

Welcome to Kaiser Permanente Medicare Advantage

Get started in 3 easy steps



Greetings

Welcome to Kaiser Permanente Medicare Advantage! We're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

This reference guide 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 call the New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. or 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.



Ruth Williams-Brinkley
Regional President, Kaiser Permanente

Stay in the know with all things Kaiser Permanente. For a valuable member resource full of useful health information, facility updates, and even member discounts, check out **insider.kp.org**.

Your plan is governed by an agreement called an *Evidence of Coverage (EOC)*. In the event of ambiguity or conflict between this reference guide and the EOC, the EOC shall control.

Important contacts

Services	Contact	Contact hours
New Member Activation Desk Our onboarding agents can help you with choosing a doctor, registering on kp.org , transferring your prescriptions, and making your first doctor's appointment by phone or video.	1-855-392-4851 (TTY 711)	Monday through Friday, 7 a.m. to 7 p.m.
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)	8 a.m. to 8 p.m., 7 days a week.
No-cost transportation to medical appointments Kaiser Permanente Medicare Advantage includes 24 rides ¹ for nonurgent medical appointments at Kaiser Permanente medical centers and contracted facilities.	1-855-932-5412 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, 7 days a week.
Prescription refills by phone	1-800-700-1479 (TTY 711)	24 hours a day, 7 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, 7 days a week.

¹Twenty-four one-way rides per contract year. For nonemergency transportation only.

Important contacts (continued)

Services	Contact	Contact hours
Social Security	1-800-772-1213 (TTY 1-800-325-0778)	Monday through Friday, 7 a.m. to 7 p.m.
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 (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)	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).	Monday through Friday, 8 a.m. to 5 p.m.

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 **OPENING TBD**
Medical Center in Aspen Hill
 - 4 Kaiser Permanente Baltimore Harbor Medical Center
 - 5 **NEW**
Bowie Fairwood Medical Center
 - 6 Camp Springs Medical Center
 - 7 Columbia Gateway Medical Center
 - 8 Kaiser Permanente Frederick Medical Center
 - 9 Gaithersburg Medical Center
 - 10 **OPENING 2022**
Medical Center in Hyattsville
 - 11 Kensington Medical Center
 - 12 Largo Medical Center
 - 13 **OPENING 2022**
Lutherville-Timonium Medical Center
 - 14 Marlow Heights Medical Center
 - 15 North Arundel Medical Center
 - 16 Prince George's Medical Center (will close when the Medical Center in Hyattsville opens)
 - 17 Shady Grove Medical Center
 - 18 Silver Spring Medical Center
 - 19 South Baltimore County Medical Center
 - 20 Towson Medical Center (will close when Lutherville-Timonium Medical Center opens)
 - 21 **OPENING TBD**
Medical Center in Waldorf
 - 22 **OPENING 2021**
- well** Friendship Heights
by KAISER PERMANENTE.
- 23 White Marsh Medical Center
 - 24 Woodlawn Medical Center

