KAISER PERMANENTE®

2027 Kaiser Permanente
Medicare Advantage (HMO)
Reference Guide

Welcome

to Kaiser Permanente Medicare Advantage



kp.org

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Stay in the know with all things Kaiser Permanente. Check out **kp.org/insider** for valuable health information, facility updates, and member discounts.

Greetings

Welcome to your new Kaiser Permanente Medicare Advantage plan. 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 plan benefits, call us at **1-888-777-5536** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m. Take advantage of all that life has to offer by being as healthy as you can be.

Thank you for being a member of Kaiser Permanente.

Let's get started

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

Step 1
Create your online account on **kp.org**

Step 2
Choose your doctor–and change anytime

Step 3
Get prescriptions

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 prevail. To view your *Evidence of Coverage*, visit **kp.org/eocmas**.

Step 1 Create your online account on **kp.org**

Start using our secure website, **kp.org**, to manage your health on your time[1]

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 for school, sports, and camp.
- Manage a family member's health care.
- Get a personalized cost estimate.
- Use our Chat with KP feature.

Caregiver access

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

- Permission from you, or
- 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 click Create a caregiver account.

Creating an account is 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, you'll receive a few questionnaires that you can view and complete on **kp.org** or the **KP app.** These help your care team learn more about your health and medical history so your doctor can better understand your needs before your first visit and provide the best care possible. You can also visit **kp.org/questionnaires** to see which forms are available to you.



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

[2]When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.



PERSONALIZE YOUR **KP.ORG** EXPERIENCE:

Use your member ID card and our new Member Photo Upload feature to add your digital image to **kp.org**.

Download the Kaiser Permanente app[1]

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

1. From your smartphone, go to your preferred app site: App Store℠ (iOS) or Google Play® (Android™).[2]
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.

Digital membership card

Access your membership information anytime, anywhere, with an electronic version of your membership card to:

- Check in for appointments.
- Pick up prescriptions.
- Access your family's membership information.

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

[1]To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

[2]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.

Step 2 Choose your 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 for you

To help you find a personal doctor (also called a primary care physician) 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 ob-gyn in addition to their primary care physician.

Choose online

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

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.

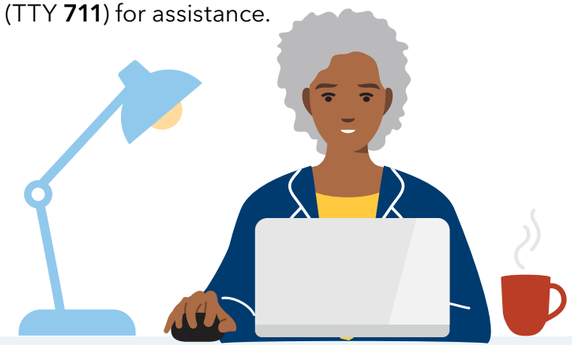


You can choose a personal doctor with any of these specialties:

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

Each covered family member may choose their own personal doctor. If you do not choose a primary care physician 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 at **1-800-777-7904** (TTY **711**) for assistance.





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 an available Kaiser Permanente doctor, by visiting **kp.org/doctor**, or you can call us for assistance at **1-800-777-7904** (TTY **711**), 24 hours a day, 7 days a week. You can change to another available Kaiser Permanente doctor at any time.

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 them at the new location.

Out-of-network/non-contracted providers are under no obligation to treat plan 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.

Step 3 Get prescriptions

We make it easy to get your prescriptions

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

- Go to **kp.org/newmember** and follow the steps to complete the online form.
- Simply choose a Kaiser Permanente pharmacy at **kp.org/facilities** and call us.

Remember to contact us before you need a refill, as it can take 3 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

Mail Order Pharmacy

Get medications in 3 to 5 business days and at no cost with Mail Order Pharmacy.[1] Register at **kp.org** or download the Kaiser Permanente app[2] to start using this service, or call **1-800-700-1479** (TTY **711**), 24 hours a day, 7 days a week. Some prescriptions are available for same-day and next-day delivery for a small fee; members with eligible prescriptions can select this option at checkout.

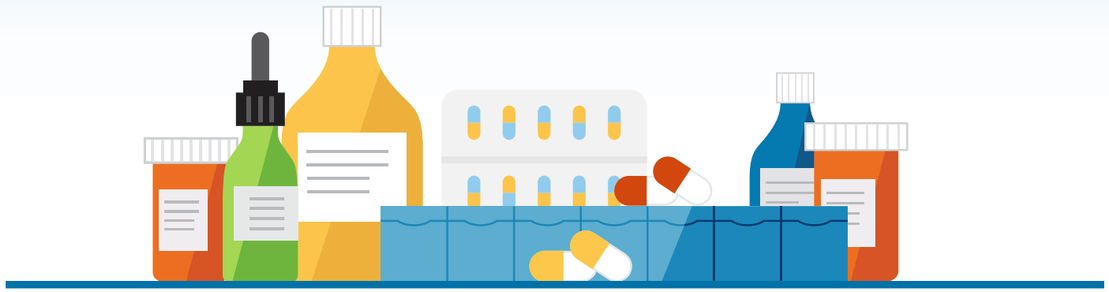
Medication reminder service

Remembering to take medication is important for your health care. Our reminder service—offered via the Kaiser Permanente app—can send you alerts about what dose of your medications to take and when, making it easier for you to keep track.

Creating a reminder is easy:

1. In the Kaiser Permanente app, go to the pharmacy section.
2. In the medication list, tap the medication you want to view.
3. Under prescription details, toggle on Reminders to Take.

