

WELCOME

TO KAISER PERMANENTE MEDICARE ADVANTAGE (HMO)

Make the most of
your membership in
3 EASY STEPS

1



2



3



2020 Kaiser Permanente
Medicare Advantage Handbook for
Employer Group and Federal Members

H2172_EG_19_128

Greetings

Welcome to Kaiser Permanente Medicare Advantage! We're glad to be your partner in health.

This member handbook will help you make the most of your Kaiser Permanente Medicare Advantage membership. It puts important information at your fingertips, including how to get care, important phone numbers, and information about Urgent Care centers. You will also find information about pharmacies and getting care away from home.

If you are new to Kaiser Permanente, this reference guide will walk you through the most important steps to accessing your membership. You can also visit kp.org/newmember to learn more. The sooner you choose a doctor and sign up for an account on our website, the more you'll get out of your new health plan.

We encourage you to take a few minutes to read through this brochure and keep it nearby for quick reference.

If you have any questions about your Kaiser Permanente Medicare Advantage plan, call us at **1-888-777-5536 (TTY 711)**. Take advantage of all that life has to offer by being as healthy as you can be.



Kim K. Horn

President, Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.



Important contacts

Services	Contact	Contact hours
Member Services To ask questions about your benefits and coverage or to request a copy of your <i>Evidence of Coverage</i> .	1-888-777-5536 (TTY 711) Email kp.org	8 a.m. to 8 p.m., seven days a week.
No-cost transportation to medical appointments Kaiser Permanente Medicare Advantage includes 24 rides* for nonurgent medical appointments at Kaiser Permanente medical centers and contracted facilities.	1-571-386-3769 To ensure availability, schedule your ride as soon as possible, but no later than 2 hours prior to your appointment. Rides that are canceled within 3 hours of the scheduled pick up time will be deducted from your ride allowance. You can also call this number to check your ride balance.	24 hours a day/ seven days a week.
Prescription refills by phone	1-800-700-1479 (TTY 711)	24 hours a day/ seven days a week. Follow the instructions to request refills for most prescriptions.
Centers for Medicare & Medicaid Services	1-800-MEDICARE (1-800-633-4227) (TTY 1-877-486-2048) Medicare.gov	24 hours a day/ seven days a week.
Social Security	1-800-772-1213 (TTY 1-800-325-0778)	Monday through Friday, 7 a.m. to 7 p.m.

* Twenty-four one-way rides per contract year. For nonemergency transportation only.



Services	Contact	Contact hours
State Medicaid Offices	<p>Washington, DC DC Department of Health Medical Assistance Administration 1-202-442-5955 (TTY 711)</p> <p>Maryland Maryland Medical Assistance Program/HealthChoice 1-410-767-5800 or 1-800-492-5231 (TTY 1-800-735-2258)</p> <p>Virginia Virginia Department of Medical Assistance Services 1-804-786-6145 or 1-800-552-8627 (TTY 1-800-828-1120)</p>	<p>Monday through Friday, 8:15 a.m. to 4:45 p.m., except District holidays.</p> <p>Monday through Friday, 8 a.m. to 5 p.m.</p> <p>Monday through Friday, 8 a.m. to 5 p.m.</p>
Maryland senior prescription drug assistance program (SPDAP)	<p>The State of Maryland provides assistance through the SPDAP to Medicare beneficiaries with income below certain levels who enroll in a Part D prescription drug plan. Subsidies from the Maryland SPDAP can reduce out-of-pocket Part D premiums for eligible individuals. Interested individuals can apply by calling 1-800-551-5995 (TTY 1-800-877-5156).</p>	<p>Monday through Friday, 8 a.m. to 5 p.m.</p>



Kaiser Permanente medical facilities

Our goal is to make it as easy and convenient as possible for you to get the care you need when you need it. Please refer to the map below or search for a facility by ZIP code or keywords at kp.org/facilities to find the one nearest you.

Maryland

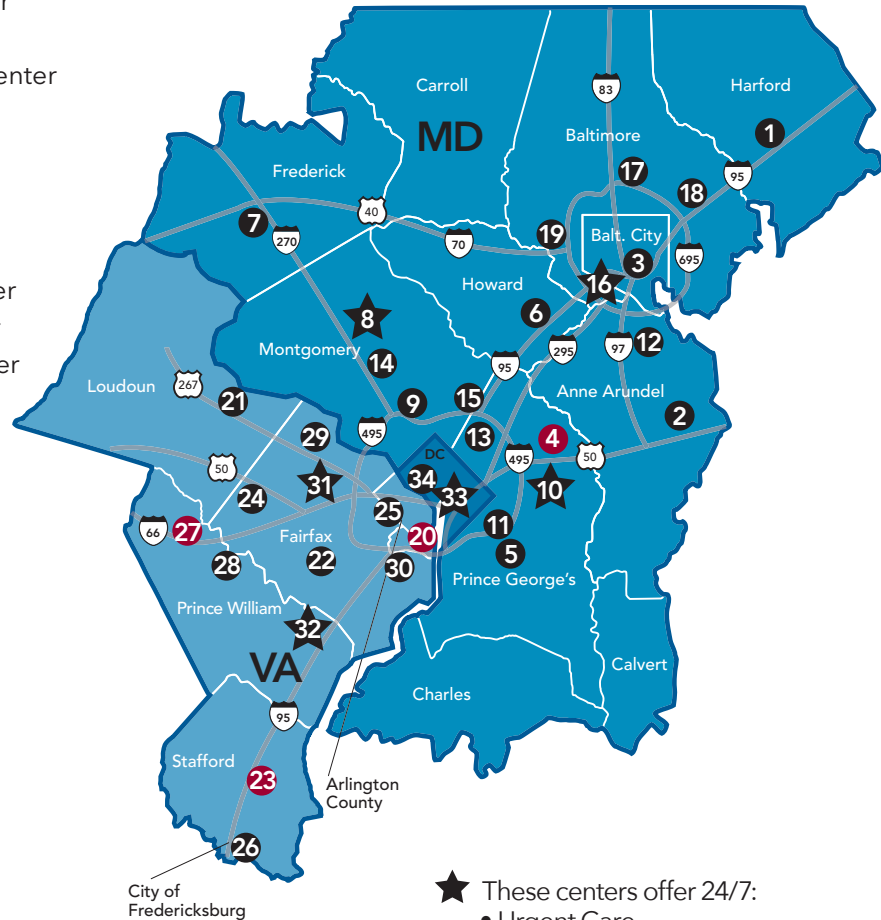
- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 Kaiser Permanente Baltimore Harbor Medical Center
- 4 OPENING LATE 2020**
Bowie Fairwood Medical Center
- 5 Camp Springs Medical Center
- 6 Columbia Gateway Medical Center
- 7 Kaiser Permanente Frederick Medical Center
- 8 Gaithersburg Medical Center
- 9 Kensington Medical Center
- 10 Largo Medical Center
- 11 Marlow Heights Medical Center
- 12 North Arundel Medical Center
- 13 Prince George's Medical Center
- 14 Shady Grove Medical Center
- 15 Silver Spring Medical Center
- 16 South Baltimore County Medical Center
- 17 Towson Medical Center
- 18 White Marsh Medical Center
- 19 Woodlawn Medical Center