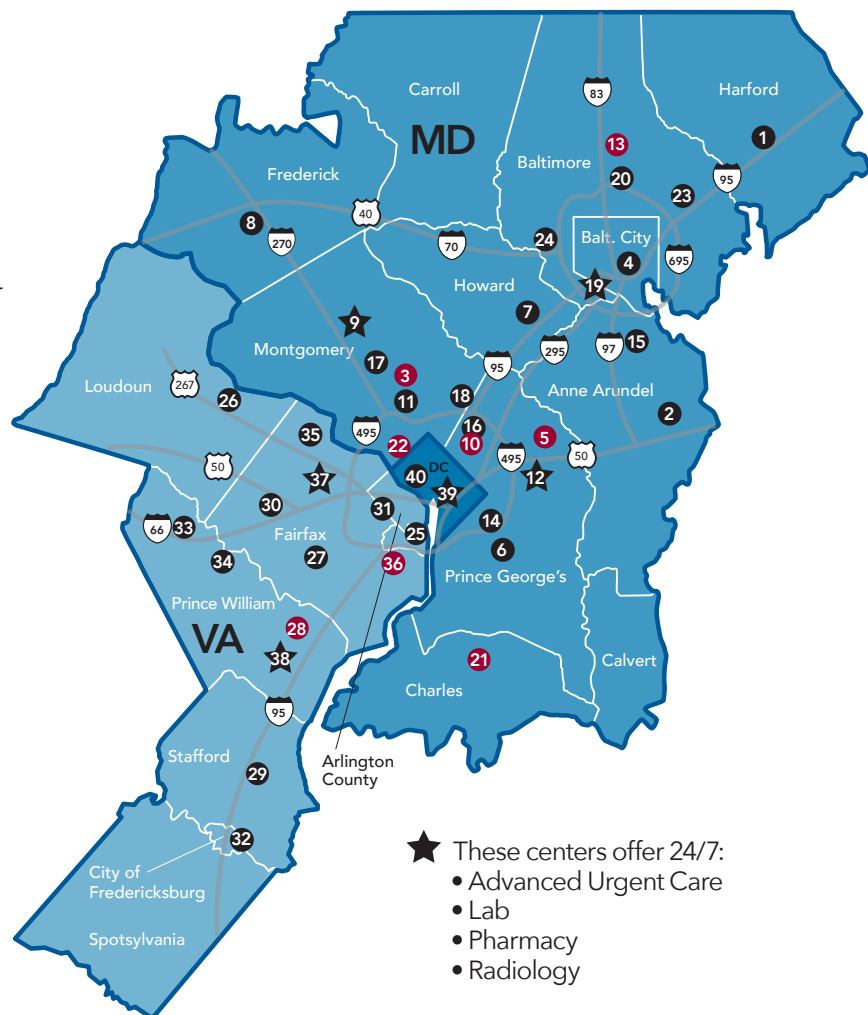
Virginia

- 25 Alexandria Medical Center
- 26 Ashburn Medical Center
- 27 Burke Medical Center
- 28 **OPENING 2022**
Caton Hill Medical Center
- 29 Colonial Forge Medical Center
- 30 Fair Oaks Medical Center
- 31 Falls Church Medical Center
- 32 Fredericksburg Medical Center
- 33 Haymarket Crossroads Medical Center
- 34 Manassas Medical Center

- 35 Reston Medical Center
- 36 **OPENING 2022**
Springfield Medical Center (adjacent to current facility)
- 37 Tysons Corner Medical Center
- 38 Woodbridge Medical Center (will close when Caton Hill Medical Center opens)

Washington, DC

- 39 Kaiser Permanente Capitol Hill Medical Center
- 40 Northwest DC Medical Office Building



Please check kp.org/facilities for the most up-to-date listing of services available at Kaiser Permanente Medical Centers.

Let’s get started

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



Also inside

Pharmacies	12	Urgent Care	24
Getting care	13	Urgent Care locations and hours.....	25
The right care	14	Emergency care	26
Getting virtual care with Kaiser Permanente.....	17	Hospital care	27
Preventive care.....	18	Extra help for Medicare Part D prescription drug plan costs.....	28
Specialty care	19	Additional services	29
Preventive Dental Plan	21	Claims.....	33
Wellness for the whole you	22	Moving and disenrollment	35
Thriving After 60.....	23		



Need help getting started?

Call our New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m.

Our onboarding agents can help you with choosing a doctor, registering on **kp.org**, transferring your prescriptions, and making your first doctor’s appointment by phone or video.

Step 1

Create your online account on **kp.org**

Start using our secure website, **kp.org**, to manage your health on your time¹



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.

Visit **kp.org** anytime, from anywhere, to:

- Schedule an appointment to see physicians and providers by video visit.²
- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records.
- Manage a family member's health care.
- Use our new Chat with KP feature.
- And much more.