[1]Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.
[2]To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.



Using network pharmacies

You may also have access to participating network pharmacies, including Giant, Harris Teeter, Safeway, Walgreens, Walmart, and others. You will not be able to use the Kaiser Permanente Mail Order Pharmacy if you fill your prescriptions using network pharmacies. Check your plan document to see if your plan gives you access to network pharmacies.

For a list of Kaiser Permanente pharmacies and phone numbers, see page 8.

Get prescription refills by phone

Call us at **1-800-700-1479** (TTY **711**), 24 hours a day, and follow the prompts to order prescriptions or check status.

Get prescription refills online

Register on **kp.org** or the Kaiser Permanente app[1] to request refills for most prescriptions online.



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 visit **kp.org/facilities** and select the Kaiser Permanente pharmacy where you'd like to pick them up.

[1]To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

Pharmacy phone numbers

There is a pharmacy in each Kaiser Permanente medical center. See the back cover for locations on a map.

Maryland

Abingdon Medical Center
1-410-515-5450

Annapolis Medical Center
1-410-571-7360

Baltimore Harbor Medical Center
1-410-637-5750

Bowie Fairwood Medical Center
1-301-867-1330

Camp Springs Medical Center
1-301-702-6175

Columbia Gateway Medical Center
1-410-309-7500

Frederick Medical Center
1-240-529-1800

Gaithersburg Medical Center
1-240-632-4150

Kensington Medical Center
1-301-929-7175

Largo Medical Center
1-301-618-5552

Lutherville-Timonium Medical Center
1-410-847-3029

North Arundel Medical Center
1-410-508-7675

Shady Grove Medical Center
1-301-548-5755

Silver Spring Medical Center
1-301-572-1055

South Baltimore County Medical Center
1-410-737-5200

West Hyattsville Medical Center
1-240-906-6600

White Marsh Medical Center
1-410-933-7626

Woodlawn Medical Center
1-443-663-6116

Virginia

Alexandria Medical Center
1-703-721-6310

Ashburn Medical Center
1-571-252-6005

Burke Medical Center
1-703-249-7750

Caton Hill Medical Center
1-703-986-2500

Colonial Forge Medical Center
1-540-602-6300

Fair Oaks Medical Center
1-703-934-5800

Falls Church Medical Center
1-703-237-4430

Fredericksburg Medical Center
1-540-368-3800

Haymarket Crossroads Medical Center
1-571-445-7300

Manassas Medical Center
1-703-257-3030

Reston Medical Center
1-703-709-1560

Springfield Medical Center
1-571-622-2100

Tysons Corner Medical Center
1-703-287-4650

Washington, DC

Capitol Hill Medical Center
1-202-346-3300

Northwest DC Medical Office Building
1-202-419-6900

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.

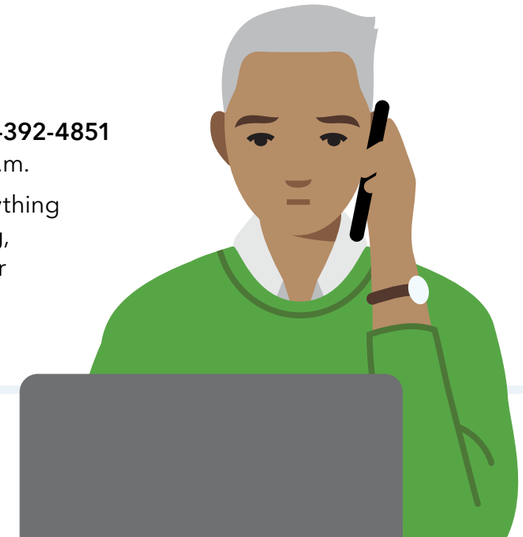
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Need help getting started?

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 everything from choosing a doctor to registering on **kp.org**, transferring your prescriptions, and making your first doctor's appointment.



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 *Evidence of Coverage*.	**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** or **kpmas.member.saferidehealth.com** 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 pickup 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**) Follow the instructions to request refills for most prescriptions.	24 hours a day, 7 days a week
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

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

Services	Contact	Contact hours
Social Security	**1-800-772-1213** (TTY **1-800-325-0778**)	Monday through Friday, 8 a.m. to 7 p.m.
State Medicaid offices	**Maryland** Maryland Medical Assistance Program/HealthChoice **1-410-767-5503** or **1-800-445-1159** **Virginia** Virginia Department of Medical Assistance Services **1-804-786-6145** (TTY **1-800-828-1120**) **Washington, DC** DC Department of Health Medical Assistance Administration **1-202-442-5955** (TTY **711**)	Monday, 8:30 a.m. to 12 p.m. Tuesday, Wednesday, Friday, 8:30 a.m. to 4 p.m. Monday through Friday, 8:30 a.m. to 5 p.m. Monday through Friday, 8:30 a.m. to 5:30 p.m. (closed on DC holidays)
Maryland Senior Prescription Drug Assistance Program (SPDAP)	The State of Maryland provides assistance through 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.

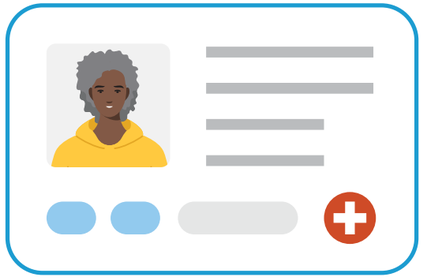
Getting care

Member ID card

You will receive your member ID card in the mail. You'll need this 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 at **1-888-777-5536** (TTY **711**) or go to My Health Manager on **kp.org** to request a replacement. You'll 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 card[2]

You can access a digital version of your membership ID card on the Kaiser Permanente app.[3]

To access your Kaiser Permanente 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 Member ID card icon at the top of the Kaiser Permanente app.