Washington, DC

- 33 Kaiser Permanente Capitol Hill Medical Center
- 34 Northwest DC Medical Office Building

Virginia

- 20 NOW OPEN**
Alexandria Medical Center
- 21 Ashburn Medical Center
- 22 Burke Medical Center
- 23 OPENING AUGUST 2019**
Colonial Forge Medical Center
- 24 Fair Oaks Medical Center
- 25 Falls Church Medical Center
- 26 Fredericksburg Medical Center
- 27 OPENING SEPTEMBER 2019**
Haymarket Crossroads Medical Center
- 28 Manassas Medical Center
- 29 Reston Medical Center
- 30 Springfield Medical Center
- 31 Tysons Corner Medical Center
- 32 Woodbridge Medical Center



- ★ These centers offer 24/7:
 - Urgent Care
 - Lab
 - Pharmacy
 - Radiology

Please check kp.org/facilities for the most up-to-date listing of the services located at Kaiser Permanente medical centers.

Let's get started!

Making the most of your membership takes only 3 easy steps.
Ready to go?



Step 1:

Choose your Kaiser Permanente doctor – and change anytime 7

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of great doctors on kp.org/doctor. And, remember—you can change your doctor for any reason, at any time.



Step 2:

Create your online account on kp.org 9

Next, let's get you plugged in to your online gateway to great health—kp.org. Here, you can access your doctor's office, your health information, and so much more—from anywhere you are. [Kp.org](https://kp.org) is designed to help you manage your health and keep you feeling great.*



Step 3:

Get prescriptions 10

Finally, we'll help you transfer your prescriptions to Kaiser Permanente. We make it easy with just a call or a click. Have your prescription information handy and we'll take care of the rest.

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* These features are available when you get care at Kaiser Permanente facilities. You will not be able to manage services you receive from physicians that do not practice at Kaiser Permanente medical centers on kp.org.



1

Choose your Kaiser Permanente doctor – and change anytime

Select an available Kaiser Permanente doctor and change to another available Kaiser Permanente doctor anytime, for any reason

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

Your physician network

A physician network is a group of doctors and other providers who are contracted to give health care services to plan members. Your network includes physicians in the Mid-Atlantic Permanente Medical Group, P.C. who practice in Kaiser Permanente medical centers. You may also choose network physicians for primary care and obstetrics-gynecology. Network physicians are in private practice in the community and do not practice at Kaiser Permanente medical centers. You must use network providers except in emergency or urgent care situations or for out-of-area renal dialysis. If you obtain routine care from out of network providers, neither Medicare nor Kaiser Permanente will be responsible for the costs.

To access our online provider directory, visit kp.org/directory. To request a copy of the provider directory, please refer to the Provider Directory Request Notice included in this kit. You can also call Member Services at **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Choose the right Kaiser Permanente doctor

To help you find a personal doctor (also called a primary care physician or PCP) who's right for you, you can browse our online doctor profiles. There, you'll see information related to their education, credentials, specialties, and interest areas, as well as whether or not they're accepting new patients.

Women up to age 75 should choose an obstetrician-gynecologist (ob/gyn) in addition to their PCP.

You can choose a personal doctor with any of these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Each covered family member may choose his or her own personal doctor. If you do not choose a PCP or ob/gyn within the first 30 days of enrollment, one will be assigned to you.

If the doctor you'd like to select isn't accepting new patients, you can call us for assistance at the number on the next page.



Change your doctor anytime

You can choose and change your Kaiser Permanente doctor at any time, for any reason, by visiting kp.org/doctor, or you can call us for assistance at the number below.

Notification of physician changes

If your doctor leaves our network or changes office locations, we will mail you a letter explaining the change and when the change is effective. Typically, another physician will be named to take your doctor's patients. However, if you would like to make your own selection, you may do so at any time. If your physician is just moving to another location, you may choose to continue seeing him or her at the new location.

Choose by phone

Call us at **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m. Once you've decided on a doctor, we can help you schedule your first appointment.

Choose online

Go to kp.org/doctor to browse our doctor profiles, find a doctor who matches your needs, and schedule your appointment. Once you've chosen, call **1-800-777-7904 (TTY 711)**, 24 hours a day, seven days a week, to schedule your first appointment.



2 Create your online account on kp.org

👉 Registering is very easy

Go to kp.org/newmember from a computer or mobile device and follow the sign-on instructions. You'll need your medical record number, which you can find on your member ID card.

Next, take a few minutes to complete the Kaiser Permanente Medicare Total Health Assessment, which provides us an overview of your medical history and allows us to provide the best care for you.

Start using our secure website, kp.org, to manage your health on your time*

Visit kp.org anytime, from anywhere, to:

- View most lab results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Manage a family member's health care
- And much more

Got a health matter that needs attention?

Video visits[‡] are available with Kaiser Permanente primary care physicians, mental health providers, and emergency doctors. Simply visit kp.org or use our mobile app to schedule your video visit. You can also call the advice nurse any time for a video appointment.