Personalize your **kp.org** experience by using our new Member Photo upload feature. Members can now upload their digital image on **kp.org**.

Caregiver access

Caregivers can have access to certain features of **kp.org** for their loved ones who are Kaiser Permanente members. Nonmembers 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[®] (Android[™]).³
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!

¹These features are available when you get care at Kaiser Permanente facilities.

²If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

³Apple 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.

Step 2

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

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
- Obstetrics-gynecology
- 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 above.



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, 7 days a week, to schedule your first appointment.

Step 2 (continued)

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 call Member Services at **1-888-777-5536** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

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.

Go to **kp.org/doctor** to browse our doctor profiles and find a doctor who matches your needs. You can also call **1-800-777-7904** (TTY **711**), 24 hours a day, 7 days a week.



Step 3

Get prescriptions¹

We make it easy to get your prescriptions

We now have two 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 two 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



Get prescription refills by phone

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



Get prescription refills 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**.

¹Not all Kaiser Permanente Medicare Advantage plans include coverage for outpatient prescription drugs. Please consult your *Evidence of Coverage* for more details.

Step 3 (continued)

Prescription home delivery

Get medications delivered fast (within 3-5 days) at no cost with prescription home delivery.¹ Register at **kp.org** to start using prescription home delivery¹ or call **1-800-700-1479**. Some prescriptions are even available for same-day delivery for a small fee. Members with eligible prescriptions can select the same-day delivery option at check out.

Using network pharmacies

You also have access to participating network pharmacies. To access our online Pharmacy Directory, visit **kp.org/directory**. To request a copy, call Member Services at **1-888-777-5536** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m. In general, you will pay more for prescriptions you fill at network pharmacies. You will not be able to use Kaiser Permanente prescription home delivery if you fill your prescriptions using network pharmacies.

For a list of Kaiser Permanente pharmacies and phone numbers, see page 12.

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[®] (Android[™]).²

¹Some 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 3-5 days. If not, please call **1-800-700-1479** (TTY **711**), 24 hours a day, 7 days a week.

²Apple 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.

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
Pharmacy: **1-202-419-6900**

Maryland

Abingdon Medical Center
Pharmacy: **1-410-515-5440**

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

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

Bowie Fairwood
Medical Center
Pharmacy: **1-301-867-1330**

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**

Haymarket Crossroads
Medical Center
Pharmacy: **1-571-445-7300**

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)** 7 days a week, 8 a.m. to 8 p.m.



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 membership ID card, 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 rides³ for nonemergency medical appointments at Kaiser Permanente medical centers and contracted facilities. To schedule a ride or request your ride balance, call **1-855-932-5412** 24 hours a day, 7 days a week. To ensure availability, schedule your ride as soon as possible, but no later than two hours prior to your appointment. Rides that are canceled within three hours of the scheduled pick up time will be deducted from your ride allowance.

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

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




³Twenty-four one-way rides per contract year. For nonemergency transportation only.

The right care

Services	Contact	Availability
 Seeing your doctor 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.	At Kaiser Permanente facilities: 1-800-777-7904 (TTY 711) or kp.org/appointments . If you have a network physician, contact your doctor's office directly.	Call or go online 24 hours a day, 7 days a week to schedule appointments with Kaiser Permanente physicians. If your doctor is not a Kaiser Permanente physician, call the doctor's office for business hours.
 Video visits¹ See physicians and providers for urgent health concerns by video visit—wherever you need. You can also meet a physician on demand with Video Visits Now. Short wait times may apply.	With doctors who practice at Kaiser Permanente medical centers. Visit kp.org or call 1-800-777-7904 (TTY 711)	Call or go online 24 hours a day, 7 days a week to schedule video visits with Kaiser Permanente physicians.
 Medical advice by phone Whenever you need medical advice or are unsure whether you need urgent care.	1-800-777-7904 (TTY 711)	Call for medical advice 24 hours a day, 7 days a week. 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.
 Urgent care Visit any Kaiser Permanente Urgent Care center.	1-800-777-7904 (TTY 711) Unsure if you need urgent or emergency care? Call 1-800-677-1112 (TTY 711) .	14 locations; 6 open 24 hours a day, 7 days a week. kp.org/urgentcare/mas Walk-ins are welcome for members.



