permanente physician biographies, photos, education, specialties, medical schools, and board-certification status, as well as find other providers in your area.

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.

NOTE: Female members can see an obstetrician-gynecologist for annual well-woman exams, and they may also choose an ob-gyn as their PCP.

Senior Advantage members: The Mountain Colorado service area is not an approved service area for Senior Advantage members. You should not select a Mountain Colorado provider for routine care. Senior Advantage members may receive urgent or emergency care worldwide.

Enrolling in Kaiser Permanente does not guarantee services by a particular provider. If you want to be sure you can receive care from a specific provider, you should contact that provider to verify they accept your plan type and are accepting new patients. The availability of physicians, hospitals, providers, and services may change. Call the Appointment and Advice Contact Center for the latest information.
Heart arrhythmias—problems with a heart’s rhythm that cause it to beat too quickly, too slowly, or irregularly—aren’t always serious (some people are born with them and never know they have the condition), but they can be a symptom of heart disease. While most people with heart disease are treated by cardiologists, arrhythmia patients are typically referred to cardiac electrophysiologists (EPs), or heart doctors that specialize in the diagnosis and treatment of heart rhythm disorders.

“We’re basically heart electricians,” says Laurent Lewkowiez, MD, a Permanente EP. “The plumbers (cardiologists) open up your blood vessels if you’re having a heart attack or angina. Electricians (EPs) reroute electrical signals that are going awry and leading to symptoms.”

He does this by implanting cardiac devices, such as pacemakers and defibrillators, or by performing minimally invasive procedures to rid the heart of tissue that’s causing an irregular rhythm, among other treatments.

“Some of the best cardiovascular outcomes are coming out of Kaiser Permanente.”

Laurent Lewkowiez, MD
Permanente cardiac electrophysiologist

Whether you need a “plumber” or an “electrician,” you can find board-certified cardiac specialists at Kaiser Permanente. We rank in the top 10 nationally—and number one in Colorado—for controlling high blood pressure, according to the National Committee for Quality Assurance.

Learn more about cardiac care:
specialtycarecolorado.kaiserpermanente.org/cardiology.

Laurent Lewkowiez, MD
Permanente cardic electrophysiologist
THE RIGHT CARE when and where you need it

From strains to pains, you never know when or why you might need treatment. But when that time comes, you can get the care that’s right for you by choosing from a number of options that meet your needs.

- **Routine care**: Regular visits to your doctor, such as checkups, preventive screenings, and well-child visits, to catch health problems early, when they’re easier to treat.
- **Specialty care**: Services from doctors trained in specific areas of care, such as obstetrics-gynecology, orthopedics, and dermatology.¹
- **Urgent care**: For illnesses or injuries that require attention soon but aren’t emergencies, such as asthma flare-ups, earaches, and minor sprains, wounds, or burns.
- **Emergency care**: When your health is in danger and you need immediate care for conditions such as trouble breathing, severe chest pains, and serious injuries or wounds.²

Prior authorization and approval from Kaiser Permanente is not necessary to see most specialists in your plan. However, the specialist may ask for a referral from your primary care doctor.

If you receive emergency medical care

Be sure to retain all bills, receipts, and medical records from anyone involved in your 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.

24/7 Advice and Appointment Scheduling

Call the Appointment and Advice Contact Center anytime, day or night, for medical advice or to schedule primary care and select specialty care appointments at Kaiser Permanente medical offices. Or book an appointment online or on the Kaiser Permanente mobile app from your kp.org account. Same-day appointments are often available!

- **Denver/Boulder**: 303-338-4545
- **Mountain and Northern Colorado**: 970-207-7171
- **Southern Colorado**: 1-800-218-1059

TTY 711

Access to Care in the Colorado Region

All members can get care at any Kaiser Permanente medical office in Colorado.³ Members in Mountain, Northern, and Southern Colorado also have access to affiliated providers in their home service areas only. Find the most current list of affiliated network providers at kp.org/locations. To schedule appointments at any Kaiser Permanente medical office, call the Appointment and Advice Contact Center, or you can schedule most appointments online at kp.org/appointments.

Denver/Boulder members do not have access to affiliated provider networks in Mountain, Northern, or Southern Colorado. Refer to your Evidence of Coverage or Membership Agreement for information about your specific plan. The Mountain service area is not an approved service area for Senior Advantage members.

Scheduled Hospitalization

Inpatient hospitalization is covered when prescribed by a physician and authorized by Kaiser Permanente. For a list of hospitals that provide emergency care or inpatient hospitalization, refer to the directory starting on the following page.
Kaiser Permanente Colorado Member Resource Guide

Denver/Boulder Service Area

- Longmont
- Boulder
- Westminster
- Lakewood
- Arvada
- Denver
- Highlands Ranch
- Centennial
- Parker
- Castle Rock

Locations:
- **Baseline Behavioral Health**
- **Rock Creek**
- **Rock Creek Behavioral Health**
- **Children’s Hospital Colorado North Campus**
- **SCL Health Good Samaritan**
- **SCL Health Saint Joseph**
- **Children’s Hospital Colorado Main Campus**
- **HealthONE Swedish Medical Center**
- **HealthONE Sky Ridge Medical Center**
- **Smoky Hill Medical Center**
- **Saint Joseph Hospital**
- **Hidden Lake Behavioral Health**
- **Skyline Behavioral Health**
- **Ridgeline Behavioral Health**
- **Saint Joseph Hospital at Parker Adventist Hospital**

Emergency care (E)
- **Emergency care Building** (E1)
- **Emergency care Building** (E2)
- **Emergency care Building** (E3)
- **Emergency care Building** (E4)
- **Emergency care Building** (E5)
- **Emergency care Building** (E6)
- **Emergency care Building** (E7)
- **Emergency care Building** (E8)
- **Emergency care Building** (E9)

Behavioral Health offices (B)
- **Behavioral Health office** (B1)
- **Behavioral Health office** (B2)
- **Behavioral Health office** (B3)
- **Behavioral Health office** (B4)
- **Behavioral Health office** (B5)
- **Behavioral Health office** (B6)
- **Behavioral Health office** (B7)
- **Behavioral Health office** (B8)
- **Behavioral Health office** (B9)
- **Behavioral Health office** (B10)

Kaiser Permanente medical offices (K)
- **Kaiser Permanente medical office** (K1)
- **Kaiser Permanente medical office** (K2)
- **Kaiser Permanente medical office** (K3)
- **Kaiser Permanente medical office** (K4)
- **Kaiser Permanente medical office** (K5)
- **Kaiser Permanente medical office** (K6)
- **Kaiser Permanente medical office** (K7)
- **Kaiser Permanente medical office** (K8)
- **Kaiser Permanente medical office** (K9)
- **Kaiser Permanente medical office** (K10)

Urgent care (U)
- **Urgent care** (U1)
- **Urgent care** (U2)
- **Urgent care** (U3)
- **Urgent care** (U4)
- **Urgent care** (U5)
- **Urgent care** (U6)
- **Urgent care** (U7)
- **Urgent care** (U8)
- **Urgent care** (U9)
- **Urgent care** (U10)

Medical offices (M)
- **Medical office** (M1)
- **Medical office** (M2)
- **Medical office** (M3)
- **Medical office** (M4)
- **Medical office** (M5)
- **Medical office** (M6)
- **Medical office** (M7)
- **Medical office** (M8)
- **Medical office** (M9)
- **Medical office** (M10)

Other locations:
- **Denver**
- **Boulder**
- **Longmont**
- **Westminster**
- **Lakewood**
- **Arvada**
- **Dennver**
- **Highlands Ranch**
- **CENTRAL DENVER**
- **Franklin**
- **Midtown Medical Office Building**
- **Skyline**
- **Skyline Behavioral Health**
- **Rocky Mountain Hospital for Children**
- **SCL Health Saint Joseph Hospital**
Medical Offices

Urgent Care

Call 303-338-4545 (TTY 711) at the time of need to confirm urgent care hours and locations.

See listings on the following pages for the Kaiser Permanente medical offices in Denver/Boulder.