Caregiver access

Caregivers can have access to certain features of kp.org for their loved ones who are Kaiser Permanente members. Non-members can be caregivers on kp.org as long as they are at least 18 years old and have either:

1. Permission from you, or
2. Legal rights to make health care decisions on your behalf, or legal rights to access your health care information.

To set up an account, go to kp.org/register and follow the prompts for caregiver access.

Download the Kaiser Permanente app

Now you can download the Kaiser Permanente app to your smartphone.

1. From your smartphone, go to your preferred app site: App StoreSM (iOS) or Google Play[®] (AndroidTM).[†]
2. Search for the Kaiser Permanente app, then download it to your smartphone.
3. Use your kp.org user ID and password to activate the app, and you'll be ready to go!

* These features are available when you get care at Kaiser Permanente facilities.

† Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

‡ When appropriate and available.



3

Get prescriptions*

We make it easy to get your prescriptions

We now have 2 ways to help you transfer your prescriptions from your current pharmacy to a Kaiser Permanente pharmacy.

1. Go to **kp.org/newmember** and follow the steps to complete the online form.
Or
2. Simply choose a Kaiser Permanente pharmacy at **kp.org/facilities** and call the pharmacy for assistance.

Remember to contact us before you need a refill, as it can take 2 or more business days to transfer your prescriptions.

Here's what you'll need

To transfer a prescription, please have the following information ready when you call:

- Your Kaiser Permanente medical record number
- The name and telephone number of your current pharmacy
- The name, strength, and directions for use of the prescribed medication
- The prescription number of the prescribed medication
- The name and phone number of the physician who prescribed the medication

Transfer prescriptions by phone

Call us at **1-800-700-1479 (TTY 711)**

Transfer prescriptions online

Go to **kp.org/newmember** and follow the steps to transferring your prescriptions.

What drugs are covered?

Visit **kp.org/seniorrx** for a list of approved drugs. You can also call Member Services to request a printed copy of the formulary. Please check **kp.org/seniorrx** regularly for changes to the list of approved drugs.

Picking up your order

You can fill your prescriptions at the Kaiser Permanente pharmacies located in our medical centers. Just select the Kaiser Permanente pharmacy where you'd like to pick them up. Visit **kp.org/facilities**.

* Not all Kaiser Permanente Medicare Advantage plans include coverage for outpatient prescription drugs. Please consult your *Evidence of Coverage* for more details.



Getting refills by mail

Once you've transferred your prescriptions, filling your orders for home delivery—at no additional charge—is easy. Just call **1-800-700-1479 (TTY 711)** to get most prescription refills mailed to you. Or register to use My Health Manager at **kp.org**. Then place your order online and choose the mail option.*

Try our My KP Meds app

Keep track of your medications right in the palm of your hand when you download the MY KP Meds app. Review your history, refill medications, schedule reminders, and view changes made by your doctors in your medical records. The My KP Meds app is available at no cost from the App StoreSM (iOS) or Google Play[®] (AndroidTM).[†]

For a list of Kaiser Permanente pharmacies and phone numbers, see page 25.

* Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.

For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call **1-800-700-1479 (TTY 711)**, 24 hours a day, 7 days a week.

[†] Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.



Getting care

Member identification (ID) card

You will receive your member identification card in the mail. You will need your ID card to make appointments, fill prescriptions, and receive medical services. Your member ID card is issued to you, and only you may use it.¹

Keep your ID card with you at all times. If you lose your ID card, call Member Services or go to My Health Manager on **kp.org** to request a replacement. You will be asked to show a valid, government-issued photo ID in addition to your member ID card when you check in for an appointment at a Kaiser Permanente facility. If you have not received your member ID card, your valid, government-issued ID can serve as a temporary ID card.

If your ID card is lost or stolen, go to **kp.org** to request a replacement, or call Member Services. Your Kaiser Permanente ID card is the only card you should use to get covered medical services. Please keep your red, white, and blue Medicare card in a safe place in case you need it later.

Digital Membership ID Card²

You can access a digital version of your membership ID card on the Kaiser Permanente app.

To access the KP mobile ID card membership, register at **kp.org** and then download the Kaiser Permanente app from your favorite app store.

To use your digital membership card, tap the card icon at the bottom of the Kaiser Permanente app dashboard.

NEW Transportation to medical appointments

Never miss an important medical appointment with no-cost transportation. Kaiser Permanente Medicare Advantage includes 24 rides* for nonurgent medical appointments at Kaiser Permanente medical centers and contracted facilities. To schedule a ride or request your ride balance call **1-571-386-3769** 24 hours a day, 7 days a week. To ensure availability, schedule your ride as soon as possible, but no later than 2 hours prior to your appointment. Rides that are canceled within 3 hours of the scheduled pick up time will be deducted from your ride allowance.

¹ Letting another person use your ID card for care is considered fraud, and can result in your coverage being terminated.

² The digital membership ID card is not available with all Kaiser Permanente Medicare health plans.

* Twenty-four one-way rides per contract year. For nonemergency transportation only.



The right care

Services	Contact	Availability
<p>Seeing your doctor</p> <p>For an expected care need, like a recommended preventive screening or a visit for a health issue currently being treated. Or, a new health concern or change in an existing health condition that is not an urgent care need.</p>	<p>At Kaiser Permanente facilities: 1-800-777-7904 (TTY 711) or kp.org/appointments.</p> <p>If you have a network physician, contact your doctor’s office directly.</p>	<p>Call or go online 24 hours a day, 7 days a week to schedule appointments with Kaiser Permanente physicians.</p> <p>If your doctor is not a Kaiser Permanente physician, call the doctor’s office for business hours.</p>
<p>Video visits*</p> <p>See physicians and providers for urgent health concerns by video visit—wherever you need.</p>	<p>With doctors who practice at Kaiser Permanente medical centers: 1-800-777-7904 (TTY 711)</p>	<p>Call or go online 24 hours a day, 7 days a week to schedule video visits with Kaiser Permanente physicians.</p>
<p>Seeing specialty doctors</p> <p>You need a referral from your primary care physician for specialty care. In most cases, an appointment will be coordinated for you by your care team.</p> <p>You do not need a referral for obstetrics-gynecology, optometry, dental, and some behavioral health services.</p>	<p>At Kaiser Permanente facilities: 1-800-777-7904 (TTY 711)</p> <p>If you have a network physician, contact your doctor’s office directly.</p>	<p>Call or go online 24 hours a day, 7 days a week to schedule appointments with Kaiser Permanente specialists.</p> <p>If your doctor is not a Kaiser Permanente physician, call the doctor’s office for business hours.</p>

* When appropriate and available.