¹If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

The right care (continued)

Services	Contact	Availability
 <p>Emergency care¹ 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>
 <p>Behavioral health You can seek initial consultation without a referral from your doctor for outpatient treatment for behavioral 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 You don't need a referral from your doctor.</p>	<p>1-800-777-7904 (TTY 711)</p>	<p>Hours vary by location. kp2020.org</p>

¹If 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.

The right care (continued)

Services	Contact	Availability
 <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>
 <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)**.

Getting virtual care with Kaiser Permanente

Virtual care allows members to see their personal doctor—as well as any specialists they've been referred to—by video, by phone, or email—usually for no copay.¹ When you need medical attention, you can start your journey using any of our virtual care options after registering and logging on to **kp.org** and downloading the Kaiser Permanente (KP) app:



Talk to a clinician with a phone appointment or video visit¹ 24/7 for quality care when you urgently need it—no appointment needed



E-visits for personalized advice



Email consultations with your doctor.



24/7 advice line

During a virtual visit, your doctor can access your electronic medical record and consult with other physicians, so your care is seamless, convenient, and connected. All of your post-visit information, prescriptions, lab results, immunization status, emails, and more are available and secure with **kp.org** and the KP app. For more information on your telehealth options and how to join a video visit, go to **kp.org/getcare**.

Healthy extras to improve your well-being

You also have access to online resources to help manage your overall mental and physical health. These include:

Virtual classes at no extra cost

- Managing prediabetes
- Nutrition for cholesterol control
- Nutrition for weight control
- Stress management
- Cataract class

Fitness classes at no extra cost

- ClassPass on-demand fitness classes

Self-care apps²

- myStrength: Boost your overall well-being and resilience with this easy-to-use app.
- Calm: This meditation app can help reduce stress, improve sleep habits, and enhance mood.

Refer to your plan document for more information.

Are you ready for your video visit?

Please make sure your computer is working prior to your appointment. To check, visit **kp.org/tipsvideovisits** and click **Tech Check**.



¹If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

²The apps described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. myStrength® is a wholly owned subsidiary of Livongo Health, Inc.



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.



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, 7 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, 7 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.



Preventive Dental Plan

Your Kaiser Permanente Medicare health plan includes preventive dental coverage through Dominion National (Dominion). With the Preventive Dental Plan, you pay a \$30 copayment for each preventive care office visit. This includes:

- Oral exams (up to two per year)
- Cleanings (up to two per year)
- Bitewing X-rays (up to two per year)

More extensive care (fillings, crowns, dentures, root canals, periodontal treatment, oral surgery, etc.) is provided at fees lower than the usual and customary charges for these services. When covered, specialty care services are performed by plan specialists and a different fee will apply. To see a complete fee schedule, including exclusions and limitations, 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. When you become a member, you will find the fee schedule in your *Evidence of Coverage*.

Choosing a dentist

For a list of participating dentists or information about a dentist including office hours, directions, languages spoken, etc., 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.

Specialty care

Specialty care is also available in many locations. To receive treatment from a participating specialist, ask your participating general dentist to arrange a referral. Your costs may be higher for care you receive from a network specialist. Services received from non-participating dentists are not covered.

Making an appointment

After you choose a dentist, you can make an appointment by calling your chosen dental office. Bring your Kaiser Permanente ID card to your appointment. There is no separate dental ID card.