Transportation to medical appointments[4]

Your plan includes 24 rides for nonemergency medical appointments at Kaiser Permanente medical centers and contracted facilities within the service area. To schedule a ride or request your ride balance, visit **kpmas.member.saferidehealth.com** or 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 2 hours prior to your appointment. Rides canceled within 3 hours of scheduled pickup 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.
[3]To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.
[4]Twenty-four one-way rides per contract year. For nonemergency transportation only.

The right care for you

Services	Contact	Availability
Seeing your doctor For an expected care need, such as a recommended preventive screening or a visit for a health issue currently being treated. Or, for a new health concern or change in an existing health condition that is not an urgent care need.	To make appointments with doctors at Kaiser Permanente facilities, visit **kp.org/appointments** or call **1-800-777-7904** (TTY **711**). 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 doctors. You can also use our automated wait list to get an earlier appointment if one becomes available. Simply select "Join for sooner appointment" to be notified if earlier appointments open up.[1] If you have a network physician, call the doctor's office for business hours.
Seeing specialty doctors	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. Otherwise, call Kaiser Permanente at **1-800-777-7904** (TTY **711**). You do not need a referral for obstetrics-gynecology, optometry, dental, and some behavioral health services. 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 doctors. If you have a network physician, call the doctor's office directly for business hours.

[1] Sooner appointments are available for phone, video, or in-person appointments. Availability varies by service or department.

The right care for you (continued)

Services	Contact	Availability
 **Get Care Now with a Clinician**[1] Talk to a clinician 24/7 over phone or video for quality care when you need it—no appointment needed. Short wait times may apply.	For doctors video and phone visits with 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 and phone visits with Kaiser Permanente doctors.
 **E-visits**[2] Use our online symptom checker for certain conditions and get personalized care advice within 2 hours.	Get started at **kp.org**.	E-visits are available 7 days a week, from 8 a.m. to midnight.
 **Medical advice by phone** Talk with a registered nurse day or night for advice, scheduling appointments, and more.	**1-800-777-7904** (TTY **711**)	Call for medical advice 24 hours a day, 7 days a week.

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

[1] When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

[2] Available when you register and log in to **kp.org** or the Kaiser Permanente app. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

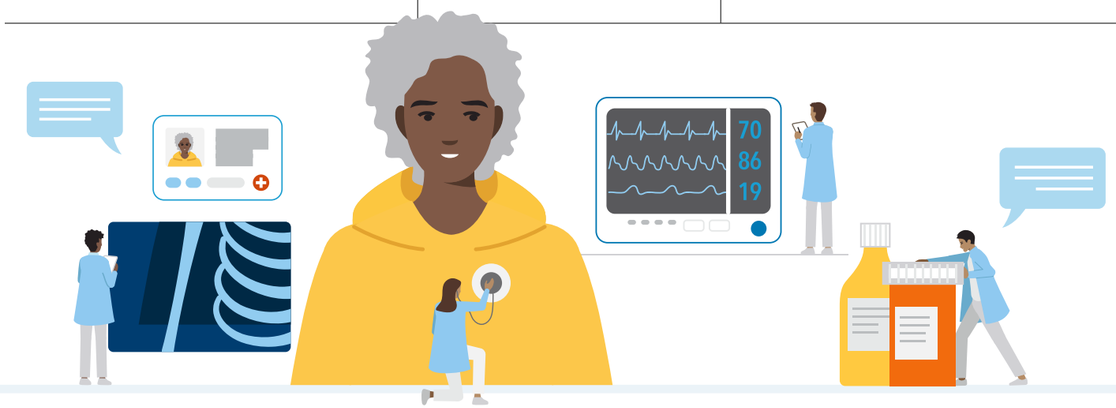
Services	Contact	Availability
 **Urgent and After Hours Care** Visit any Kaiser Permanente After Hours Care, Urgent Care, or Advanced Urgent Care location. You are covered for urgent care anywhere in the world.	**1-800-777-7904** (TTY **711**) Unsure if you need urgent or emergency care? Call **1-800-677-1112** (TTY **711**). If you're traveling internationally and need help locating urgent or emergency care, call **001-951-268-3900** (from a landline phone) or **+1-951-268-3900** (from a mobile device).[1]	14 locations; 7 open 24 hours a day, 7 days a week Members are welcome to walk in without an appointment at our Advanced Urgent Care centers. Urgent Care and After Hours Care are by appointment only. Learn more at **kp.org/urgentcare/mas**.
 **Emergency care**[2] You are covered for urgent and emergency illness or injury anywhere in the world.	If you think you're experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility anytime, day or night. Unsure if you're experiencing an emergency? Call **1-866-677-1112** (TTY **711**).	24 hours a day, 7 days a week

[1] Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

[2] If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your *Evidence of Coverage* for the complete definition of emergency medical conditions.