Services	Contact	Availability
<p>Medical advice by phone</p> <p>Whenever you need medical advice or are unsure whether you need urgent care.</p>	<p>1-800-777-7904 (TTY 711)</p>	<p>Call for medical advice 24 hours a day, 7 days a week.</p> <p>If you have a Kaiser Permanente primary care physician and receive services at Kaiser Permanente medical centers, we will be able to access your personal medical information when you call.</p>
<p>Urgent care</p> <p>Visit any Kaiser Permanente Urgent Care center.</p>	<p>1-800-777-7904 (TTY 711)</p> <p>Unsure if you need urgent or emergency care? Call 1-800-677-1112 (TTY 711).</p>	<p>14 locations; 6 open 24 hours a day, 7 days a week.</p> <p>kp.org/urgentcare/mas</p> <p>Walk-ins are welcome for members.</p>
<p>Emergency care*</p> <p>You are covered for urgent and emergency illness or injury anywhere in the world.</p>	<p>If you think you're experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility anytime, day or night.</p> <p>Unsure if you're experiencing an emergency? Call 1-800-677-1112 (TTY 711).</p>	<p>24 hours a day, 7 days a week.</p>

* If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. A medical emergency is when you, or any other prudent layperson with an average knowledge of health or medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.



Services	Contact	Availability
<p>Mental health and wellness</p> <p>You can seek initial consultation without a referral from your doctor for outpatient treatment for mental health or substance use conditions.</p>	<p>1-866-530-8778 (TTY 711)</p>	<p>Monday through Friday, 8:30 a.m. to 5 p.m. (except holidays).</p>
<p>Vision care</p> <p>You don't need a referral from your doctor.</p>	<p>1-800-777-7904 (TTY 711)</p>	<p>Hours vary by location.</p> <p>kp2020.org</p>
<p>Dental care</p> <p>Preventive dental plan with Dominion National (Dominion). To find and choose a participating dentist, visit DominionNational.com/kaiserdentists or call Dominion Member Services at 1-855-733-7524 (TTY 711), Monday through Friday, 7:30 a.m. to 6 p.m.</p>	<p>1-855-733-7524 (TTY 711)</p> <p>Knowledgeable Dominion Member Service Specialists are available to answer your questions about coverage or to help you find a participating dentist.</p>	<p>Monday through Friday, 7:30 a.m. to 6 p.m.</p>

If you are new to Kaiser Permanente or haven't seen your Permanente doctor yet, and if you have a chronic condition, were recently hospitalized, or are or think you might be pregnant, please make an appointment as soon as possible. Call **1-800-777-7904 (TTY 711)**.



Preventive care

Preventive care is key to how we practice medicine at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious. Your health care team is here to help you make the right choices at the right times. Your preventive care needs depend on:

- Age
- Gender
- Health habits, and
- Personal health history

Find out what screenings you need at every stage of life online at kp.org/prevention. We also recommend that you sign up for kp.org and, once registered, that you complete the Kaiser Permanente Medicare Total Health Assessment. This will give you a prevention plan that meets your needs and addresses what matters to you. You will also find other tools and resources there.

Copays for preventive care

With Medicare Advantage, you pay \$0 copay for most preventive care. This includes routine physicals and certain screenings and tests (such as mammograms). So there's no need to delay making your first appointment with your doctor.

Sometimes during an appointment for a preventive care visit, the doctor will want to do something that is not considered preventive care. For example, during your routine appointment, the doctor may find a mole that needs to be removed for testing. Because that's not covered as preventive care, you will be asked to pay a copay for the service. In most cases, you will get a bill in the mail for such additional, non-preventive services.

Support for ongoing conditions

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

Leave a message anytime at **1-703-536-1465** in the Washington, DC metropolitan calling area or at **1-410-933-7739** in the Baltimore area. Please leave your name, medical record number, address, and the condition for which you are requesting information, and we will return your call within 2 business days.



Specialty care

Referrals to specialists

Kaiser Permanente physicians and other network providers offer primary care, pediatric services, obstetric/gynecological services, and specialty care—including but not limited to orthopedics, general surgery, dermatology, neurology, cardiology, and gastroenterology. If your primary care physician decides, in consultation with you, that you require medically necessary and appropriate services, you may be referred to a Kaiser Permanente physician or other network provider for that service. The referral that has been entered by your primary care provider or attending specialist must be authorized before you receive nonemergency specialty care services.

Your primary care physician or specialist may refer you to an out-of-network provider. Services from out-of-network providers will be authorized only if not available from network providers. You must have an authorized referral to the out-of-network provider in order for us to cover the services and/or supplies. If the referral to an out-of-network provider is appropriately authorized, you pay only the copayments you would have paid if a network provider had provided the service and/or supplies.

Examples of services requiring authorization or notification include but are not limited to the following:

- Inpatient admissions, including those for childbirth, behavioral health, and chemical dependency (inpatient admissions are those hospital visits for which members are admitted to a facility for 24 hours or more).
- Specialized services, such as home health, medical equipment and associated supplies, and hospice care.
- Skilled nursing and acute rehabilitation facilities.
- Nonemergency medical transportation.
- Care received from a practitioner or facility that does not have a contract with Kaiser Permanente.
- Nonemergency care received outside of the Kaiser Permanente service area. Emergency services (inside and outside our service area) do not require a referral from a primary care physician. You do not need to obtain care from a network provider.

If you have any questions regarding the status of your referral or denied services or would like to request a copy of any guideline or other criteria (provided at no charge) used in any decision regarding your care, please contact Member Services.

Out of network/non-contracted providers are under no obligation to treat Kaiser Permanente members, except in emergency situations. Please call our customer service number or see your *Evidence of Coverage* for more information, including the cost sharing that applies to out-of-network services.



See certain specialists without a referral

You don't need a referral for the following specialties. Just call for an appointment.