Dominion member services

Quality service is an important part of any dental plan. Knowledgeable Dominion Member Services specialists are available Monday through Friday from 7:30 a.m. to 6 p.m. to answer questions about coverage or to help you find a participating dentist. Dominion's voice response system is available 24 hours a day for information about participating dental providers in your area or to help you select a dental provider. The most up-to-date list of participating dental providers can be found online.

Phone: **1-855-733-7524** (TTY **711**)

Fax: **1-855-485-0115**

Mailing address:

Dominion National

P.O. Box 1126

Elk Grove Village, IL 60009

Web: **DominionNational.com/kaiserdentists**

Dental benefits are underwritten by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., and administered by Dominion National.



Wellness for the whole you

At Kaiser Permanente, we believe in caring for the whole you—mind and body. That's why we've included a fitness membership¹ and online brain health exercises with your membership at no cost.

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 exercises, which 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. If you have questions, please contact the BrainHQ help line via email at support@brainhq.com or call **1-877-573-3067**, Monday through Friday, 10:30 a.m. to 7:30 p.m. Pacific Time.

Silver&Fit® Healthy Aging and Exercise Program¹

Silver&Fit is not available with Kaiser Permanente Medicare Advantage Value Balt (HMO), Kaiser Permanente Medicare Advantage Value MD (HMO), or Kaiser Permanente Medicare Advantage Value DC (HMO) plans.

The Silver&Fit fitness program helps you get and stay active. We've included the following with your Kaiser Permanente Medicare health plan:

- Fitness center membership
Reshape your life with membership at a local participating Silver&Fit fitness center. Visit SilverandFit.com to find a fitness center near you.
- Digital Fitness Choices with Home Fitness Tools—Members may select one² Home Fitness Kit per calendar year. Choose from Wearable Fitness Tracker, Pilates, Strength, Swim, and Yoga Kit options. This benefit also includes access to digital workout videos, The Get Started Program, Healthy Aging educational materials, newsletters, online classes, and other helpful features.

For more information about the Silver&Fit program, visit SilverandFit.com.

¹Silver&Fit is not available with Kaiser Permanente Medicare Advantage Value Balt (HMO), Kaiser Permanente Medicare Advantage Value MD (HMO), or Kaiser Permanente Medicare Advantage Value DC (HMO) plans.

The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a trademark of ASH and used with permission herein. All programs and services are not available in all areas. Participating fitness centers and fitness chains may vary by location and are subject to change.

²Kits are subject to change and once selected cannot be exchanged.



Thriving After 60

Connect with other members at workshops and outings.

The Thriving After 60 (TA60) community is dedicated to keeping its members mentally and physically healthy—and having a good time in the process. You'll have the opportunity to meet like-minded friends at our interesting virtual and in-person¹ events and workshops, which focus on supporting the changing health and wellness needs of those over 60. Our activities are designed to help you maintain your health and energy, and stay connected with the community well into retirement.

To learn more and register for our events, please visit kp.org/ta60mas and follow our Facebook page at facebook.com/ThrivingAfter60.

¹In-person event schedule based on necessary COVID-19 response.

Urgent Care

Urgent Care centers

Open evenings, weekends, and holidays, our Urgent Care centers are located in Maryland, Virginia, and Washington, DC. Call **1-800-777-7904** (TTY **711**) to get the care you need, or come in if you are experiencing any of the following:

- Abdominal pain
- Breathing trouble
- Broken bones
- Deep cuts
- Flu- or cold-like symptoms
- Rash or skin infections
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea, or nausea

These are examples of conditions that are treated in Urgent Care. If you think you are experiencing an emergency medical condition,¹ call 911.