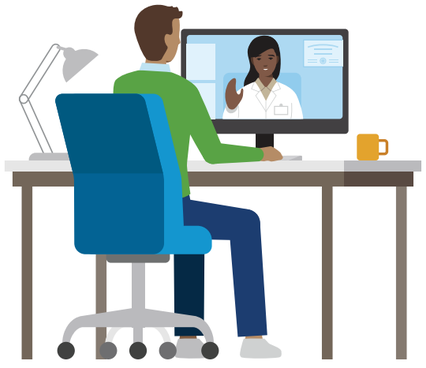
The right care for you (continued)

Services	Contact	Availability
Behavioral health	You can seek initial consultation without a referral from your doctor for outpatient treatment for behavioral health or substance use conditions. Call **1-866-530-8778** (TTY **711**).	Monday through Friday, 8:30 a.m. to 5 p.m. (closed holidays). Learn more at **kp.org/mentalhealth**.
Vision care	Visit **kp.org** or call **1-800-777-7904** (TTY **711**) You don't need a referral from your doctor to make an appointment.	Hours vary by location. Learn more at **kp2020.org**.
Dental care For details, see page 22.	Call LIBERTY Dental Plan Member Services at **1-888-650-1859** (TTY **711**).	Monday through Friday, 8 a.m. to 8 p.m.



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, 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 app.[2]



Get Care Now with a Clinician
24/7 on-demand service with next available clinician—no appointment is needed for Urgent Care that can be addressed virtually.

E-visits (available 24/7)
Answer a questionnaire and get instant care recommendations or a physician's advice/treatment response in 1 hour or less.

Email consultations with your doctor.

24/7 advice line and online chat.

During a virtual visit, your doctor can access your digital health 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 Kaiser Permanente app.[2]

For more information on your telehealth options and how to join a video visit, go to **kp.org/getcare**.



[1] Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

[2] To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

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. Preventive care needs depend on:

- Age
- Gender
- Health habits
- 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**. You may receive a few questionnaires that you can view and complete on **kp.org** or the **KP app.** These help your care team learn more about your health and medical history so your doctor can better understand your needs before your first visit and provide the best care possible. You can also visit **kp.org/questionnaires** to see which forms are available to you.

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'll be asked to pay a copay for the service. In most cases, you'll get a bill in the mail for such additional, non-preventive services.



Specialty care

Referrals to specialists

Kaiser Permanente doctors and other network providers offer primary care, pediatric services, ob-gyn 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 doctor 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.

Please see your *Evidence of Coverage* (EOC) for details.



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 at **1-888-777-5536** (TTY **711**).

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.

Specialty care (continued)

See certain specialists without a referral

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

Services	Contact	Availability
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.	**1-800-777-7904** (TTY **711**)	Monday through Friday, 8:30 a.m. to 5 p.m. (closed 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 For details, see page 22.	LIBERTY Dental Plan Member Services at **1-888-650-1859** (TTY **711**)	Monday through Friday, 8 a.m. to 8 p.m.

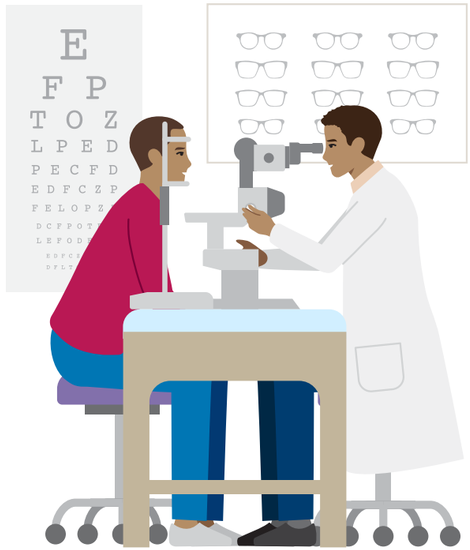
For other types of specialty care, your doctor will refer you.



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.





Vision care

Your plan includes routine eye exams, glaucoma screenings, and cataract screenings at Vision Essentials by Kaiser Permanente (located in our medical centers). You also receive an allowance on glasses and/or contact lenses. For additional information about your vision benefits, see your *Evidence of Coverage* (*EOC*).

To view a list of Vision Essentials locations, visit **kp2020.org**.

Comprehensive dental plan

Your health plan includes dental coverage through LIBERTY Dental Plan. You pay $30 for preventive care office visits. This includes:

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

Other covered dental services are provided at a reduced fee.

Save on restorative care

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.

Some services may require prior authorization or be subject to visit limits. Your dentist can help you obtain authorization for needed dental care. For more information, refer to your *Evidence of Coverage* (EOC).

Choosing a dentist

For a list of participating dentists in our dental network, or for information about a particular dentist, visit **LibertyDentalPlan.com/kaiserdentists** or call LIBERTY Dental Plan Member Services at **1-888-650-1859** (TTY **711**), Monday through Friday, 8 a.m. to 8 p.m. You do not need to have a dentist of record and can choose any dentist in the national network.

Appointments and ID card

Make an appointment by calling your chosen dental office.
You'll receive a LIBERTY Dental Plan ID card in the mail. Bring your ID card to your dental appointments.

LIBERTY Dental Member Services

Quality service is an important part of any dental plan. Knowledgeable LIBERTY Dental Plan Member Services specialists are available Monday through Friday, 8 a.m. to 8 p.m., to answer questions about coverage or to help you find a participating dentist. The most up-to-date list of participating dental providers can be found online.

Phone: **1-888-650-1859** (TTY **711**)

Mailing address:

LIBERTY Dental Plan
Attention: Claims
P.O. Box 15149
Tampa, FL 33684

Web: **LibertyDentalPlan.com/kaiserdentists**

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

Nominate your dentist

If your dentist isn't in the LIBERTY Dental Plan network, you can request that they join—see the Nominate a Provider tool at **client.libertydentalplan.com/nominate**.