Specialty	Contact	Contact hours
Obstetrics/Gynecology	1-800-777-7904 (TTY 711)	24 hours a day/seven days a week.
Behavioral health Initial consultation for outpatient treatment for mental illness, emotional disorders, chemical dependency, and addiction medicine.	1-866-530-8778 (TTY 711)	Monday through Friday, 8:30 a.m. to 5 p.m. (except holidays).
Vision care No referral is needed for routine eye exams, glaucoma screenings, and cataract screenings.	1-800-777-7904 (TTY 711)	24 hours a day/seven days a week.
Dental Preventive dental plan with Dominion National (Dominion). To find and choose a participating dentist, visit DominionNational.com/kaiserdentists or call Dominion Member Services at 1-855-733-7524 (TTY 711) , Monday through Friday, 7:30 a.m. to 6 p.m.	1-855-733-7524 (TTY 711) Knowledgeable Dominion Member Service Specialists are available to answer your questions about coverage or to help you find a participating dentist.	Monday through Friday from 7:30 a.m. to 6 p.m.

For other types of specialty care, your doctor will refer you.

Getting a second opinion

If you need a second opinion, your primary care physician or specialist will help coordinate this for you. Kaiser Permanente Medicare Advantage will cover it, as long as you visit another Kaiser Permanente Medicare Advantage provider with an authorized referral from your primary care physician. If you get services from any doctor, hospital, or other health care provider without getting an authorized referral in advance (except for emergency care or urgently needed care received outside the service area), you may have to pay for these services yourself, even if you get the services from a network provider.



Healthy extras

Resources for healthy living

Take advantage of our wide variety of resources to help keep you informed, inspired, and feeling your best.

BrainHQ

Brain training that works

Your brain defines who you are. It's the center of everything you think, do, and feel. That's why Kaiser Permanente has included BrainHQ with your membership. BrainHQ's online exercise, that you can do on a computer or mobile device, improve cognitive function (including memory, attention, and processing speed) as well as daily life (including safer driving, improved balance, and better mood)—and people who use it notice the difference.

What's more, BrainHQ supports you every step of the way, with great features such as:

- Weekly challenges to inspire you to improve
- A personalized trainer that tailors the training to you
- Progress reports to give you insight into how you're doing
- Flexible training that fits your schedule
- A monthly newsletter with brain health news, tips, and recipes

To set-up your no-cost account, please visit kp.brainhq.com.

Health education classes at our facilities

Our Health Education Departments offer health classes and support groups at our facilities, some of which may require a fee. Course catalogs are available at our Health Education Departments. Registration is required. To register, call **1-800-444-6696** anytime, day or night. You can also browse course listings online at kp.org/classes.

Monthly newsletter

When you sign up on kp.org, you'll automatically start getting our *Partners in Health* monthly newsletter by email. It has health tips, member stories, and updates on facilities and services.

Online wellness programs

Our online healthy lifestyle programs create customized action plans tailored to your health needs and areas of interest. Start with a Total Health Assessment and go from there.

Visit kp.org/healthylifestyles.



Thriving After 60

Connect with other members at workshops and outings.

Thriving After 60 is a series of no-cost group activities focused on the changing health and wellness needs of those age 60 plus. Our classes and workshops can help you maintain your health and energy and stay connected with the community.

For a complete list of seminars and outings, check out the calendar and register for your favorites online at [TA60.cvent.com/2019](https://www.cvent.com/2019) for events in 2019 and [TA60.cvent.com/2020](https://www.cvent.com/2020) for events in 2020. You can also visit the TA60 Facebook page at www.facebook.com/ThrivingAfter60.



Urgent Care locations and hours

Save the emergency room for emergencies. When you need care right away and it is not an emergency, call 1-800-777-7904 (TTY 711) for an Urgent Care appointment.

Unsure if you need urgent or emergency care? Call the advice line at 1-800-677-1112 (TTY 711). The addresses, telephone numbers, and hours of operation may change. Centers open 24/7 are open those hours on all holidays. For up-to-date information, visit kp.org/urgentcare/mas.

KAISER PERMANENTE FACILITIES

District of Columbia

Capitol Hill Medical Center
700 Second Street, NE
Washington, DC 20002
Hours: 24 hours a day,
7 days a week

Maryland

Baltimore Harbor Medical Center
815 E. Pratt Street
Baltimore, MD 21202
Hours: 5 p.m.-1 a.m. M-F
9 a.m.-5 p.m. Sa, Su,
holidays

Camp Springs Medical Center
6104 Old Branch Avenue
Temple Hills, MD 20748
Hours: 5:30 p.m.-8 a.m. M-F
24 hours Sa, Su, holidays

Gaithersburg Medical Center
655 Watkins Mill Road
Gaithersburg, MD 20879
Hours: 24 hours a day,
7 days a week

Kensington Medical Center
10810 Connecticut Avenue
Kensington, MD 20895
Hours: 5:30 p.m.-1 a.m. M-F
9 a.m.-9 p.m. Sa, Su,
select holidays

Largo Medical Center
1221 Mercantile Lane
Largo, MD 20774
Hours: 24 hours a day,
7 days a week

South Baltimore County Medical Center
1701 Twin Springs Road
Halethorpe, MD 21227
Hours: 24 hours a day,
7 days a week

White Marsh Medical Center
4920 Campbell Boulevard
Nottingham, MD 21236
Hours: 5 p.m.-1 a.m. M-F
9 a.m.-5 p.m. Sa, Su

Woodlawn Medical Center
7141 Security Boulevard
Woodlawn, MD 21244
Hours: 5 p.m.-1 a.m. M-F
9 a.m.-5 p.m. Sa, Su,
holidays

Virginia

Fredericksburg Medical Center
1201 Hospital Drive
Fredericksburg, VA 22401
Hours: 5.30 p.m.-1 a.m. M-F
9 a.m.-5 p.m. Sa, Su,
holidays

Manassas Medical Center
10701 Rosemary Drive
Manassas, VA 20109
Hours: 5.30 p.m.-1 a.m. M-F
9 a.m.-5 p.m. Sa, Su,
holidays

Reston Medical Center
1890 Metro Center Drive
Reston, VA 20190
Hours: 5:30 p.m.-1 a.m. M-F
9 a.m.-9 p.m. Sa, Su,
holidays

Tysons Corner Medical Center
8008 Westpark Drive
McLean, VA 22102
Hours: 24 hours a day,
7 days a week

Woodbridge Medical Center
14139 Potomac Mills Road
Woodbridge, VA 22192
Hours: 24 hours a day,
7 days a week

The continued availability and/or participation of any facility cannot be guaranteed. Not all services are available at each medical center or site. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit kp.org/urgentcare/mas.