2. Aurora Centrepoint Medical Offices
   Mon.–Fri., 10 a.m.–8 p.m.
   Sat.–Sun., 8 a.m.–6 p.m.

12. Lakewood Medical Offices
    Mon.–Fri., 10 a.m.–8 p.m.
    Sat.–Sun., 8 a.m.–6 p.m.

13. Lone Tree Medical Offices
    Mon.–Fri., 10 a.m.–8 p.m.
    Sat.–Sun., 8 a.m.–6 p.m.

14. Longmont Medical Offices
    Mon.–Fri., noon–8 p.m.
    Sat.–Sun., 8 a.m.–4 p.m.

21. Westminster Medical Offices
    Mon.–Fri., 10 a.m.–8 p.m.
    Sat.–Sun., 8 a.m.–6 p.m.

U1. NextCare Urgent Care
    2144 Main St., Suite 8
    Longmont, CO 80501
    303-772-0041

Pediatric care (only) available at the following facilities:

U2. Children’s Hospital Colorado North Campus,
    Broomfield Urgent and Outpatient Specialty Care
    469 W. State Highway 7
    Broomfield, CO 80023
    720-777-1340

U3. Children’s Hospital Colorado Urgent and Outpatient Specialty Care, Wheat Ridge
    3455 N. Lutheran Parkway, Suite 230
    Wheat Ridge, CO 80033
    720-777-1370

Emergency Care

If you have an emergency medical condition, call 911 or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

E1. HealthONE Sky Ridge Medical Center
    10101 RidgeGate Parkway
    Lone Tree, CO 80124

E2. HealthONE Swedish Medical Center
    501 E. Hampden Ave.
    Englewood, CO 80113

E3. HealthONE Swedish Medical Center – Southwest ER
    6196 S. Ammons Way
    Littleton, CO 80123

E4. SCL Health Good Samaritan Medical Center
    200 Exempla Circle
    Lafayette, CO 80026

E5. SCL Health Saint Joseph Emergency Aurora
    23770 E. Smoky Hill Road, Suite 100
    Aurora, CO 80016

E6. SCL Health Saint Joseph Emergency Littleton
    8515 W. Coal Mine Ave.
    Littleton, CO 80123

E7. SCL Health Saint Joseph Emergency Northglenn
    11900 Grant St.
    Northglenn, CO 80233

E8. SCL Health Saint Joseph Hospital
    1375 E. 19th Ave.
    Denver, CO 80218

Pediatric care (only) available at the following facilities:

E9. Children’s Hospital Colorado Main Campus
    13123 E. 16th Ave.
    Aurora, CO 80045

E10. Children’s Hospital Colorado at Aurora Adventist Hospital Emergency Care
    9395 Crown Crest Blvd.
    Parker, CO 80138

E11. Rocky Mountain Hospital for Children
    2001 N. High St.
    Denver, CO 80205
Behavioral Health Offices

To schedule an appointment, call our Behavioral Health Access Center at 303-471-7700 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m.

See page 29 for more information about mental health and wellness services in Colorado.

Medical Offices

1. Arapahoe Medical Offices
5555 E. Arapahoe Road
Centennial, CO 80122

- Dermatology .............................................................. 303-338-3376
- Family Medicine .......................................................... 303-338-4545
- Hearing Services .......................................................... 303-338-3215
- Internal Medicine .......................................................... 303-338-4545
- Medical Imaging .......................................................... 303-338-3456
- Metabolic Surgical ......................................................... 303-861-3400
- Weight Management ...................................................... 303-861-3400

2. Aurora Centrepoint Medical Offices
14701 E. Exposition Ave.
Aurora, CO 80012

- Family Medicine .......................................................... 303-338-4545
- Hearing Services .......................................................... 303-338-3215
- Internal Medicine .......................................................... 303-338-4545
- Medical Imaging .......................................................... 303-338-3456
- Nutrition Services .......................................................... 303-338-4545
- Obstetrics-Gynecology ................................................... 303-338-4545
- Optical Dispensing ......................................................... 303-850-2128
- Optometry ................................................................. 303-338-4545
- Pediatrics ................................................................. 303-338-4545
- Perinatal Hospital & Home Care Services .......................... 303-636-2929
- Pharmacy ................................................................. 303-850-2031
- Physical Therapy .......................................................... 303-861-3105
- Urgent Care ................................................................. 303-861-3105

Check before you go

Hours and locations are subject to change. Always call the Appointment and Advice Contact Center for the latest details.

Visit kp.org/locations for the hours of each medical office.

Denver/Boulder 303-338-4545 (TTY 711)
<table>
<thead>
<tr>
<th>Medical Office and Department Directory</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Baseline Medical Offices</strong></td>
</tr>
<tr>
<td>580 Mohawk Drive</td>
</tr>
<tr>
<td>Boulder, CO 80303</td>
</tr>
<tr>
<td>Behavioral Health</td>
</tr>
<tr>
<td>Complementary Medicine</td>
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<tr>
<td>Family Medicine</td>
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<tr>
<td>Gyn-Oncology</td>
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<tr>
<td>Internal Medicine</td>
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<tr>
<td>Medical Imaging</td>
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<td>Metabolic Surgical</td>
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<td>Weight Management</td>
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<tr>
<td>Nutrition Services</td>
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<tr>
<td>Obstetrics-Gynecology</td>
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<td>Optical Dispensing</td>
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<tr>
<td>Optometry</td>
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<tr>
<td>Pediatrics</td>
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<tr>
<td>Perinatal Hospital &amp;</td>
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<tr>
<td>Home Care Services</td>
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<tr>
<td>Pharmacy</td>
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<tr>
<td>Physical Therapy</td>
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<tr>
<td><strong>Brighton Medical Offices</strong></td>
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<tr>
<td>859 S. 4th Ave.</td>
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<tr>
<td>Brighton, CO 80601</td>
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<tr>
<td>Family Medicine</td>
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<tr>
<td>Internal Medicine</td>
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<tr>
<td>Medical Imaging</td>
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<td>Nutrition Services</td>
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<tr>
<td>Pediatrics</td>
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<tr>
<td>Pharmacy</td>
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<tr>
<td><strong>Castle Rock Medical Offices</strong></td>
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<tr>
<td>4318 Trail Boss Drive</td>
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<tr>
<td>Castle Rock, CO 80104</td>
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<tr>
<td>Dermatology</td>
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<tr>
<td>Family Medicine</td>
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<tr>
<td>Internal Medicine</td>
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<tr>
<td>Medical Imaging</td>
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<tr>
<td>Nutrition Services</td>
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<tr>
<td>Pediatrics</td>
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<tr>
<td>Pharmacy</td>
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<tr>
<td><strong>East Denver Medical Offices</strong></td>
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<tr>
<td>10400 E. Alameda Ave.</td>
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<tr>
<td>Denver, CO 80247</td>
</tr>
<tr>
<td>Allergy, Asthma, and Immunology</td>
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<tr>
<td>Family Medicine</td>
</tr>
<tr>
<td>Internal Medicine</td>
</tr>
<tr>
<td>Medical Imaging</td>
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<tr>
<td>Nutrition Services</td>
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<tr>
<td>Obstetrics-Gynecology</td>
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<tr>
<td>Optical Dispensing</td>
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<tr>
<td>Optometry</td>
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<tr>
<td>Pediatrics</td>
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<tr>
<td>Perinatal Hospital &amp; Home Care Services</td>
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<tr>
<td>Pharmacy</td>
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<tr>
<td><strong>Englewood Medical Offices</strong></td>
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<tr>
<td>2955 S. Broadway</td>
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<tr>
<td>Englewood, CO 80113</td>
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<tr>
<td>Medical Imaging</td>
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<tr>
<td>Nephrology</td>
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<tr>
<td>Nutrition Services</td>
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<tr>
<td>Perinatal Hospital &amp; Home Care Services</td>
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<tr>
<td>Pharmacy</td>
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<tr>
<td>Primary Care</td>
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<tr>
<td>Speech Therapy—Adult</td>
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<tr>
<td>Speech Therapy—Pediatric</td>
</tr>
</tbody>
</table>
8 Franklin Medical Offices
2045 Franklin St.
Denver, CO 80205

Advanced Wound Care 303-764-4447
Ambulatory Surgery 303-764-4442
Audiology/Head and Neck Surgery 303-861-3404
Cardiovascular Services 303-861-3402
Dermatology 303-338-3376
Gastroenterology 303-649-5300
General Surgery 303-861-3610
Genetics 303-764-4520
Gyn-Oncology 303-764-5530
Hearing Services 303-338-3215
Hematology, Oncology & Infusion Services 303-861-3302
Interventional Radiology 303-861-3550
Maternal-Fetal Medicine 303-764-8570
Medical Imaging 303-338-3456
Medical Imaging File Room 303-764-4391
Metabolic Surgical Weight Management 303-861-3400
Neurosurgery & Spine Clinic 303-861-3303
Nutrition Services 303-338-4545
Obstetrics-Gynecology 303-338-4545
Ophthalmology 303-861-3595
Optical Dispensing 303-861-3430
Optometry 303-338-4545
Orthopedics 303-861-3408
PEEC (Patient Evaluation & Education Center) 303-764-4425
Pharmacy 303-764-4900
Plastic Surgery 303-861-3368
Prenatal Genetic Counseling 303-764-8568
Rheumatology 303-764-4480
Supportive Care Services 303-861-3481
Urogynecology 303-764-5525
Urology 303-861-3406
Vascular Therapy 303-861-3688

9 Hidden Lake Medical Offices
7701 Sheridan Blvd.
Westminster, CO 80003

Behavioral Health 303-471-7700
Family Medicine 303-338-4545
Internal Medicine 303-338-4545
Medical Imaging 303-338-3456
Metabolic Surgical Weight Management 303-861-3400
Nutrition Services 303-338-4545
Pediatrics 303-338-4545
Pharmacy 303-657-6700

10 Highlands Ranch Medical Offices
9285 Hepburn St.
Highlands Ranch, CO 80129

Complementary Medicine 1-844-800-0788
Family Medicine 303-338-4545
Internal Medicine 303-338-4545
Medical Imaging 303-338-3456
Metabolic Surgical Weight Management 303-861-3400
Nutrition Services 303-338-4545
Optical Dispensing 720-348-4750
Optometry 303-338-4545
Pediatrics 303-338-4545
Pharmacy 720-348-4600