Thriving After 60

Connect with other members at workshops and outings

Meet like-minded friends at our interesting virtual and in-person 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**.

Healthy extras to improve your mental and physical health

Enjoy access to our healthy extras—online resources to help manage your well-being.

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

- One Pass® fitness program.[1] See page 26 for details.

Self-care apps[2]

- **Calm.** Reduce stress, improve sleep, and enhance mood with meditation.
- **Headspace.** Get immediate one-on-one emotional support for coping with many common challenges—from stress and low mood to work or relationship issues.

Learn more and download these apps at **kp.org/selfcareapps**.

Additional resources

- **Health education classes.** Join in at our facilities (registration required). Browse courses at **kp.org/classes**. To register, call **1-800-777-7904** (TTY **711**).
- ***Partners in Health*.** This monthly newsletter brings you health tips, member stories, and facility and service updates.
- **Online wellness programs.** Learn more at **kp.org/healthylifestyles**.

Refer to your plan document for more information.

Optum's Affinity Musculoskeletal Program

Access chiropractic, acupuncture, and massage therapy services, along with a 20% discount off their usual and customary services for members. For more information, call **1-800-873-4575**.

To find a provider:

- Visit **myoptumhealthphysicalhealth.com/ProviderDirectory**.
- Under the **Plan/Product** dropdown list, select **Kaiser Permanente CAM Discount Program**.
- Complete the other fields such as **Specialty, State, City,** and **ZIP Code**. If searching by ZIP code does not provide a list of specialists, remove ZIP code and search by city.

The 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.

[1] One Pass® is a registered trademark of One Pass Solutions, Inc. in the U.S. and other jurisdictions and is a voluntary program.

[2] App services may not be covered under your health plan benefits and may not be 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.

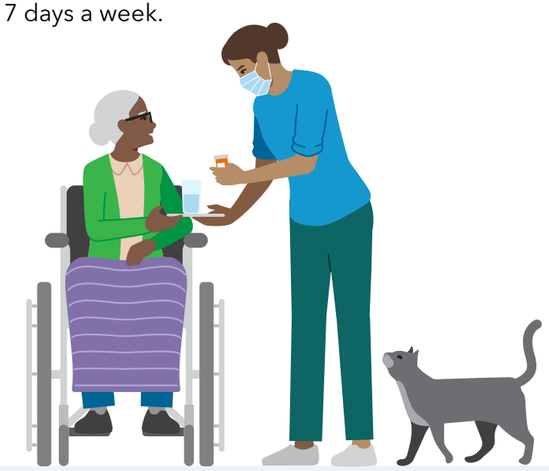
Healthy extras to improve your mental and physical health (continued)

Lively™ Mobile Plus

Get a personal emergency response system that provides 24/7 help with the push of a button. Receive a reduced one-time device for a discounted fee and choice of two monthly service plans (coverage limits may apply). Visit **shop.lively.com/pages/kp** or call **1-800-205-6548** (TTY **711**) for more information, 7 days a week, 9 a.m. to 8 p.m.

Comfort Keepers in-home care and assistance

Uplifting in-home care services to help you maintain independence at home with everything from 24-hour care, respite, meal preparation, and light housekeeping. Receive a discount on all services and get a free in-home safety assessment. Visit **comfortkeepers.com/kaiser-permanente** or call **1-800-611-9689** (TTY **711**) for more information, 24 hours a day, 7 days a week.



Mom's Meals healthy meal delivery

Getting the right nutrition is essential to achieving and maintaining good health. And with Mom's Meals, you can get refrigerated ready-to-heat-and-eat meals delivered to your home. Crafted by chefs and registered dietitians, the meals are tailored to support most major chronic conditions and overall wellness. Kaiser Permanente members enjoy discounted pricing and free shipping from Mom's Meals. Visit **momsmeals.com/kaiser** or call **1-866-224-9483** (TTY **711**) for more information, Monday through Friday, 8 a.m. to 7 p.m.

Kaiser Permanente members may continue to use or select these products or services from any company of their choice, but Kaiser Permanente discounts are only available with the companies listed above. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Kaiser Permanente Medicare Advantage grievance process. BEST BUY HEALTH, GREATCALL, LIVELY, and LINK are trademarks of Best Buy and its affiliated companies. ©2022 Best Buy. All rights reserved.

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 membership 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. So it's no surprise that Kaiser Permanente has included BrainHQ with your membership.

BrainHQ's online exercises, which you can do on a computer or mobile device, improve memory, attention, and processing speed, resulting in safer driving, improved balance, and better mood. 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, 1:30 p.m. to 10:30 p.m.

One Pass® fitness program[1]

The One Pass fitness program can help you find the right fitness routine for you, whether you exercise at home or the gym. Choose from a large nationwide network of gyms and fitness centers and enjoy digital fitness classes from the comfort of home.

Work out your way and find your fit

- **At the gym:** Choose from a large nationwide network of gyms and fitness locations. Visit any place in the network and create a routine just for you.
- **With a home fitness kit:** Get fit and have fun with strength, yoga, and dance kits designed to help you work out at home.[2]
- **At home:** Work out at home with live, digital fitness classes and on-demand workouts. Plus, use our custom workout builder to create routines tailored to your fitness level and interests.
- **With new friends:** Join a group class or find local clubs and social events that match your interests. There are many great ways to connect with others who share your passions.

For more information, visit **YourOnePass.com** or call **1-877-614-0618** (TTY **711**), Monday through Friday, 9 a.m. to 10 p.m.