24/7 Kaiser Permanente Advanced Urgent Care centers

At our medical centers that have 24/7 Urgent Care, you get:

- Physicians trained in emergency medicine
- Lower cost shares² than a typical hospital emergency room
- 24/7 pharmacy and laboratory services
- 24/7 advanced imaging services, including CT, MRI, and ultrasound
- An observation unit where patients can be monitored for up to 24 hours

Video visits for Urgent Care

You may also be able to see an Urgent Care physician by video visit³ if you cannot come into one of our Urgent Care centers. During your visit, the doctor can access your electronic medical record, so your care is seamless, convenient, and connected.



¹An emergency medical condition 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*.

²Cost share depends upon your plan. For specific information, please see your *Evidence of Coverage*.

³If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

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.

District of Columbia

Kaiser Permanente

Capitol Hill Medical Center **24/7**

700 Second St., NE, Washington, DC 20002

Maryland

Baltimore Harbor Medical Center¹

815 E. Pratt St., Baltimore, MD 21202

Camp Springs Medical Center¹

6104 Old Branch Ave., Temple Hills, MD 20748

Gaithersburg Medical Center **24/7**

655 Watkins Mill Rd., Gaithersburg, MD 20879

Kensington Medical Center¹

10810 Connecticut Ave., Kensington, MD 20895

Largo Medical Center **24/7**

1221 Mercantile Lane, Largo, MD 20774

South Baltimore County Medical Center **24/7**

1701 Twin Springs Rd., Halethorpe, MD 21227

White Marsh Medical Center

4920 Campbell Blvd., Nottingham, MD 21236

Hours: 3 p.m.-11 p.m. M-F

9 a.m.-5 p.m. Sa, Su

Woodlawn Medical Center¹

7141 Security Blvd., Woodlawn, MD 21244

Virginia

Fredericksburg Medical Center

1201 Hospital Drive

Fredericksburg, VA 22401

Hours: 9 a.m.-5 p.m. Sa, Su

Manassas Medical Center¹

10701 Rosemary Drive, Manassas, VA 20109

Reston Medical Center

1890 Metro Center Drive

Reston, VA 20190

Hours: 3 p.m.-11 p.m. M-F

9 a.m.-9 p.m. Sa, Su, holidays

Tysons Corner Medical Center **24/7**

8008 Westpark Drive

McLean, VA 22102

Woodbridge Medical Center **24/7**

14139 Potomac Mills Road

Woodbridge, VA 22192

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.

¹As part of our COVID-19 response, these urgent care locations are temporarily closed: Baltimore Harbor, Camp Springs, Kensington, Manassas, and Woodlawn. Lab, pharmacy, and radiology are available during regular business hours. Visit kp.org/facilities for the most up-to-date information.



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**), 24 hours a day, 7 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 hospitals¹ 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.

¹Kaiser 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.



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 a day, 7 days a 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**).

Additional services

Services	What you need to know
<p>X-ray and imaging services</p> 	<p>For most services, you need a referral from your doctor. He or she will let you know how to schedule your appointment.</p> <p>Most X-ray and imaging services are located wherever Urgent Care or Advanced Urgent Care are offered, so you do not have to make a separate trip to have an X-ray or other imaging test.</p> <p>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.</p> <p>Your results from tests done in Kaiser Permanente medical centers will be in your medical record.</p>
<p>Lab tests and results</p> 	<p>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.</p> <p>Most lab services are located wherever Urgent Care or Advanced Urgent Care are offered. So you do not have to make a separate trip to have a lab test to complete your care. You can also schedule your lab appointment in advance to save time.</p> <p>Your results from tests done in Kaiser Permanente medical centers will be in your medical record.</p> <p>You can read most results online soon after the lab completes your tests, sometimes the same day.</p> <p>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.</p>
<p>Transferring medical records</p> 	<p>To make your transition to Kaiser Permanente as seamless as possible, please bring the following to your first appointment: a list of your allergies, medications, medical conditions, surgeries, cancer screening tests, & immunizations. Please also provide a list of your current/recent physicians, including addresses.</p> <p>Kaiser Permanente physicians can often access your Electronic Medical Record from your previous physicians. If your Kaiser Permanente physician(s) determines that additional information is needed, they will provide you a Targeted Request for Medical Records form(s), for those specific records that you will submit to your previous physician(s).</p> <p>If you already have your records, you can contact our Health Information Management Services (HIMS) Department at mashimspmr@kp.org, or by fax at 1-855-902-4974. We will only include specific documents in your Kaiser Permanente medical chart. Please also bring records to your first appointment.</p>