Emergency care

If you think you are experiencing an emergency, immediately call **911** or go to the nearest emergency room.

Not sure if your medical problem requires an emergency room visit? Call **1-800-677-1112 (TTY 711)**. Specially trained nurses will help you 24 hours a day, seven days a week, and will direct you to the most appropriate place to receive care.

If you visit an emergency room

Report your emergency room visit to Kaiser Permanente within 48 hours, or as soon as reasonably possible. Call the 24-hour medical advice line at **1-800-777-7904 (TTY 711)** to report your visit.

What is covered if you have a medical emergency?

You may get emergency medical care (including ambulance) whenever you need it, anywhere in the world (claim forms required). For more information, refer to your *Evidence of Coverage*.

What is an emergency?

A medical emergency is when you, or any other prudent layperson with an average knowledge of health or medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

For more information about what constitutes an emergency, read your *Evidence of Coverage*.



Hospital care

Kaiser Permanente carefully selects hospitals* to partner with us in taking great care of you.

Visit kp.org/directory to view the list of hospitals we've chosen to be our partners for coordinating your hospital care.

If you are admitted to a hospital that is not a Kaiser Permanente hospital partner

Once your condition has stabilized, we may move you to one of our partner hospital locations. By doing so, we can provide you seamless and coordinated care, both during your hospitalization and in your transition out of the hospital.

* Kaiser Permanente hospital partners are independently owned and operated hospitals and are not affiliated entities of Kaiser Permanente.

Visit kp.org/directory for the most current information.



Your medicines*

There are several ways to fill your prescriptions

1. At Kaiser Permanente medical centers

Your Kaiser Permanente doctor can send most prescriptions electronically from his or her office directly to the pharmacy, where you can pick up your medicine. If you have a prescription from a dentist or other prescriber, simply present your prescription with your membership ID card at any Kaiser Permanente medical center pharmacy.

2. Online

Once you register at kp.org/register, you can

- Request most prescription refills on your computer, tablet, or smartphone.
 - Choose to have the medicine mailed[†] to you at no additional cost, or
 - Pick it up at a Kaiser Permanente medical center pharmacy.
- Get refill reminders.
- Read your medication allergies, list of current medicines, and more.

3. By phone, fax, or mail

Phone your refill order using our EZ Refill line, **1-800-700-1479 (TTY 711)**. You can also fax your refill request to **1-877-260-0012** or mail your request to:

Sterling Automated Refill Center
22370 Davis Drive, Suite 190
Sterling, VA 20164

You can choose to have the medicine mailed[†] to you at no additional cost, or pick it up at a Kaiser Permanente medical center pharmacy.

What drugs are covered?

Visit kp.org/seniorrx for a list of approved drugs. You can also call Member Services to request a printed copy of the formulary. Please check kp.org/seniorrx regularly for changes to the list of approved drugs.

For the fastest service, call the EZ Refill line at **1-800-700-1479 (TTY 711)**, any time of the day or night, and follow the instructions.

* Not all Kaiser Permanente Medicare Advantage plans include coverage for outpatient prescription drugs. Please consult your *Evidence of Coverage* for more details.

[†] For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call **1-800-700-1479 (TTY 711)**, 24 hours a day, 7 days a week.

Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area. Items available through our mail-order service are subject to change at any time without notice and may be subject to state and other licensing restrictions. Please check with your Kaiser Permanente Mail Order Pharmacy or network pharmacy if you have a question about whether your prescription can be mailed.



Pharmacies

There is a pharmacy in each Kaiser Permanente medical center.
See page 5 for locations on a map.

WASHINGTON, DC

Kaiser Permanente
Capitol Hill Medical
Center Pharmacy:
1-202-346-3300

Northwest DC Medical
Office Building
Main number:
1-202-419-6900

MARYLAND

Abingdon Medical
Center
Main number:
1-410-515-5440

Annapolis Medical
Center Pharmacy:
1-410-571-7360

Kaiser Permanente
Baltimore Harbor
Medical Center
Pharmacy:
1-410-637-5750

Camp Springs Medical
Center Pharmacy:
1-301-702-6175

Columbia Gateway
Medical Center
Pharmacy:
1-410-309-7500

Kaiser Permanente
Frederick Medical
Center Pharmacy:
1-240-529-1800

Gaithersburg Medical
Center Pharmacy:
1-240-632-4150

Kensington Medical
Center Pharmacy:
1-301-929-7175

Largo Medical
Center Pharmacy:
1-301-618-5552

Marlow Heights
Medical Center
Pharmacy:
1-301-702-5190

North Arundel
Medical Center
Pharmacy:
1-410-508-7675

Prince George's
(Hyattsville) Medical
Center Pharmacy:
1-301-209-6688

Shady Grove Medical
Center Pharmacy:
1-301-548-5755

Silver Spring Medical
Center Pharmacy:
1-301-572-1055

South Baltimore
County Medical
Center Pharmacy:
1-410-737-5000

Towson Medical
Center Pharmacy:
1-410-339-5655

White Marsh Medical
Center Pharmacy:
1-410-933-7626

Woodlawn Medical
Center Pharmacy:
1-443-663-6116

VIRGINIA

Alexandria Medical
Center Pharmacy:
1-703-721-6310

Ashburn Medical
Center Pharmacy:
1-571-252-6005

Burke Medical
Center Pharmacy:
1-703-249-7750

Colonial Forge Medical
Center Pharmacy:
1-540-602-6300

Fair Oaks Medical
Center Pharmacy:
1-703-934-5800

Falls Church Medical
Center Pharmacy:
1-703-237-4430

Fredericksburg
Medical Center
Pharmacy:
1-540-368-3800

Manassas Medical
Center Pharmacy:
1-703-257-3030

Reston Medical
Center Pharmacy:
1-703-709-1560

Springfield Medical
Center Pharmacy:
1-703-922-1234

Tysons Corner Medical
Center Pharmacy:
1-703-287-4650

Woodbridge Medical
Center Pharmacy:
1-703-490-7624

You also have access to network pharmacies. In general, you will pay more for prescriptions you fill at network pharmacies. Please check your *Evidence of Coverage* for your benefits. For information about network pharmacies, please refer to the Pharmacy Directory by visiting kp.org/directory or call Member Services at **1-888-777-5536 (TTY 711)** seven days a week, 8 a.m. to 8 p.m.