11 Ken Caryl Medical Offices
7600 Shaffer Parkway
Littleton, CO 80127

Family Medicine 303-338-4545
Internal Medicine 303-338-4545
Medical Imaging 303-338-3456
Metabolic Surgical Weight Management 303-861-3400
Nutrition Services 303-338-4545
Pediatrics 303-338-4545
Pharmacy 720-922-5050
## Medical Office and Department Directory

### Lakewood Medical Offices
8383 W. Alameda Ave.
Lakewood, CO 80226

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergy</td>
<td>303-239-7342</td>
</tr>
<tr>
<td>Complementary Medicine</td>
<td>1-844-800-0788</td>
</tr>
<tr>
<td>Family Medicine</td>
<td>303-338-4545</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>303-338-4545</td>
</tr>
<tr>
<td>Laboratory</td>
<td>303-239-7270</td>
</tr>
<tr>
<td>Medical Imaging</td>
<td>303-338-3456</td>
</tr>
<tr>
<td>Nutrition Services</td>
<td>303-338-4545</td>
</tr>
<tr>
<td>Optical Dispensing</td>
<td>303-239-7290</td>
</tr>
<tr>
<td>Optometry</td>
<td>303-338-4545</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>303-338-4545</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>303-239-7400</td>
</tr>
<tr>
<td>Physical/Occupational Therapy*</td>
<td>303-861-3105</td>
</tr>
<tr>
<td>Metabolic Surgical Weight Management</td>
<td>303-861-3400</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>303-338-4545</td>
</tr>
</tbody>
</table>

*The Physical and Occupational Therapy department is located at 8015 W. Alameda Ave., Level B, Suite #60, Lakewood, CO 80226.

### Lone Tree Medical Offices
10240 Park Meadows Drive
Lone Tree, CO 80124

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Wound Care</td>
<td>303-764-4447</td>
</tr>
<tr>
<td>Allergy</td>
<td>303-239-7342</td>
</tr>
<tr>
<td>Audiology/Head and Neck Surgery</td>
<td>303-861-3404</td>
</tr>
<tr>
<td>Cardiovascular Services</td>
<td>303-861-3402</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>303-649-5300</td>
</tr>
<tr>
<td>General Surgery</td>
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<tr>
<td>Hearing Services</td>
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<tr>
<td>Hematology, Oncology &amp; Infusion Services</td>
<td>303-649-5460</td>
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<tr>
<td>Maternal-Fetal Medicine</td>
<td>303-764-8570</td>
</tr>
<tr>
<td>Medical Imaging</td>
<td>303-338-3456</td>
</tr>
<tr>
<td>Neurology</td>
<td>303-861-3380</td>
</tr>
<tr>
<td>Neurosurgery &amp; Spine Clinic</td>
<td>303-861-3303</td>
</tr>
<tr>
<td>Nutrition Services</td>
<td>303-338-4545</td>
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<tr>
<td>Obstetrics-Gynecology</td>
<td>303-338-4545</td>
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</tr>
<tr>
<td>Optometry</td>
<td>303-338-4545</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>303-861-3408</td>
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<tr>
<td>PEEC (Patient Evaluation &amp; Education Center)</td>
<td>303-649-5730</td>
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<tr>
<td>Pharmacy</td>
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</tr>
<tr>
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<tr>
<td>Urology</td>
<td>303-861-3406</td>
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**Check before you go**

Hours and locations are subject to change. Always call the **Appointment and Advice Contact Center** for the latest details.

Visit [kp.org/locations](http://kp.org/locations) for the hours of each medical office.

Denver/Boulder

**303-338-4545**

(TTY 711)

[kp.org](http://kp.org)
14 Longmont Medical Offices
2345 Bent Way
Longmont, CO 80503

- Complementary Medicine: 1-844-800-0788
- Family Medicine: 303-338-4545
- Internal Medicine: 303-338-4545
- Medical Imaging: 303-338-3456
- Nutrition Services: 303-338-4545
- Pediatrics: 303-338-4545
- Pharmacy: 303-678-3300
- Metabolic Surgical
  - Weight Management: 303-861-3400
- Urgent Care: 303-338-4545

15 Midtown Medical Office Building
1960 N. Ogden St.
Denver, CO 80218

- Complementary Medicine: 1-844-800-0788
- Maternal-Fetal Medicine: 303-764-8570
- Nutrition Services: 303-338-4545
- Prenatal Genetic Counseling: 303-764-8568

16 Parker Medical Offices
10168 Parkglenn Way
Parker, CO 80138

- Behavioral Health: 303-471-7700
- Family Medicine: 303-338-4545
- Laboratory: 720-842-5820
- Medical Imaging: 303-338-3456
- Nutrition Services: 303-338-4545
- Pediatrics: 303-338-4545
- Pharmacy: 720-842-5810

17 Rock Creek Medical Offices
280 Exempla Circle
Lafayette, CO 80026

- Advanced Wound Care Center: 303-764-4447
- Allergy: 303-239-7342
- Audiology/Head and Neck Surgery: 303-861-3404
- Cardiovascular Services: 303-861-3402
- Dermatology: 303-338-3376
- Endocrinology: 303-764-4665
- Gastroenterology: 303-649-5300
- General Surgery: 303-861-3610
- Hearing Services: 303-338-3215
- Hematology, Oncology & Infusion Services: 720-536-7200
- Infectious Disease: 303-861-3133
- Medical Imaging: 303-338-3456
- Minor Surgery: 720-536-7050
- Neurology: 303-861-3380
- Neurosurgery & Spine Clinic: 303-861-3303
- Nutrition Services: 303-338-4545
- Obstetrics-Gynecology: 303-338-4545
- Ophthalmology: 303-861-3595
- Optical Dispensing: 720-536-6600
- Optometry: 303-338-4545
- Orthopedics: 303-861-3408
- Pathology: 720-536-6785
- PEEC (Patient Evaluation & Education Center): 720-536-6625
- Pediatrics: 303-338-4545
- Pharmacy: 720-536-7888
- Physical Therapy: 303-861-3105
- Plastic Surgery: 303-861-3368
- Primary Care: 303-338-4545
- Pulmonology: 303-861-3337
- Rheumatology: 303-764-4480
- Sleep Medicine: 303-861-3382
- Supportive Care Services: 720-536-6404
- Urology: 303-861-3406
- Metabolic Surgical
  - Weight Management: 303-861-3400
### Skyline Medical Offices
1375 E. 20th Ave.  
Denver, CO 80205

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<th>Department</th>
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<td>Infectious Disease</td>
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### Smoky Hill Medical Offices
16290 E. Quincy Ave.  
Aurora, CO 80015

<table>
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<td>Pharmacy</td>
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### Southwest Medical Offices
5257 S. Wadsworth Blvd.  
Littleton, CO 80123

<table>
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<td>Pharmacy</td>
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### Westminster Medical Offices
11245 Huron St.  
Westminster, CO 80234

<table>
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<td>Gyn-Oncology</td>
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<tr>
<td>Obstetrics-Gynecology</td>
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<td>Pediatrics</td>
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<td>Pediatric Speech Pathology</td>
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<td>Pharmacy</td>
<td>303-457-6200</td>
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<td>Urgent Care</td>
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### Wheat Ridge Medical Offices
4803 Ward Road  
Wheat Ridge, CO 80033

<table>
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<th>Department</th>
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<td>303-421-5050</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>303-861-3105</td>
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</tbody>
</table>
Medical Offices

1. Edwards Medical Offices
   56 Edwards Village Blvd., Suite 206
   Edwards, CO 81632
   Monday, Tuesday, Thursday, Friday:
   8:30 a.m.-5:30 p.m.
   Wednesday:
   10 a.m.-7 p.m.
   Endocrinology
   Family Medicine
   General Surgery
   Infectious Disease
   Internal Medicine
   Laboratory
   Medical Imaging
   Neurology
   Orthopedics
   Rheumatology
   Call 970-207-7171 for all departments

2. Frisco Medical Offices
   226 Lusher Court, Suite 104
   Frisco, CO 80443
   Monday, Tuesday, Thursday, Friday:
   8:30 a.m.-5:30 p.m.
   Wednesday:
   10 a.m.-7 p.m.
   Allergy
   Cardiology
   Dermatology
   Family Medicine
   General Surgery
   Internal Medicine
   Laboratory
   Medical Imaging
   Neurology
   Oncology
   Orthopedics
   Pulmonology
   Call 970-207-7171 for all departments
Extended Hours Care
To help us better serve you, please call ahead to make an appointment.

**X1** Colorado Mountain Medical
377 Sylvan Lake Road, Suite 210
Eagle, CO 81631
970-926-6340

**X2** Colorado Mountain Medical
50 Buck Creek Lane, Suite 200
Avon, CO 81620
970-926-6340

**X3** Colorado Mountain Medical
108 S. Frontage Road W., Suite 101
Vail, CO 81657
Located in the US Bank Building
970-926-6340

Urgent Care
To better serve you, please call 970-207-7171 to make an appointment and find out hours of operation.