Additional services (continued)



Services	What you need to know
Care away from home 	Coverage anywhere <ul style="list-style-type: none">• You're covered for emergency and urgent care anywhere in the world.• If you need urgent care in a Kaiser Permanente service area/region, visit the nearest Kaiser Permanente Urgent Care clinic.¹• If you need urgent care in a state without Kaiser Permanente, go to the nearest CVS MinuteClinic®, Concentra Urgent Care, or urgent care facility.²• If you receive urgent or emergency care outside the service area (anywhere outside the District of Columbia, and parts of Maryland and Virginia), you will need to submit bills for reimbursement. You're also covered for urgent and emergency care from any non-Kaiser Permanente provider worldwide. In other Kaiser Permanente service areas <p>A wide range of care may be available to you in other Kaiser Permanente areas, including routine, urgent, or emergency care. Always contact Member Services at 1-888-777-5536 (TTY 711) to learn what your coverage options are, as plans vary.³ Locations include all or part of California, Colorado, Georgia, Hawaii, Oregon, and Washington.</p> <p>Find Kaiser Permanente locations at kp.org/facilities.</p> What is not covered <p>You are typically not covered for routine (nonemergency) care outside the service area, though your plan may have limited coverage for routine care. See your <i>Evidence of Coverage</i> for details.</p> For more information <p>Call 1-951-268-3900 or 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.</p>

¹If you get care at a CVS MinuteClinic® or Concentra Urgent Care or any other urgent care facility 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.

²If you get care at a CVS MinuteClinic® or Concentra Urgent Care you'll be charged your standard copay or coinsurance.




³Please refer to your *Evidence of Coverage* for details.

Additional services (continued)

Services	What you need to know
<p>Chat with KP</p> 	<p>We've launched a new, no-cost service for members called Chat with KP. Now you can chat virtually with one of our licensed care providers using kp.org or the Kaiser Permanente mobile app, Monday through Friday, 7 a.m. to 7 p.m., excluding holidays.</p> <p>This new click-to-chat service offers the same benefits as our 24/7 advice line, including quick advice and referrals—all with just a click. You can also share pictures through the chat and see your complete chat history, ensuring your care is seamless, convenient, and connected.</p> <p>To chat with a nurse on your computer, log in to kp.org, select Get Care, My Health, Message Center or Appointment Center pages, then click Chat with a Nurse. To chat with a nurse on your smartphone, log in to the Kaiser Permanente mobile app, visit the Get Care page, and tap Chat with KP.</p>
<p>Healthy extras¹</p> 	<p>Take advantage of our wide variety of resources to help keep you informed, inspired, and feeling your best:</p> <ul style="list-style-type: none"> • Self-care apps. The Calm and MyStrength apps are available to members at no extra cost. Learn more and download these apps at kp.org/selfcareapps. • Health education classes at our facilities. Registration is required. To register, call 1-800-777-7904 or browse courses at kp.org/classes. • Monthly Partners in Health newsletter. • Online wellness programs. Learn more at kp.org/healthylifestyles. • ChooseHealthy Program. This discount program is available to you in addition to any benefits for these services that may be covered under your plan. The ChooseHealthy Program allows you to receive discounts on a variety of alternative care and fitness services. Visit kp.org/choosehealthy to learn more.