Extra help for Medicare Part D prescription drug plan costs

People with limited incomes may qualify for extra help to pay for their prescription drug costs. If you qualify, you can get help paying for your drug costs including monthly prescription drug premiums, annual deductibles, and coinsurance. Additionally, those who qualify will not be subject to the coverage gap or a late enrollment penalty.

Many people are eligible for these savings and don't even know it. For more information about this Extra Help, call **1-800-MEDICARE (1-800-633-4227)**, 24 hours per day, seven days per week. TTY users should call **1-877-486-2048**.

If you qualify for extra help for your Medicare Part D prescription drug plan costs, the amount of your monthly premium may be lower. Your cost at the pharmacy will be lower. Once you have enrolled in a Kaiser Permanente Medicare Advantage plan with Medicare Part D prescription drug coverage, Medicare will tell us how much extra help you are receiving, and we will let you know the amount you will pay.

The State of Maryland also provides prescription drug assistance through the Senior Prescription Drug Assistance Program (SPDAP) to Medicare beneficiaries with income below certain levels who enroll in a Part D prescription drug plan. Subsidies from the Maryland SPDAP can reduce out-of-pocket Part D premiums for eligible individuals. Interested individuals can apply by calling **1-800-551-5995** toll free, Monday through Friday, 8 a.m. to 5 p.m. **(TTY 1-800-877-5156)**.



X-ray and imaging services

You will find radiology services at most Kaiser Permanente medical centers.

- For most services, you need a referral from your doctor. He or she will let you know how to schedule your appointment.
- At some of our medical centers, we have advanced imaging equipment for MRIs, CT scans, and more.
- X-ray and imaging services are located wherever Urgent Care is offered, so you do not have to make a separate trip to have an X-ray or other imaging test.

Mammograms

Call **1-800-777-7904 (TTY 711)**, 24 hours a day, 7 days a week to schedule a mammogram. You do not need a referral from a doctor. Your PCP or obstetrician/gynecologist will talk with you about how often you should be screened.



Lab tests and results

Labs are located within every Kaiser Permanente medical center.

- For most routine lab tests, your Kaiser Permanente doctor will send the order electronically to the lab and you can just walk in without an appointment.
- Most lab services are located wherever Urgent Care is offered. So you do not have to make a separate trip to have a lab test to complete your care.
- Your results from tests done in Kaiser Permanente medical centers will be in your medical record.
- Most results can be read online soon after the lab completes your tests, sometimes the same day.
- If your lab tests are not performed in a Kaiser Permanente medical center, follow your physician's instructions about how to receive your test results.

To see most test results online, register at kp.org/register.



Care away from home

Emergency or Urgent Care while traveling

You're covered for emergency care anywhere in the world.

What should I do if I need emergency care and I'm not in a Kaiser Permanente service area?

- Get care right away. You don't need to call Kaiser Permanente first.
- You're covered for emergency care anywhere in the world. If you need emergency or out-of-area urgent care, you can get care from any provider.
- If you're in the United States, call **911** or go to the nearest hospital.
Outside the United States, go right to the nearest hospital or place where you can get medical care.
- Once you're stable, call Kaiser Permanente at **1-800-225-8883**. Let us know you got emergency care or have been admitted to a hospital.
- If you're unable to call, ask the doctor or someone else at the hospital to call for you.
- We'll talk to the doctor who's treating you to make sure you get the right care and to decide what to do next.
- We have interpreters, so we can talk to your doctor even if he or she doesn't speak English.

How do I get urgent care in a state without Kaiser Permanente Providers?

If you need urgent care in a state without Kaiser Permanente providers, go to the nearest urgent care facility.

MinuteClinic®

For added convenience, our members can receive in person urgent care services at MinuteClinic®* locations while traveling outside of states where Kaiser Permanente operates. Be sure to bring your Kaiser Permanente ID card and method of payment. Walk-ins welcome, no appointment needed.

* If you get care at a MinuteClinic® you'll be charged your standard copay or coinsurance. If you get urgent care at a MinuteClinic® within a state with Kaiser Permanente providers, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement.



What if I need follow-up care after an emergency and I'm not in a Kaiser Permanente service area?

- Call us at **1-800-225-8883** as soon as you can. It's better to call us before you get care. If we agree that you need care, we may approve the care the doctor who's treating you recommends, or we may choose a different doctor to make sure you're getting the right care.
- Refer to your *Evidence of Coverage* for information about your post-stabilization coverage.

In other Kaiser Permanente service areas

You can get most of the same services you would in your home area when visiting another Kaiser Permanente service area. You can get these services as long as they're provided or referred by a Kaiser Permanente doctor in the area you're visiting. Please call Member Services or our away from home travel line at **1-951-268-3900** (24 hours a day, seven days a week except holidays), **TTY 711**, for more information about getting care when visiting another Kaiser Permanente region's service area, which includes all or parts of California, Colorado, Georgia, Hawaii, Oregon, and Washington. Please see your *Evidence of Coverage* for more details.

Routine care outside Kaiser Permanente service areas

Routine care isn't covered outside Kaiser Permanente service areas, so make sure to get it before your trip. Routine care includes preventive care, exams, checkups, and services for ongoing medical conditions.

👉 Visit kp.org/travel for helpful resources to help you plan for your trip, and for claim forms in case you need to file a claim for reimbursement after your trip.



Claims

Medical claims

There may be times when you get a bill from a provider for the full cost of medical care you have received. In many cases, you should send this bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly. Send us your request for payment, along with your bill and documentation of any payment you have made. Write your member ID number on each page of the bill and supporting documentation before you submit it. It's a good idea to make a copy of your bill and receipts for your records.