**U1** Edwards Medical Offices
56 Edwards Village Blvd., Suite 206
Edwards, CO 81632
Monday, Tuesday, Thursday, Friday:
8:30 a.m.-5:30 p.m.
Wednesday:
10 a.m.-7 p.m.

**U2** Frisco Medical Offices
226 Lusher Court, Suite 104
Frisco, CO 80443
Monday, Tuesday, Thursday, Friday:
8:30 a.m.-5:30 p.m.
Wednesday:
10 a.m.-7 p.m.

Emergency Care
If you have an emergency medical condition, call 911 or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

**E1** Valley View Hospital
Kaiser Permanente affiliate hospital
1906 Blake Ave.
Glenwood Springs, CO 81601
970-945-6535

**E2** Vail Health
181 W. Meadow Drive
Vail, CO 81657
970-476-2451

**E3** St. Anthony Summit Medical Center
340 Peak One Drive
Frisco, CO 80443
970-668-3300

Check before you go
Hours and locations are subject to change. Always call the Appointment and Advice Contact Center for the latest details.

Visit kp.org/locations for the hours of each medical office.

Mountain Colorado
970-207-7171 (TTY 711)
Medical Offices

1. **Fort Collins Medical Offices**
   2950 E. Harmony Road, Suite 190
   Fort Collins, CO 80528
   - Behavioral Health: 970-207-7177
   - Dermatology: 970-613-2450
   - Laboratory: 970-207-7171
   - Medical Imaging: 970-207-7171
   - Nutrition Services: 970-207-7171
   - Pharmacy: 970-207-7133
   - Primary Care: 970-207-7171
   - Supportive Care Services: 970-350-7821

2. **Greeley Medical Offices**
   2429 35th Ave.
   Greeley, CO 80634
   - Behavioral Health: 970-207-7177
   - Complementary Medicine: 1-844-800-0788
   - Laboratory: 970-207-7171
   - Medical Imaging: 970-207-7171
   - Nutrition Services: 970-207-7171
   - Pharmacy: 970-613-2330
   - Primary Care: 970-207-7171
   - Rheumatology: 970-613-2450
   - Sleep Medicine: 970-613-2450
   - Supportive Care Services: 970-350-7821

3. **Loveland Medical Offices**
   4901 Thompson Parkway
   Loveland, CO 80534-6426
   - Behavioral Health: 970-207-7177
   - Complementary Medicine: 1-844-800-0788
   - Dermatology: 970-613-2450
   - Endocrinology: 970-613-2450
   - Laboratory: 970-207-7171
   - Medical Imaging: 970-207-7171
   - Nutrition Services: 970-207-7171
   - Pharmacy: 970-613-2330
   - Primary Care: 970-207-7171
   - Supportive Care Services: 970-350-7821

4. **Spring Creek Medical Offices**
   1136 E. Stuart St., #200
   Building 3, 2nd Floor
   Fort Collins, CO 80525
   - Laboratory: 970-207-7171
   - Nutrition Services: 970-207-7171
   - Pharmacy: 970-419-3720
   - Primary Care: 970-207-7171
   - Supportive Care Services: 970-350-7821
Urgent Care

To better serve you, please call ahead to make an appointment and find out hours of operation.

1. **Banner Health Clinic – Skyline Urgent Care**
   - 2555 E. 13th St., Suite 110
   - Loveland, CO 80537
   - 970-820-4264

2. **Banner Urgent Care**
   - 3617 S. College Ave., Suite C
   - Fort Collins, CO 80525
   - 970-821-1500

3. **Banner Urgent Care**
   - 2015 35th Ave.
   - Greeley, CO 80634
   - 970-810-4155

4. **HealthCare Clinic of Fort Collins**
   - 1721 W. Harmony Road, #102
   - Fort Collins, CO 80526
   - 970-223-1999

Extended Hours Care

To help us better serve you, please call ahead to make an appointment.

1. **Fort Collins Medical Offices**
   - 2950 E. Harmony Road, Suite 190
   - Fort Collins, CO 80528
   - 970-207-7171

2. **Greeley Medical Offices**
   - 2429 35th Ave.
   - Greeley, CO 80634
   - 970-207-7171

Emergency Care

If you have an emergency medical condition, call 911 or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

1. **Banner McKee Medical Center**
   - 2000 N. Boise Ave.
   - Loveland, CO 80538
   - 970-820-4640

2. **Banner North Colorado Emergency Care**
   - 2000 70th Ave.
   - Greeley, CO 80634
   - 970-810-2636

3. **Banner North Colorado Medical Center**
   - 1801 16th St.
   - Greeley, CO 80631
   - 970-810-4121

4. **Banner Fort Collins Medical Center**
   - 4700 Lady Moon Drive
   - Fort Collins, CO 80528
   - 970-821-4000

5. **Estes Park Medical Center**
   - 555 Prospect Ave.
   - Estes Park, CO 80517
   - 970-586-2317

Check before you go

Hours and locations are subject to change. Always call the Appointment and Advice Contact Center for the latest details.

Visit [kp.org/locations](http://kp.org/locations) for the hours of each medical office.

Northern Colorado
970-207-7171 (TTY 711)
Medical Office and Department Directory

Medical Offices

1. Briargate Medical Offices
   4105 Briargate Parkway, Suite 125
   Colorado Springs, CO 80920
   - Allergy: 719-282-2540
   - Complementary Medicine: 1-844-800-0788
   - Dermatology: 719-282-2540
   - Hearing Services: 719-282-2420
   - Laboratory: 719-282-2533
   - Nutrition Services: 719-282-2488
   - Optical Dispensing: 719-282-2452
   - Optometry: 719-282-2450
   - Pharmacy: 719-282-2466
   - Primary Care: 719-282-2533
   - Supportive Care Services: 719-282-2482

2. Parkside Medical Offices
   215 S. Parkside Drive
   Colorado Springs, CO 80910
   - Cardiology: 719-327-6610
   - Endocrinology: 719-327-6552
   - Laboratory: 719-327-6540
   - Medical Imaging: 719-327-6540
   - Pharmacy: 719-327-6565
   - Primary Care: 719-327-6540
   - Sleep Medicine: 719-282-2580
   - Supportive Care Services: 719-282-2482

3. Pueblo North Medical Offices
   3670 Parker Blvd., Suite 200
   Pueblo, CO 81008
   - Complementary Medicine: 1-844-800-0788
   - Hearing Services: 719-282-2413
   - Laboratory: 719-595-5755
   - Medical Imaging: 719-595-5755
   - Pharmacy: 719-595-5367
   - Primary Care: 719-595-5755
   - Sleep Medicine: 719-595-5350
   - Supportive Care Services: 719-595-5322

4. Acero Medical Offices
   2625 W. Pueblo Blvd.
   Pueblo, CO 81004
   - Laboratory: 719-595-5755
   - Medical Imaging: 719-595-5755
   - Pharmacy: 719-696-6450
   - Primary Care: 719-595-5755

Extended Hours Care

To help us better serve you, please call ahead to make an appointment.

Colorado Springs

X1. DaVita Medical Group
   1633 Medical Center Point
   Colorado Springs, CO 80907
   719-636-2999

X2. DaVita Medical Group
   600 S. 21st St.
   Colorado Springs, CO 80903
   719-635-5900

Monument

X3. DaVita Medical Group
   15909 Jackson Creek Parkway
   Monument, CO 80132
   719-488-9933

Check before you go

Hours and locations are subject to change. Always call the Appointment and Advice Contact Center at 1-800-218-1059 (TTY 711) for the latest details.

For questions about claims, pharmacy services, KP Select plans, and more, call the Southern Colorado Resource Team at 719-867-2170 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.
Urgent Care

To better serve you, please call ahead to make an appointment and find out hours of operation.

Colorado Springs

U1 Alliance Urgent Care
9320 Grand Cordera Parkway, Suite 100
Colorado Springs, CO 80924
719-282-6337

U2 Centura Health Urgent Care Broadmoor
1263 Lake Plaza Drive, Suite 120
Colorado Springs, CO 80906
719-776-3330

U3 Colorado Complete Urgent Care
8115 Voyager Parkway
Colorado Springs, CO 80920
719-247-1999

U4 Concentra Urgent Care
2322 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-1727

U5 Concentra Urgent Care
5320 Mark Dabling Blvd.
Building 7, Suite 100
Colorado Springs, CO 80918
719-592-1584

U6 Emergicare Medical Clinics
3002 S. Academy Blvd.
Colorado Springs, CO 80916
719-390-7017

U7 Emergicare Medical Clinics
4083 Austin Bluffs Parkway
Colorado Springs, CO 80918
719-594-0046

U8 Emergicare Medical Clinics
402 W. Bijou St.
Colorado Springs, CO 80905
719-302-6942

U9 Penrose Community Urgent Care
3027 N. Circle Drive
Colorado Springs, CO 80909
719-776-3216

U10 Penrose Community Urgent Care
3205 N. Academy Blvd.
Colorado Springs, CO 80291
719-776-3216

U11 UCH Health Urgent Care
1035 Garden of the Gods Road, Suite 120
Colorado Springs, CO 80907
719-329-1000