[1] One Pass® is a registered trademark of One Pass Solutions, Inc. in the U.S. and other jurisdictions and is a voluntary program. The One Pass program and amenities vary by plan, area, and location. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. One Pass is not responsible for the services or information provided by third parties. Individuals should consult an appropriate health care professional before beginning any exercise program to determine what may be right for them.

[2] Three kits are offered and limited to one a year. Kit contents are subject to change based on availability.

FAQs

Can members use multiple fitness locations?

Yes. With One Pass, Kaiser Permanente Medicare Advantage members can use multiple participating fitness locations during the same month. Members will need to present their One Pass member code to each new participating fitness location they want to use. The location will enroll the member in the gym, providing access to a standard membership at no additional cost.

Can members visit any participating fitness location while traveling within the United States?

Yes, provided there is a location in the area. With One Pass, Kaiser Permanente Medicare Advantage members can use multiple participating fitness locations. Members will need to present their One Pass member code to each new participating location they want to use. The participating fitness location can then enroll the member in the gym, providing access to a standard membership at no additional cost. To find a participating location, use the One Pass website to enter an address or ZIP code on the fitness location search page.

Do members pay for any additional services?

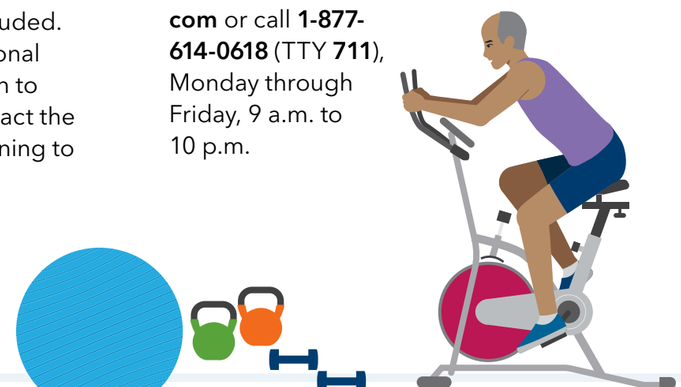
Additional services (such as personal training, fee-based group fitness classes, expanded access hours, or additional classes outside of the standard membership offering) are not included. Members will be responsible for any additional fees associated with the services if they wish to have access to them. Members should contact the specific location(s) they are interested in joining to learn more.

How to get started with the One Pass program

Once you're a Kaiser Permanente member, follow these steps:

1. Visit **YourOnePass.com**.
2. Click **Get Started** to register. Enter in your first name, last name, date of birth, and Kaiser Permanente member ID number.
3. Once you're registered, you'll receive a **One Pass member code.** Be sure to write down your code and keep it handy. You'll need to enter it each time you register for a new fitness location or other One Pass service.
4. Start searching for gyms by clicking on the **Find a gym** page. When you sign up at a gym, be sure to provide your One Pass member code.

For more information, visit **YourOnePass.com** or call **1-877-614-0618** (TTY **711**), Monday through Friday, 9 a.m. to 10 p.m.



Urgent Care and After Hours Care

You are covered worldwide for urgent and emergency care. Go to the nearest urgent or emergency care facility.

Kaiser Permanente Urgent Care centers

Open evenings, weekends, and holidays, our Urgent Care centers are located in Maryland, Virginia, and Washington, DC.

Call **1-888-777-5536** (TTY **711**) to get the care you need, or come in if you are experiencing any of the following:

- Back pain
- Deep cuts
- Diarrhea
- Nausea
- Skin infections
- Sprains and strains
- Stomach pain
- Vomiting

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

24/7 Kaiser Permanente Advanced Urgent Care centers

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

- Physicians trained in emergency medicine
- Lower cost shares than those for a typical hospital ER visit[2]
- 24/7 laboratory services
- Extended pharmacy hours, with most open 24/7
- 24/7 advanced imaging services, including CT, MRI, and ultrasound
- An observation unit where patients can be monitored for up to 24 hours

After Hours Care

Our After Hours Care clinics have limited ancillary services for lab and radiology and are appropriate for minor health concerns like ear pain, cold, sinus, and flu-like symptoms, rash, neck pain, urinary tract infections (UTIs), and minor injuries.

Get Care Now with a Clinician

With our Get Care Now with a Clinician on-demand service, no appointment is needed for Urgent Care that can be addressed virtually—you can see the next available clinician the same day.

- Connect to this virtual care service 24/7 and a clinician will reach out to you, usually within 2 hours
- Offered at no charge
- Available via phone, video,[3] **kp.org**, and the Kaiser Permanente app[4]



[1] An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your *Evidence of Coverage* for the complete definition of emergency medical conditions.

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

[3] When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

[4] To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

Urgent Care and After Hours Care locations

Maryland

Camp Springs
Urgent Care
6104 Old Branch Ave.
Temple Hills, MD 20748
By appointment only
Fri: 3 – 11 p.m.
Sat, Sun: 9 a.m.–5 p.m.

Gaithersburg
Advanced Urgent Care 24/7
655 Watkins Mill Road
Gaithersburg, MD 20879

Kensington
Urgent Care
10810 Connecticut Ave.
Kensington, MD 20895
By appointment only
Mon–Fr: 3–11 p.m.
Sat, Sun: 9 a.m.–5 p.m.