To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

- You don't have to use the form, but it will help us process the information faster.
- Either download a copy of the form from **kp.org** or call Member Services and ask for the form. Mail claims requests to:

Mid-Atlantic Claims Administration
Kaiser Permanente
P.O. Box 371860
Denver, CO 80237-9998

Contact Member Services if you have any questions. If you don't know what you should have paid, or you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment that you have already sent to us. For more information, please see your *Evidence of Coverage*.

Pharmacy claims

Submission of a prescription drug paper claim is restricted to those situations when online Part D claims processing is not available to you at the point-of-sale. When you go to a network pharmacy, your prescription drug claim is automatically submitted to us by the pharmacy. Therefore, we will not accept paper claims for Part D drugs purchased at network pharmacies.

If you go to an out-of-network pharmacy, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription drug and then ask us to reimburse you for our portion of a covered drug. You must submit your prescription drug paper claim within 36 months of the date of service, but we recommend you send it to us as soon as possible.

We will only cover prescription drug paper claims for Part D drugs purchased at out-of-network pharmacies under the following conditions:

- If you are traveling within the US, but are outside our service area and become ill, we will cover prescriptions for covered drugs filled at a non-affiliated out-of-network pharmacy if the prescription is related to care for a medical emergency or urgently needed care; or
- If you are unable to obtain a covered drug in a timely manner within our service area because there is no affiliated network pharmacy that provides 24-hour service within a reasonable driving distance; or



- If you are trying to fill a prescription for a covered drug that is not regularly stocked at an accessible affiliated network pharmacy or mail order delivery service (these drugs include orphan drugs or other specialty pharmaceuticals).

You can find a pharmacy claim form at https://healthy.kaiserpermanente.org/static/health/en-us/pdfs/mid/324061178_Claims-MemberReimbursement-Template_IMC_EW_2019_Ltr_EN_R3A_rl_2019.04.15.pdf.

You will need to include the following information with your prescription drug paper claim:

- Member name, address, and phone number
 - Medical record number
 - The prescription number
 - The name, strength, and quantity of the drug prescribed
 - NDC number (a national drug code)
 - Name, address, and phone number of the prescribing physician
 - Name, address, and phone number of the pharmacy where the drug was purchased
- If an injection, whether or not the drug was self-administered or administered by a doctor, hospital, or other medical personnel. If not self-administered, provide a copy of the doctor's authorization for the injection.
 - Receipt showing you paid for the drug

Be sure to write your medical record number (located on your member ID card) on each document and send your claim to us at:

Mid-Atlantic Claims Administration
Kaiser Permanente
PO Box 371860
Denver, CO 80237-9998

We will reimburse you for the covered amount minus any copayments or coinsurance that is your responsibility to pay.

If your claim for payment is denied, you have the right to appeal the decision. Please refer to your current *Evidence of Coverage* for specific details, including levels of review and your right to appeal the denial decision.

For more information about claims, please call Member Services.



Moving and disenrollment

Letting us know when you move

If you change your home address, please let us know as quickly as possible. If you move outside of our plan service area, you cannot remain a member of our plan. Please see your current *Evidence of Coverage* for more information on a temporary absence or a permanent move outside the Kaiser Permanente Medicare Advantage service area.

Voluntary disenrollment

You may choose to end your membership in Kaiser Permanente Medicare Advantage for any reason. There are some limits on when and how often you may change the way you get Medicare and what choices you can make when you change.

If you would like more information about when and how you can end your membership, refer to your *Evidence of Coverage* or call Member Services at **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

You may also disenroll by calling Medicare toll free at **1-800-MEDICARE (TTY 1-877-486-2048)**, 24 hours a day, seven days a week. Even though you request disenrollment, you must continue to receive in-network covered services from Kaiser Permanente Medicare Advantage providers until the effective date of your disenrollment.

Involuntary disenrollment

Kaiser Permanente Medicare Advantage may involuntarily disenroll you for the following reasons only:

- If you no longer have Medicare Part A and Part B.
- If you move out of our service area.
 - If you are away from our service area for more than six months.
 - If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan's area.
- If you become incarcerated (go to prison).
- If you are not a United States citizen or lawfully present in the United States.
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. We cannot make you leave our plan for this reason unless we get permission from Medicare first.



- If you let someone else use your membership card to get medical care. We cannot make you leave our plan for this reason unless we get permission from Medicare first.
 - If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our plan and you will lose prescription drug coverage.

If you have questions or would like more information about when we can end your membership, refer to your *Evidence of Coverage* or call Member Services at **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Notice of nondiscrimination

Kaiser Permanente complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Permanente 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 Member Services at **1-888-777-5536** (TTY **711**), 8 a.m. to 8 p.m., seven days a week.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator by writing to 2101 East Jefferson Street, Rockville, MD 20852 or calling Member Services at the number listed above. You can file a grievance by mail or phone. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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Multi-language Interpreter Services

English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-888-777-5536** (TTY: **711**).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-777-5536** (TTY: **711**).

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 **1-888-777-5536** (TTY: **711**)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-777-5536** (TTY: **711**).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-777-5536** (TTY: **711**).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-777-5536** (TTY: **711**)번으로 전화해 주십시오.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-777-5536** (телетайп: **711**).

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。**1-888-777-5536** (TTY: **711**) まで、お電話にてご連絡ください。

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-888-777-5536** (TTY: **711**).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता `वाएं उपलब्ध हैं। **1-888-777-5536** (TTY: **711**) पर कॉल करें।

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደም ሚከተለው ቁጥር ይደውሉ **1-888-777-5536** (መስማት ለተሳናቸው: **711**)።

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 711) 1-888-777-5536 تماس بگیرید

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-777-5536 (رقم هاتف الصم والبكم: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-777-5536 (TTY: 711).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-777-5536 (ATS : 711).

Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-888-777-5536 (TTY: 711).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-777-5536 (TTY: 711).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-777-5536 (TTY: 711).

Bengali

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-888-777-5536 (TTY: 711)।

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-888-777-5536 (TTY: 711).

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-777-5536 (TTY: 711).

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-777-5536 (TTY: 711).

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