U12 UCH Health Urgent Care
4323 Integrity Center Point
Colorado Springs, CO 80917
719-591-2558

U13 UCH Health Urgent Care
2767 Janitell Road
Colorado Springs, CO 80906
719-365-2888

U14 UCH Health Urgent Care
13445 Voyager Parkway
Colorado Springs, CO 80921
719-219-0333

Pediatric care (only) available at the following facility:

U15 Children's Hospital Colorado Urgent and Outpatient Specialty Care at Briargate
4125 Briargate Parkway
Colorado Springs, CO 80920
719-305-5437

Falcon

U16 Falcon Urgent Care
7475 McLaughlin Road
Falcon, CO 80831
719-495-9994

U17 UCH Health Urgent Care
11605 Meridian Market View, Suite 184
Falcon, CO 80831
719-364-9560

Monument

U18 Centura Health Urgent Care – Tri Lakes
17230 Jackson Creek Parkway, Suite 120
Monument, CO 80132
719-571-7070
Medical Office and Department Directory

**Pueblo**

**Emergicare Medical Clinics**
4117 N. Elizabeth St.
Pueblo, CO 81008
719-545-0788

**Southern Colorado Clinic, PC**
3676 Parker Blvd., Suite 220
Pueblo, CO 81008
719-553-2208

**Southern Colorado Clinic, PC**
3937 Ivywood Lane
Pueblo, CO 81005
719-553-0111

**Woodland Park**

**Penrose Mountain Urgent Care**
41 State Highway 67
Woodland Park, CO 80863
719-686-0551

**Emergency Care**

If you have an emergency medical condition, call 911 or go to the nearest emergency department. If time and safety permit, you can go to one of the following Kaiser Permanente affiliate locations where your costs may be lower.

**Cañon City**

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

**Colorado Springs**

**Penrose Hospital**
2222 N. Nevada Ave.
Colorado Springs, CO 80907
719-776-5000

**St. Francis Medical Center**
6001 E. Woodmen Road
Colorado Springs, CO 80923
719-571-5000

**UCHealth ER**
2770 N. Powers Blvd.
Colorado Springs, CO 80922
719-638-3000

**UCHealth ER**
3790 E. Woodmen Road
Colorado Springs, CO 80920
719-264-5080

**UCHealth ER**
7890 Fountain Mesa Ridge
Fountain, CO 80817
719-390-2680

**UCHealth ER**
13510 Meadowgrass Drive
Colorado Springs, CO 80921
719-487-2060

**UCHealth Grandview Hospital**
5623 Pulpit Peak View
Colorado Springs, CO 80918
719-272-3600

**UCHealth Memorial Hospital Central**
1400 E. Boulder St.
Colorado Springs, CO 80909
719-365-6820

**UCHealth Memorial Hospital North**
4050 Briargate Parkway
Colorado Springs, CO 80920
719-364-3368

**Pueblo**

**Parkview Medical Center**
400 W. 16th St.
Pueblo, CO 81003
719-584-4000

**Parkview Emergency Services at Pueblo West**
899 E. Industrial Blvd.
Pueblo West, CO 81007
719-288-2100

**St. Mary-Corwin Medical Center**
1008 Minnequa Ave.
Pueblo, CO 81004
719-557-4000

**Woodland Park**

**UCHealth Pikes Peak Regional Hospital**
16420 W. U.S. Highway 24
Woodland Park, CO 80863
719-687-9999
Be well
Getting the right screenings is critical to cancer care because the key to beating the condition is detecting it early, says Alex Menter, MD, a Permanente oncologist who practices at Kaiser Permanente Lone Tree Medical Offices. That’s why Kaiser Permanente Colorado routinely scores among the highest-rated plans for numerous types of cancer screenings.

But there’s more to cancer care than detection and treatment. There’s also the doctor-patient relationship. And that’s another thing that makes Kaiser Permanente Colorado different.

“Many of our doctors come to Kaiser Permanente because they want to spend more time taking care of patients and less time focusing on running a medical practice.”

Alex Menter, MD, Permanente oncologist

Consider the experience of one of Dr. Menter’s patients. She was 50 and had an often incurable form of Stage 4 cancer that had spread from its original site to other organs. In a meeting known as a “tumor board”—a standard practice at Kaiser Permanente Colorado—Dr. Menter and other doctors involved in cancer care developed a plan involving chemotherapy, radiation, and surgery, which is not the typical treatment for this type of cancer.

“Outside of Kaiser Permanente, the multidisciplinary review and case discussion might not have taken place,” Dr. Menter says, “and the opportunity for an alternative approach—and a possible cure—might not have been pursued.”

Alex Menter, MD
Permanente oncologist

Learn more about cancer care at specialtycarecolorado.kaiserpermanente.org/cancercare.
Take charge of your health
WITH KP.ORG

Manage your health digitally with kp.org and our mobile app

Registering on kp.org is as easy as 1, 2, 3!

1. Go to kp.org/registernow
2. Follow the prompts to create your user account
3. Sign in to start using all the handy features

Through kp.org and the Kaiser Permanente mobile app, you can:
- View most lab and test results*
- Chat with a Kaiser Permanente doctor
- Refill most prescriptions from Kaiser Permanente pharmacies
- Email your Kaiser Permanente doctor’s office with nonurgent questions
- Schedule and cancel appointments*
- Print vaccination records for school, sports, and camp*
- Check your plan’s benefits, view claims, and estimate costs
- Pay your Kaiser Permanente medical bills
- And more!
Act for a Family Member

Through the Act for a Family Member feature on kp.org, you can access certain secure services on behalf of those you care for. These can include services for your children, parents, or even a non-family member. Log on to your kp.org account and choose “Act for a Family Member” under your Profile and Preferences. Then follow the step-by-step instructions to add those you care for. Once your family list has been set up, you can make appointments, email a doctor, refill most prescriptions, and chat with a doctor on behalf of those you are a caregiver for. For more information, call Member Services.

Online Healthy Lifestyle Programs

With our online wellness programs, you’ll get advice, encouragement, and tools to help you create positive changes in your life. Our complimentary programs can help you:

- Lose weight
- Eat healthier
- Quit smoking
- Reduce stress
- Manage ongoing conditions, such as diabetes or depression

Start with a Total Health Assessment, a simple online survey to give you a complete look at your health. You can also link the results of your assessment to your electronic health record to share and discuss with your doctor. Visit kp.org/healthylifestyles to get started.

ChooseHealthy®

The ChooseHealthy® program provides discounts on health and fitness products and services to help you reach your health goals. Visit kp.org/choosehealthy and register to see what’s available to you.

CONVENIENT CARE your way

Use your smartphone, computer, or tablet to choose from a number of convenient care options to meet your lifestyle.

Chat online
Connect online in real time with a Kaiser Permanente physician, pharmacist, or financial counselor.

Email
Message your doctor’s office with nonurgent questions anytime, and get a response within 24 hours.

Video visits
Ask about this online alternative to an in-person visit.

E-visits
Fill out an online questionnaire about your symptoms—a registered nurse will respond within 4 hours with a care plan.

Phone visits
Save yourself an office visit by scheduling a call with a doctor.

24/7 Advice
Call us at 303-338-4545 or 1-800-218-1059 (TTY 711), anytime, day or night, for medical advice and care guidance.
Total health
CARING FOR MIND, BODY, AND SPIRIT

Complementary medicine helps you find balance as you care for your health.

Our Centers for Complementary Medicine provide nontraditional treatments, often in addition to standard medical treatments, to address a variety of conditions and improve your overall health and wellness. For information or to make an appointment at a Kaiser Permanente medical office, call 1-844-800-0788 (TTY 711) or visit kpccm.org.

Select Denver/Boulder medical offices offer chiropractic care, acupuncture, therapeutic massage, and Mindfulness-Based Stress Reduction classes. Mountain Colorado members can also seek services through network providers in Mountain Colorado.

N
Chiropractic care is available at Greeley and Loveland Medical Offices. Chiropractic care, acupuncture, and massage therapy are available through network providers. Hours vary by location (see page 18 for address listings).

S
Chiropractic care is available at Briargate and Pueblo North Medical Offices, and acupuncture, chiropractic, and massage therapy are accessible through network providers.
Mental Health and Wellness

We offer a full range of mental health and wellness evaluation and treatment services for children, teens, families, and adults dealing with substance abuse, emotional health, and/or behavioral health needs. Visit kp.org/mentalhealth for other mental health resources in your area.

To access behavioral health services in Denver/Boulder, call the Kaiser Permanente Behavioral Health Access Center at 303-471-7700 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m. No referral is needed. See behavioral health locations in Denver/Boulder on page 10.

NOTE: If you have a Medicaid plan and need mental health or substance abuse treatment services, please contact the regional organization in your area that can connect you to a provider.

If you live in Denver, Adams, Arapahoe, Douglas, or Elbert County, please contact Colorado Access at 720-744-5124 or 1-866-833-5717. If you live in Boulder, Broomfield, Clear Creek, Gilpin, or Jefferson County, please contact Colorado Community Health Alliance Care Coordination (CCHA) at 303-256-1717 or 1-855-627-4685.

If you have a question about accessing services, please call the Medicaid Behavioral Health Care Coordinator referral line at 303-699-3762 (TTY 711).