Largo
Advanced Urgent Care 24/7
1221 Mercantile Lane
Largo, MD 20774

Lutherville-Timonium
Advanced Urgent Care 24/7
2391 Greenspring Drive
Lutherville-Timonium, MD 21093

South Baltimore County
Advanced Urgent Care 24/7
1701 Twin Springs Road
Halethorpe, MD 21227

White Marsh
After Hours Care
4920 Campbell Blvd.
Nottingham, MD 21236
By appointment only
Mon–Fri: 3–11 p.m.
Sat, Sun: 9 a.m.–5 p.m.

Woodlawn
After Hours Care
7141 Security Blvd.
Baltimore, MD 21244
By appointment only
Mon–Fri: 3–11 p.m.
Sat, Sun: 9 a.m.–5 p.m.

Virginia

Ashburn
Urgent Care
43480 Yukon Drive
Ashburn, VA 20147
By appointment only
Mon–Fri: 3–11 p.m.
Sat, Sun: 9 a.m.–5 p.m.

Caton Hill
Advanced Urgent Care 24/7
13285 Minnieville Road
Woodbridge, VA 22192

Fredericksburg
After Hours Care
1201 Hospital Drive
Fredericksburg, VA 22401
By appointment only
Mon–Fri: 3–11 p.m.
Sat, Sun: 9 a.m.–5 p.m.

Reston
Urgent Care
1890 Metro Center Drive
Reston, VA 20190
By appointment only
Mon–Fri: 3–11 p.m.
Sat, Sun: 9 a.m.–9 p.m.

Tysons Corner
Advanced Urgent Care 24/7
8008 Westpark Drive
McLean, VA 22102

Washington, DC

Capitol Hill
Advanced Urgent Care 24/7
700 2nd St. NE
Washington, DC 20002

The continued availability and/or participation of any facility cannot be guaranteed.

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.

You are covered worldwide for urgent and emergency care.

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 we'll 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 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*.

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*.



Hospital care

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

Visit **kp.org/directory** to view the hospitals we team with in coordinating your care when you need inpatient or outpatient hospital care. These hospitals are located throughout Maryland, Virginia, and Washington, DC.

If you're admitted to a hospital that does not have Kaiser Permanente doctors

Once your condition has stabilized, we may move you to a hospital where Kaiser Permanente doctors are on duty. That way, we can deliver seamless and coordinated care during both your hospitalization and your transition out of the hospital.

[1] The hospitals we team with 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 the Extra Help program, which can help 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 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're receiving, and we'll let you know the amount you'll 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
X-ray and imaging services	For most services, you need a referral from your doctor, and they'll let you know how to schedule your appointment. Most X-ray and imaging services are located wherever Urgent Care or Advanced Urgent Care is offered, so you do not have to make a separate trip to have an X-ray or other imaging test. Call the appointment line at **1-888-777-5536** (TTY **711**) to schedule a mammogram. You do not need a referral from a doctor. Your primary care physician or ob-gyn will talk with you about how often you should be screened. Your results from tests done in Kaiser Permanente medical centers will be available in your medical record.
Lab tests and results	For most routine lab tests, your Kaiser Permanente doctor will send the order electronically to the Kaiser Permanente lab, and you can just walk in without an appointment. Most lab services are located wherever Urgent Care or Advanced Urgent Care is offered, so you don't 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. Your results from tests done in Kaiser Permanente medical centers will be available in your medical record. You can read most results 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 referring physician's instructions about how to receive your test results.
Transferring medical records	To make your transition to Kaiser Permanente as seamless as possible, please bring the following documents to your first appointment: lists of your allergies, medications, medical conditions, surgeries, cancer screening tests, and immunizations. Please also provide a list of your current and/or recent physicians, including addresses. Kaiser Permanente doctors can often access your digital health record from your previous physicians. If your Kaiser Permanente doctor determines that additional information is needed, they'll provide you with a Targeted Request for Medical Records Form, which you'll submit to your previous physician(s) for those specific records. If you already have your records, you can contact our Health Information Management Services (HIMS) Department by email 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.

Services	What you need to know
Dental	Your plan includes preventive and other dental benefits. Refer to your *Evidence of Coverage* or see page 22 for details.
Chronic care management	**Get help managing your ongoing health conditions.** If you have asthma, chronic obstructive pulmonary disease, coronary artery disease, depression, diabetes, or high blood pressure and want information to help manage your condition, you can join our disease management program. 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. We'll return your call within 2 business days.
Coordination of benefits	**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**). If the other plan is your primary insurance, we reserve the right to bill the other health plan for the services we provide or authorize for you. Having more than one health care plan doesn't affect your ability to access Kaiser Permanente services. If you have a work-related injury or an injury caused by another party, please notify Member Services.
Medical and pharmacy claims	Refer to your *Evidence of Coverage* (EOC) for detailed instructions on how to submit medical and pharmacy claims. The EOC explains what information is needed, where to send your claim, and the timeframe for submission.
Moving	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.
Disenrollment	You may choose to end your membership in Kaiser Permanente Medicare Advantage for any reason. There are some limits to when and how often you may change the way you get Medicare and what choices you can make when you change. For more information, refer to your *Evidence of Coverage* (EOC).

Care options while you're away from home

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.

Coverage anywhere

- 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.
- If you need urgent care in a state without Kaiser Permanente, go to the nearest CVS MinuteClinic®, Concentra Urgent Care, or urgent care facility.[1]
- 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.[2] You're also covered for urgent and emergency care from any non–Kaiser Permanente provider worldwide.

In other Kaiser Permanente service areas

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.

Locations include all or part of California, Colorado, Georgia, Hawaii, Oregon, and Washington State.

Find Kaiser Permanente locations at **kp.org/facilities**.