¹The products and services described are provided by entities other than Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., and are neither offered nor guaranteed under your Kaiser Permanente contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical effectiveness of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy. The value-added services available under the ChooseHealthy program are separate and apart from any chiropractic, acupuncture, or massage services available under your contract. Please see your coverage documents for information regarding those services covered under your Kaiser Permanente contract. The ChooseHealthy program is administered by American Specialty Health Administrators, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a federally registered trademark of ASH and used with permission herein.

Additional services (continued)

Services	What you need to know
<p>Advance health care directive online tools and classes</p> 	<p>Visit kp.org/lifecareplan to create an advance directive document that designates a health care agent and provides medical care instructions in the event that you cannot communicate.</p> <p>Join a virtual class, led by certified life care planning facilitators, to help you learn about the importance of life care planning and develop a personal action plan and next steps. To register for a class, call 1-800-777-7904 (TTY 711), 24 hours a day, 7 days a week, or register online by logging into your kp.org account and clicking on "Appointments".</p>
<p>Chronic care management</p> 	<p>Get help managing your ongoing health conditions. If you have diabetes, asthma, depression, high blood pressure, chronic obstructive pulmonary disease, or coronary artery disease and want information to help manage your condition, you can join our disease management program.</p> <p>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.</p>
<p>Coordination of benefits</p> 	<p>Do you have coverage from another plan, too? If you have other health coverage in addition to your coverage with Kaiser Permanente, please notify Member Services at 1-888-777-5536 (TTY 711).</p>



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. You can file a claim to request payment by:

- Completing and submitting our electronic form at **kp.org** and upload supporting documentation.
- Either download a copy of the form from our website (**kp.org**) or call Member Services and ask them to send you the form. Mail the completed form to our Claims Department address listed below.
- If you are unable to get the form, you can file your request for payment by sending us the following information to our Claims Department address listed below:
 - A statement with the following information:
 - Your name (member/patient name) and medical/health record number.
 - The date you received the services.
 - Where you received the services.
 - Who provided the services.
 - Why you think we should pay for the services.

- Your signature and date signed. (If you want someone other than yourself to make the request, we will also need a completed "Appointment of representative" form, which is available at **kp.org**.)
- A copy of the bill, your medical record(s) for these services, and your receipt if you paid for the services.

Mail your request for payment together with any bills or paid receipts to us at this address:

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

You must submit your claim to us within 12 months (for Part C medical claims) and within 36 months (for Part D drug claims) of the date you received the service. 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

Claims (continued)

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://k-p.li/3klA555>. 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

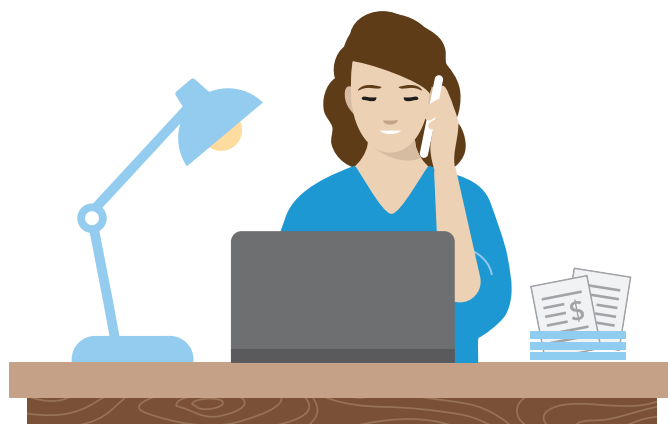
Be sure to write your medical record number (located on your member ID card) on each document and send your claim to us at:

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, 7 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.

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>**.



61102310

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 सेवाएं उपलब्ध हैं।
1-888-777-5536 (TTY: **711**) पर कॉल करें।

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ 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 નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-777-5536 (TTY: 711).

Notes

[illegible]

Notes

[illegible]

kp.org/newmember

Important Kaiser Permanente Medicare health plan information.



Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
2101 E. Jefferson St.
Rockville, MD 20852
2021AR1069 MAS 10/1/21-9/30/22