Beacon Health Options administers behavioral health and chemical dependency services for our Mountain and Southern Colorado members. Behavioral health and chemical dependency/substance abuse outpatient care is provided on a self-referral basis. For help, please call anytime, day or night, at 1-866-702-9026 (TTY 1-866-835-2755).

In Northern Colorado, behavioral health services are available at the Fort Collins, Greeley, and Loveland Medical Offices. Additionally, Kaiser Permanente contracts with 4 agencies for mental health and wellness services. Each of these agencies has numerous locations in Larimer and Weld Counties. To access services, call the Kaiser Permanente Behavioral Health Access Center at 1-866-359-8299 (TTY 711), Monday through Friday, 8:30 a.m. to 5 p.m.

Preventive Care

When you receive care at Kaiser Permanente medical offices, your preventive care services are tracked in your electronic health record, which plays a vital role in your care.

And when you’re registered on kp.org, you’ll get automatic reminders when you’re due for a screening. We’ll let you know when to come in, so you’re free to focus on living your life.

Many preventive visits are covered at no cost to you, once per benefit year when indicated, according to the U.S. Preventive Services Task Force. These include:8

- Bone mineral density testing
- Cholesterol tests
- Fasting blood sugar test for type 2 diabetes
- Hemoglobin A1C testing
- Mammography screening for breast cancer
- Pap, and when indicated, HPV testing
- Prescription statins
- Prostate blood test
- Routine childhood immunizations
- Screening for select sexually transmitted infections
- Stool test for colon cancer screening
- Tuberculosis skin test

For behavioral health or chemical dependency emergencies

Call 911 or go to the nearest emergency department.
MANY SERVICES under one roof

Do more in less time!

In most of our medical offices, you can see a doctor, get a lab test, and pick up prescriptions—all in a single trip.
Pharmacy Services

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 whether a medication is on our formulary. This is our list of preferred brand-name and generic medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost-effective drug treatments. If the medication is not on the formulary, your doctor can find an equivalent by calling our Clinical Pharmacy Call Center (see page 32 for phone number and hours). Together, they can select the right medication for you.

Important information for Southern Colorado members with plans that require refills at Kaiser Permanente pharmacies:

Members who require maintenance medications (birth control, blood pressure, diabetes, cholesterol, thyroid, etc.) may fill the first order of a maintenance medication at a Kaiser Permanente medical office pharmacy or a network pharmacy. To receive your pharmacy benefit, refills of maintenance medications must be filled at a Kaiser Permanente medical office pharmacy or through the Kaiser Permanente Mail Order Pharmacy. Non-maintenance medications for one-time or urgent conditions, such as infections (antibiotics) or pain, can be filled immediately at a Kaiser Permanente medical office pharmacy or a network pharmacy. Call Member Services or the Southern Colorado Resource Team for more information (see page 21).

Pharmacy contacts

Automated Mail Order Refill Service

1-866-938-0077 (TTY 711),
24 hours a day, 7 days a week

Mail Order Pharmacy

1-866-523-6059 (TTY 711),
Monday through Friday, 8 a.m. to 6 p.m.

Filling and Refilling Prescriptions

BY MAIL: You can order your prescriptions through our Mail Order Pharmacy with no shipping costs at kp.org/rxrefill, or by calling the 24-hour automated phone line at 1-866-938-0077 (TTY 711). We ask for 7 to 10 days for shipping, but most orders are delivered much sooner.

BY PHONE: Each medical office pharmacy has a 24-hour refill phone number; pharmacy phone numbers for each location can be found in this guide.

ONLINE: Order refills online at kp.org/rxrefill to request pickup at the medical office of your choice.

TEXT ALERTS: Ask the pharmacy to send you text alerts when your prescription is ready for pickup.

TRANSITION PRESCRIPTIONS: You can transition your current prescriptions to Kaiser Permanente by logging on to kp.org/newmember and clicking on “Transition prescriptions.”

IN-PERSON: Fill your prescriptions at any Kaiser Permanente medical office pharmacy.

In person—Fill your prescriptions in person at any Kaiser Permanente medical office pharmacy in Denver/Boulder, Northern Colorado, or Southern Colorado, or at a network pharmacy of your choice in your specific service area. For more information about your pharmacy benefit or to locate a network pharmacy in your plan, call Member Services.

If you are in Southern Colorado, how you fill and refill your prescriptions depends on your plan. For more information about your pharmacy benefit or to locate a network pharmacy in your plan, please call Member Services or the Southern Colorado Resource Team.
Clinical Pharmacy Services

Clinical pharmacists and specialists work with your doctor and health care team to help with disease management, transitioning your prescriptions to Kaiser Permanente, medication education, and ensuring appropriate use of your medications. You can find clinical pharmacists and specialists at most Kaiser Permanente medical offices and in various departments, including: Anticoagulation and Anemia Services, Cardiac Risk Services, and the Clinical Pharmacy Call Center. Call 303-338-4503 or 1-866-244-4119 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m. Or, log on to kp.org to chat with a pharmacist about any medication questions you may have.

Vision and Eye Care

Our team of eye care professionals is dedicated to helping you keep your eyes healthy and your vision sharp. Get the eye care you need to stay healthy, including eye exams, glasses, and contact lenses. Consult your Evidence of Coverage or Membership Agreement to see if you are covered. These services are also available on a fee-for-service basis. Call Member Services for questions regarding your optical benefits.

Visit one of our Ophthalmology or Optometry Eye Care departments for a comprehensive eye exam and to fill your prescription for eyewear (see page 10 for locations). Some locations also offer contact lens services.

Visit a Kaiser Permanente medical office in Denver/Boulder, or contact a network optometrist or ophthalmologist directly.

Contact a network optometrist or ophthalmologist directly.

Visit the Kaiser Permanente Briargate Medical Offices, or contact a network optometrist or ophthalmologist directly.

When you order your prescriptions from our Mail Order Pharmacy, you can simply open your mailbox. And you may save money, too. Ordering is easy
Delivery is fast
Available for new and refill prescriptions
Up to 3 months of medication for the cost of 1 or 2 copayments

Order online at kp.org/rxrefill or on the mobile app.
Plan and product restrictions may apply. Check your Evidence of Coverage or Membership Agreement for further information.
Lab Services

For routine lab work, you can take lab orders to any Kaiser Permanente medical office in Colorado or have lab work done in your network provider's office. Northern and Southern Colorado members may also have lab work done at any lab in their plan’s network – check [kp.org/locations](http://kp.org/locations) for a location near you. Refer to your Evidence of Coverage or Membership Agreement for further details.

Hearing Services

Better hearing can improve your quality of life. Check your Evidence of Coverage or Membership Agreement to see whether audiology tests and hearing aids are covered in your benefit plan or are available on a fee-for-service basis. Visit [kphearingservices.com](http://kphearingservices.com) for more information about providers, locations, and hearing services available to you.

You can get a hearing test and/or a hearing aid fitting at Denver/Boulder Kaiser Permanente medical offices (see page 10 for locations). Mountain and Northern Colorado members can also choose to see a network audiologist. In all cases, no authorization is needed.

Nutrition Services

Do you have ongoing health conditions that may be improved with better nutrition? If so, visit [kphealthy.me](http://kphealthy.me) to find valuable nutrition education and counseling resources.

Financial Services

Medical Financial Counseling Services

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 no-cost medical financial advice, price estimates for upcoming medical services and procedures, and payment plan options.

Simply call:

- **303-338-3025** (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.
- **1-877-803-1929** (TTY 711), Monday through Friday, 8 a.m. to 6 p.m.

You can also visit [kp.org/costestimate](http://kp.org/costestimate). For information on your costs, claims summaries, and out-of-pocket expenses, log on to [kp.org](http://kp.org) for your personalized account information or to chat with a financial counselor. For questions about costs related to services outside of Kaiser Permanente medical offices, contact the provider directly.

Financial counselors are available to meet with you in person at select Kaiser Permanente medical offices. They can assist with billing questions, understanding your plan and benefits, enrollment questions, and claims inquiries.

Pay for Services

Paying your Kaiser Permanente medical bills is easy. Make payments at any medical office, or view and manage the entire payment process right on our website. With our easy-to-use bill payment feature, you can securely make payments online at no extra charge. Visit [kp.org/paymedicalbills](http://kp.org/paymedicalbills) to learn more.

Learn more about all services available to you

Visit [kp.org](http://kp.org) for the latest information on all the services we offer.
Resources
BE YOUR HEALTHIEST YOU

Health Classes
With all kinds of health classes and support groups offered at our medical offices, in the community, and online, there’s something for everyone. Classes vary at each location, and some may require a small fee. Go to kp.org/classes to see all classes available near you.

Support for Ongoing Conditions
If you have a condition such as diabetes, depression, asthma, or COPD, you’re automatically enrolled in a disease management program for personal coaching and support when you see a Kaiser Permanente physician. 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.

Complex Care Management
Complex Care Management is a program designed to support you as you manage your ongoing health conditions. The program includes an assessment to help you with benefits and resources as you navigate the health care system. A Nurse Case Manager works with you and your primary care provider to develop and reach your goals.