What is not covered

You are typically not covered for routine (nonemergency) care outside Kaiser Permanente service areas. See your *Evidence of Coverage* for details.



For more information

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.

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

[1] If 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.

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

Kaiser Permanente medical facilities

Maryland

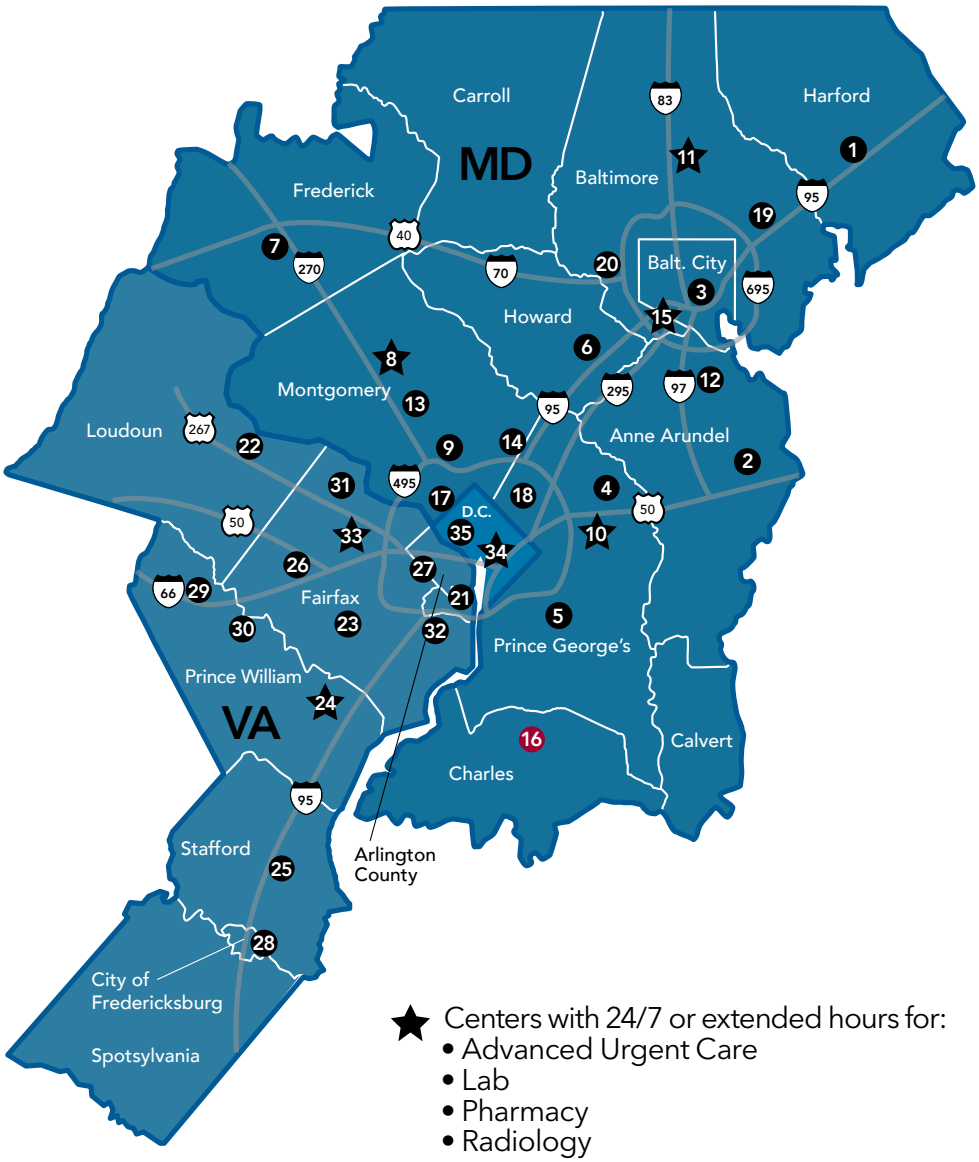
1 Abingdon Medical Center
2 Annapolis Medical Center
3 Kaiser Permanente Baltimore Harbor Medical Center
4 Bowie Fairwood Medical Center
5 Camp Springs Medical Center
6 Columbia Gateway Medical Center
7 Kaiser Permanente Frederick Medical Center
8 Gaithersburg Medical Center
9 Kensington Medical Center
10 Largo Medical Center
11 Lutherville-Timonium Medical Center
12 North Arundel Medical Center
13 Shady Grove Medical Center
14 Silver Spring Medical Center
15 South Baltimore County Medical Center
16 FUTURE LOCATION Southern Maryland Medical Center
17 well Friendship Heights by KAISER PERMANENTE
18 West Hyattsville Medical Center
19 White Marsh Medical Center
20 Woodlawn Medical Center

Virginia

21 Alexandria Medical Center
22 Ashburn Medical Center
23 Burke Medical Center
24 Caton Hill Medical Center
25 Colonial Forge Medical Center
26 Fair Oaks Medical Center
27 Falls Church Medical Center
28 Fredericksburg Medical Center
29 Haymarket Crossroads Medical Center
30 Manassas Medical Center
31 Reston Medical Center
32 Springfield Medical Center
33 Tysons Corner Medical Center

Washington, D.C.

34 Kaiser Permanente Capitol Hill Medical Center
35 Northwest D.C. Medical Office Building



★ Centers with 24/7 or extended hours for:
- Advanced Urgent Care
- Lab
- Pharmacy
- Radiology

For the most current listing of available facilities and services, please visit **kp.org/facilities**.

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