You may self-refer by calling:
303-614-1065 (TTY 711)

You may self-refer by calling:
1-877-870-6735 (TTY 711)
Supportive Care Services

Coping with serious illness is difficult and often a challenging time for patients and their loved ones. The Supportive Care team can assist you so you’re comfortable and confident in your care—at any age or stage of serious illness. Our team of physicians, nurses, social workers, and other caregivers is here to help you and those close to you:

- Clarify goals and choices of treatment
- Address fears and concerns
- Manage difficult symptoms
- Understand additional programs and resources available to you, including information on advance care planning

Supportive Care can be provided along with ongoing treatment. We encourage members facing serious, advanced illness to schedule a consultation with a program specialist.

To schedule a consultation, call:

Franklin Medical Offices  
303-861-3481 (TTY 711)

Lone Tree Medical Offices  
303-649-5989 (TTY 711)

Rock Creek Medical Offices  
720-536-6404 (TTY 711)

To schedule a consultation at Fort Collins, Greeley, Loveland, or Spring Creek Medical Offices, call:  
970-350-7821 (TTY 711)

To schedule a consultation, call:

Briargate and Parkside Medical Offices  
719-282-2482 (TTY 711)

Pueblo North Medical Offices  
719-595-5322 (TTY 711)

Life Care Planning

Life Care Planning services support our adult members in planning for future health care needs. As our lives change, so do our goals and plans. We use a staged approach to advance care planning, where conversations begin when people are well and continue throughout life. To learn more about Life Care Planning and to download an Advance Directive, visit kp.org/lifecareplan. Call 303-614-1010 or 1-866-868-7112 (TTY 711) to register for a class, or speak with your provider for a referral to the right Life Care Planning conversation for you.

Senior Resource Line

The Senior Resource Line is Kaiser Permanente’s information and referral line designed to help older adults and their caregivers find resources or services within Kaiser Permanente and the community. When you call this line, you can leave a message describing the resources you are looking for, and a Kaiser Permanente Community Specialist will return your call and provide information about a wide range of services based on your needs. Some of the resources include:

- Transportation
- Financial assistance
- Food assistance
- Support groups and social support systems
- Housing
- Nonmedical, in-home assistance
- Volunteer opportunities
- Kaiser Permanente’s provider rounding programs in long-term care, assisted living, and skilled nursing facilities

Call 1-866-279-0736 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.
Continuing Care
The Continuing Care Department provides adult home health care, hospice care, long-term acute care, acute rehabilitation, skilled nursing facilities, durable medical equipment, oxygen, and some community resources. For more information, call 303-636-3300 (TTY 711), Monday through Friday, 8 a.m. to 4:30 p.m.

Access to Services for the Deaf, Hard of Hearing, or Speech Impaired
Special equipment is needed to connect to TTY numbers. When a TTY number is not specifically listed for a Kaiser Permanente service, provider, or location in this guide, please use your TTY equipment to call 711 and provide the number you want to reach. Kaiser Permanente also provides interpretation services in accordance with the Americans with Disabilities Act and the Civil Rights Act of 1964. When you schedule an appointment at a Kaiser Permanente medical office, we will arrange for interpretation at no cost to you.

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. Some physicians at various medical offices have certain levels of second language proficiency; visit kp.org to see their individual language proficiencies. Physicians have telephone access to interpreters in more than 150 languages, video remote interpretation services in 15 languages, and they can also request an on-site interpreter for an appointment, procedure, or service. We do not charge for language assistance arranged by Kaiser Permanente. For further information about resources in your language, see page 45.

ONLINE RESOURCES to manage your health

Health classes
Go to kp.org/classes to see all classes available near you or online.

Health encyclopedia
Get in-depth health information, including symptoms and treatment options, at kp.org/health.

Health guides
Stay informed on popular health subjects at kp.org/livehealthy.

Drug encyclopedia
Read descriptions of thousands of drugs, including possible side effects, at kp.org/medications.

Recipes
Get inspired to prepare delicious and healthy dishes at kp.org/foodforhealth.
CARE WHEN YOU’RE AWAY from home

If you become ill or injured outside the Colorado service area, Kaiser Permanente covers urgent and emergency services anywhere in the world. If you need routine care or continuing care outside the Colorado service area, please contact Member Services for information on your benefits. You can also reference your Evidence of Coverage or Membership Agreement for additional information.

Planning for Your Travel
You can get help planning for your trip at kp.org/travel or by calling 951-268-3900 (TTY 711). You’ll find important steps to take before, during, and after your trip. And you can get travel resources, including claim forms, in case you need to file a claim for reimbursement after you get back.

Visiting Member Program
You may be able to receive covered health services when visiting other Kaiser Permanente regional health plans outside of Colorado. If your membership is through Medicare, please call Member Services in your home area for the services available to you. If your membership is through Medicaid or CHP+, visiting member services will not apply to you. Please call Member Services for the options available to you.

Outside of Colorado, Kaiser Permanente offers medical care in parts of California, the District of Columbia, Georgia, Hawaii, Maryland, Oregon, Virginia, and Washington. If you anticipate traveling to any of these areas, ask Member Services for a brochure that details your visiting member coverage. Visit kp.org/formsandpubs for more information.

Out-of-Area Benefit
A limited Out-of-Area Benefit is available to enrolled dependents, including spouses, partners, and children up to the age of 26, receiving care outside any Kaiser Permanente regional health plan and outside any Kaiser Permanente Colorado service area. This coverage is in addition to the urgent and emergency care that enrolled dependents have access to. For more information on the Out-of-Area Benefit, contact Member Services, visit kp.org/formsandpubs, or refer to your Evidence of Coverage or Membership Agreement.

International Travel Clinic
Our International Travel Clinic provides consultations for members traveling abroad to assess the health risks of the destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call the International Travel Clinic 2 months before your trip to allow time to schedule any vaccines you may need:

Denver/Boulder: 303-283-2650 (TTY 711)

Mountain, Northern, and Southern Colorado: 1-800-888-8540 (TTY 711)
Notice of Privacy Practices

Our regional Notice of Privacy Practices 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 a 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.

Disability Access

It is our policy to make our facilities, services, and programs accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides reasonable accommodations to individuals with disabilities, including: (1) access to service animals and their users, except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals who have hearing, cognitive, and/or communication-related disabilities, including qualified sign language interpreter services and informational materials in alternative formats (examples include large print, audio tapes/CDs, electronic texts/disks/CD-ROMs, and braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

For help in your language

Please see page 45 for information on language assistance services.
New Technology

Kaiser Permanente evaluates new, existing, and emerging medical technologies on an ongoing basis. The Interregional New Technologies Committee (a national Kaiser Permanente group) and local new technology committees make recommendations to clinicians regarding the medical appropriateness of the technology. 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. For more information, contact Member Services.

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 is 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. We encourage you to think about and document your health care choices now, regardless of age, in case you’re ever unable to speak for yourself. For some people, it can be uncomfortable to talk about illness, injury, and dying. Although it isn’t always easy, it’s important to have conversations about what you value most in life and how you would want to be treated in specific health or medical situations. Get support from Kaiser Permanente through Life Care Planning at kp.org/lifecareplan. Take action to have your wishes known and honored by attending a free Life Care Planning First Steps class (with your chosen health care agent) and completing an advance directive. Call 1-866-868-7112 (TTY 711) to register, or speak with your provider for a referral to the right Life Care Planning conversation for you.

Additional information about advance directives can be found at the Colorado Department of Public Health and Environment website at 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 about care or service. For information about the Bioethics Committee and its activities, contact Member Services.

Principles of Resource Stewardship (Utilization Management)

Kaiser Permanente’s Quality and Resource Management Program has adopted the following principles:

- Utilization management decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for utilization management decision makers do not encourage decisions 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.
- The organization is also prohibited from making decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.
For Resource Stewardship process or referral inquiries, please call 1-877-895-2705 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m. Staff will provide a telephone interpreter to assist with utilization management issues for individuals who speak limited or no English, free of charge. If you call after normal business hours for the Colorado service area, your message will be forwarded to our utilization management staff, and your call will be returned the next business day. Staff are identified by name, title, and organization name when initiating calls or returning calls regarding utilization management issues. 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, free of charge, please call Resource Stewardship at 1-877-895-2705 (TTY 711), or visit kp.org/quality.

Measuring Care and Service Quality
The true meaning of quality care is the impact it has on your life. See how Kaiser Permanente is leading the way in member satisfaction, hospital safety, and more. For more information about our quality progress, or to request a copy of our Integrated Patient Quality Program description, call us at 303-344-7293 (TTY 711), Monday through Friday, 7:30 a.m. to 4 p.m., or visit kp.org/quality.

Complaints, Claims, and Appeals
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 or Membership Agreement for complete information on filing claims, appeals, and member satisfaction.

Complaints about quality of care or service, or access to facilities or services
If you have a complaint about your quality of care or service, or access to facilities, services, or programs, you may file a complaint online, contact a patient assistance coordinator or a Member Services representative at your local plan facility, or you can call Member Services to discuss your issue. To file a complaint online, go to kp.org/memberservices.

Our representatives will advise you about the resolution process and ensure that the appropriate parties review your complaint. Kaiser Permanente will make appropriate arrangements to ensure that persons with disabilities are provided other accommodations, if needed, to participate in the dispute resolution and complaint processes. Additionally, Kaiser Permanente will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance in good faith.

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 Denver/Boulder 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, please contact your provider and ask that they submit the detailed bill to our Claims Department. 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 or Membership Agreement. To obtain reimbursement, please send your request for payment, along with all bills and receipts, to:

Kaiser Permanente
Claims Department
P.O. Box 373150
Denver, CO 80237-3150

You can obtain a claim form online at kp.org/formsandpubs. 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 711), Monday through Friday, 8 a.m. to 6 p.m., to discuss the circumstances and to obtain the forms you’ll need for appropriate reimbursement.
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

Dispute Resolution
We are committed to promptly resolving your concerns, complaints, and grievances. Any person who believes that she or he has been subjected to discrimination may file a complaint or grievance under this procedure. The following sections describe some dispute-resolution options that may be available to you. Please refer to your Evidence of Coverage or Membership Agreement, or speak with a Member Services representative for the dispute resolution options that apply to you. This is especially important if you are a Medicare member because you have different dispute resolution options available. The information below is subject to change when your Evidence of Coverage or Membership Agreement is revised, and the revised Evidence of Coverage or Membership Agreement replaces the information in this guidebook.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will investigate your complaint or grievance and send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. The person filing the grievance or complaint may appeal the initial decision, and we will issue a decision within 30 days from the date we received your written or verbal request for an appeal. In the case of an expedited review, we will respond in less than 30 days, as described in this section. If Member Services can resolve your grievance to your satisfaction by the end of the following business day, we will not provide any written communication relating to your issue.

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 provide 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 may also view this information at kp.org/memberrights-co.

You have the right to:
• Participate in your health care. This includes the right to receive the information you need to accept or refuse a recommended treatment. Emergencies or other circumstances occasionally may limit your participation in a treatment decision. In general, you will not receive medical treatment before you or your legal representative gives 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.

- 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 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 member satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, which 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.

- Review, amend, and correct your medical records as needed. Kaiser Permanente does not discriminate against any person on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, language, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, or genetic information in admission, treatment, or participation in its programs, services, and activities.

To speak with a representative about our policies and procedures, including benefits and coverage, contact Member Services. Senior Advantage and Medicare members can contact Kaiser Permanente Member Services at 1-800-476-2167 (TTY 711), 7 days a week, 8 a.m. to 8 p.m.
You are responsible to:

- Know the extent and limitations of your health care benefits. An explanation of benefits 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 highest 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. If you are a Child Health Plan Plus (CHP+) member, please refer to your Evidence of Coverage for your full list of rights and responsibilities.

**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 to find out which rules apply to your situation and how payment will be handled.

**How to Get Information About Coverage**

If you have questions about obtaining coverage or understanding your current coverage, please call Member Services.

**Let us know what you think**

If you like the care you receive at Kaiser Permanente, please give us your feedback at kp.org/writeareview.
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:

- Help you plan and manage your health care.
- Listen to your concerns and answer your health questions.
- Coordinate your care across multiple settings, including behavioral health.
- Encourage you to play an active part in your own health care.
- Provide 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.

Kaiser Permanente Publications and Announcements

Most of our publications or important documents can be downloaded at kp.org/formsandpubs. Additionally, we’ll keep you up to date on Kaiser Permanente through your member e-newsletter, as well as additional mailings, text messages, and emails. We encourage you to register on kp.org to receive the monthly e-newsletter. It enables you to get important health plan news and updates, valuable health tips, and information about changes at Kaiser Permanente medical offices or specialty services.

Bookmark kp.org/membernews-co for news and updates from Kaiser Permanente Colorado. This web page is uniquely designed to keep you informed of what’s going on at Kaiser Permanente, with information specific to your area.

Information Subject to Change

The information in the Member Resource Guide is current at the time of publication. The availability of physicians, hospitals, providers, and services may change. For a complete and updated list of our physicians and specialists, visit kp.org/locations. If you have questions about the information in this guide, please call Member Services.

Marketing and Member Communications publishes the Member Resource Guide annually for Kaiser Permanente members. We welcome your comments.

Please email us at: CO-MemberCommunications@kp.org.

Or write to us at:
Marketing and Member Communications
Kaiser Permanente
2500 S. Havana St.
2nd Floor
Aurora, CO 80014
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).

HELP IN YOUR LANGUAGE

<table>
<thead>
<tr>
<th>Language</th>
<th>Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-632-9700 (TTY 711).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amharic</td>
<td>ከማርኛ (Amharic) ይንስት መጠን ላንቋ ኣማርኛ ከሆነ የትርጉም ድርጅቶቹ፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Arabic</td>
<td>إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Bassa</td>
<td>Bəsə o Wù də (Bassa) Dë dë niə ke dyéded yə: C jù ke mBəsə-wùdə-pə-nyə jù ni, nii, à wu də kə do po-po do bé in ngbo kpàa. Da 1-800-632-9700 (TTY 711)</td>
</tr>
<tr>
<td>Chinese</td>
<td>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)。</td>
</tr>
<tr>
<td>Farsi</td>
<td>فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می‌کنید، تماس بگیرید. شماره کلیه خدمات به صورت رایگان در این قبیل ارائه می‌شود. 1-800-632-9700 (TTY 711)</td>
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<tr>
<td>Language</td>
<td>Translation</td>
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<tr>
<td>French</td>
<td>Français (French) ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>German</td>
<td>Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Igbo</td>
<td>Igbo (Igbo) NRỤBAMA: O baru na i na asụ Igbo, ọrụ enyemaka asụsụ, n’efu, diiri gi. Kpoo 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Japanese</td>
<td>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。</td>
</tr>
<tr>
<td>Korean</td>
<td>한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다。1-800-632-9700 (TTY 711) 번으로 전화해 주십시오。</td>
</tr>
<tr>
<td>Navajo</td>
<td>Naabéehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníltí’go Diné Bizaad, saad bee áká’ánida’áwo’déé’, t’áá jiik’eh, éí ná hól ó, koj í’ hódíílnih 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Nepali</td>
<td>नेपाली (Nepali) ध्यान दिनुहोस् : तपा́ ले नेपाली बोलनुहुनुभने भने तपा́रौँ को ननमतत भाषा सहायता से बाह्र न शुल्क पमा उपलब्ध छ। 1-800-632-9700 (TTY 711)</td>
</tr>
<tr>
<td>Oromo</td>
<td>Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Russian</td>
<td>Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Spanish</td>
<td>Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Tagalog</td>
<td>Tagalog (Tagalog) PAUNAWA: Kung nagasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Goi số 1-800-632-9700 (TTY 711).</td>
</tr>
<tr>
<td>Yoruba</td>
<td>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).</td>
</tr>
</tbody>
</table>
REFERENCES

1. Medicaid members need an authorization for specialty care when seeking care with Kaiser Permanente specialists (page 7).

2. If you have a medical emergency, call 911 or go to the nearest emergency department (page 7).

3. To ensure access for your eligible dependents located outside of your service area, you must fill out the Student/Dependent Access Certification form. Go to kp.org/formsandpubs or call Member Services for the form (page 7).

4. In-network for members on KP Select plans (pages 21-23).

5. Medicare not accepted at these locations (pages 22-23).

6. These features are available when you receive care at Kaiser Permanente medical offices (pages 26-27).

7. Check with your doctor’s office to find out if video visits are available to you (page 27).

8. This list is not comprehensive. Please refer to your Evidence of Coverage or Membership Agreement for additional information about your preventive benefits (page 29).

9. 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 prescription medications out of state (pages 31-32).

10. Plan and product restrictions may apply. Check your Evidence of Coverage or Membership Agreement for further information (page 32).

11. Refer to the document you received denying your claim or service, as it outlines your appeal rights in detail (page 41).

12. You or your guardian, next of kin, or a legally authorized responsible person (pages 41-43).

Information in this guide is current at time of publication. Visit kp.org/locations for the most up-to-date hours and locations.
Thank you for choosing Kaiser Permanente as your partner in health.
Visit kp.org to choose a physician, find health resources, chat with a doctor, and so much more. For further assistance, use the phone numbers below.

**DB**
**Denver/Boulder service area**
24/7 Advice and Appointment Scheduling: 303-338-4545
Member Services: 303-338-3800

**M**
**Mountain Colorado service area**
24/7 Advice and Appointment Scheduling: 970-207-7171
Member Services: 1-844-837-6884

**N**
**Northern Colorado service area**
24/7 Advice and Appointment Scheduling: 970-207-7171
Member Services: 1-844-201-5824

**S**
**Southern Colorado service area**
24/7 Advice and Appointment Scheduling: 1-800-218-1059
Member Services: 1-888-681-7878

TTY 711

Chat online
Connect online in real time with a Kaiser Permanente physician, pharmacist, or financial counselor.
Visit kp.org/getcare for all your care options.

Stay connected with us

kp.org/membernews-co
facebook.com/KPColorado
twitter.com/KPColorado
youtube.com/kaiserpermanenteorg