



FLIP TO  
THE BACK  
FOR A  
QUICK  
GUIDE TO  
WHAT'S  
INSIDE.



# Member Resource Guide

Northern Colorado 2015

Your personal guide to Kaiser Permanente's services, locations,  
and contact information in the Northern Colorado service area.



## Good Health at your Fingertips



At [kp.org/myhealthmanager](https://kp.org/myhealthmanager), make appointments for routine care, order prescription refills, e-mail your doctor's office with routine health questions, and view most lab test results and recent immunization records.\*



Visit [kp.org/registernow](https://kp.org/registernow) to set up your account. You'll also receive our monthly e-newsletter with health news, updates, member stories, and more.



On the go? Try our mobile apps. Access the secure features of **My Health Manager** from your smartphone or tablet. Just download our Apple app from the App Store<sup>SM</sup> or the Android<sup>TM</sup> app from Google Play.\*\*

\*Some of these features are only available to members receiving care at a Kaiser Permanente medical office.

\*\*Kaiser Permanente is not responsible for the content or policies of external websites of Apple, Inc. and Google, Inc. App Store is a service mark of Apple, Inc. Android is a trademark of Google, Inc.

## Keeping You Healthy, and Life Easy.

Thank you for choosing Kaiser Permanente as your partner in health. We look forward to having you as a member and helping you to live healthier and get more out of life.

This Member Resource Guide will help you learn more about Kaiser Permanente and how to access services as an active participant in your health care.

For more detailed information about your specific health care coverage, please review your Evidence of Coverage or contact Member Services at **1-800-632-9700** (TTY for the deaf, hard of hearing, or speech impaired: **1-800-521-4874**). You can also view your Evidence of Coverage online at **kp.org/eoc**.



### Manage your care

If you need to find a new physician, learn how to register online, make an appointment, or refill your prescriptions, we can help. Find all the information you need to manage your care. This section helps you navigate our services and explains all of your options. Pages 4-15.

### Get connected

Find a medical office that is convenient for you. In this section, you'll find a map with the locations of our medical offices, plan hospitals, and information on emergency and urgent care hours. Pages 16-19.

### Be informed

Learn about your rights and responsibilities as a Kaiser Permanente member. In this section, get help with questions about claims, and find important telephone numbers. Pages 20-26.

## Important Information about the Northern Colorado service area

As a Kaiser Permanente Northern Colorado member, you have access to hundreds of physicians including primary care physicians and specialists.

You may seek care at a Kaiser Permanente medical office in Loveland, Fort Collins, and Greeley. All locations will provide primary care, pharmacy, radiology, laboratory services, and behavioral health specialists – all under one roof so you have convenient access to our full range of health services.

You also have a choice of primary care physicians from a comprehensive network for Banner Health affiliated providers in Northern Colorado. With more than 40 Banner Health Centers and clinics, we're sure you'll find a location that meets your needs.

For the most current list of providers in Northern Colorado please visit [kp.org/locations](https://kp.org/locations).

## New Member Connect is Here to Help

As a new member, you may have many questions and wonder where to start. With just one phone call, the New Member Connect department can help you:

- Choose a primary care physician
- Transition your prescriptions
- Access care
- Learn about your benefits
- Register for secure access to [kp.org](https://kp.org)
- And more!

You can reach the New Member Connect department at **1-844-639-8657** (TTY: **711**), weekdays, 7 a.m. to 6 p.m.

## Your Member ID Card

Your Kaiser Permanente member identification card (ID card) identifies you as a member and contains your health record number. Each family member is issued a member ID card with a unique ID or health record number.

Please carry your member ID card with you at all times and present your card or your child's card at each appointment. When you receive your card, please check it for accuracy. Report any errors on your card or your child's card immediately to Member Services.

## CONTACT US:

### Member Services

1-800-632-9700/TTY: 1-800-521-4874

Monday-Friday, 8 a.m.–5 p.m.

Or visit [kp.org](https://kp.org)

## My Health Manager at [kp.org](https://kp.org)

When you register at [kp.org](https://kp.org), you'll get access to My Health Manager – a feature that allows you to view your health information online and actively manage care for you and your family.\*

To become a registered user, visit [kp.org/registernow](https://kp.org/registernow). Be sure to have your health record number available when you register. Answer a few security questions and follow the prompts to set up your user ID and password. Within a few minutes you'll have access to our secure online features!

Once you've registered, you can\*:

- Order prescription refills and view prescription history
- Request, view, or cancel future routine appointments
- Review recent office visits, including recommended follow-up steps
- Email your doctor's office
- View most lab test results
- See a list of your allergies and recent immunizations
- Act for a family member (e-mail your child's doctor, and more)
- Receive our monthly e-newsletter
- Pay Kaiser Permanente medical bills
- View Benefits and Eligibility

\*NOTE: Some features of My Health Manager are available only for services or care received at a Kaiser Permanente medical office.

## Online Health Resources

Visit [kp.org/healthyliving](https://kp.org/healthyliving) to learn more about how you can improve your health. You'll find links to health resources, such as our health encyclopedia, information on drugs and natural medicines, classes and programs, and more. Or visit [kp.org/classes](https://kp.org/classes) for a listing of online and in-person classes offered in your area for little or no cost.

Personalized, online, healthy lifestyle programs, offered in collaboration with HealthMedia<sup>®</sup>, are free to members. Each program provides you with a tailored plan to help you meet your health and fitness goals.

Visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles) to access any of the programs below:

- Assess your health
- Lose weight
- Reduce stress
- Eat right
- Quit smoking
- Manage ongoing health conditions
- Manage chronic pain
- Manage diabetes
- Manage depression
- Manage insomnia
- Manage back pain

## Choosing Your Primary Care Physician

Having a primary care physician (PCP) you know and trust can help you get the most out of your health care. You can choose your PCP from any of the Kaiser Permanente Medical Offices in Northern Colorado. (See page 16 for locations). You also have a choice of physicians from a comprehensive network of affiliated providers in Northern Colorado, including many Banner Health physicians.

Call us at any time to change your PCP. A different PCP can be selected for each member of your family, if you wish. If your provider moves or has a change in their practice, we're here to help answer any questions about transitioning your care.

## Understand Your Choices

- Doctors in Family Medicine care for people of all ages, and often members of the same family.
- Doctors in Internal Medicine include general practitioners and/or internists who may have particular areas of focus.
- Doctors in Pediatrics care for infants, children, adolescents, and teens.

## Find the Right Doctor For You

We encourage you to choose your PCP right away. To do this, call the Personal Physician Selection Services team. This team will help you choose a new doctor based on your health care needs. Prior to your call or at any time, visit [kp.org/chooseyourdoctor](http://kp.org/chooseyourdoctor) to view physician biographies and photos.

**IMPORTANT:** Enrolling in Kaiser Permanente does not guarantee services by a particular provider. If you want to be sure of receiving care from a specific provider, you should contact that provider to be sure that they are accepting additional Kaiser Permanente patients. Also, Kaiser Permanente may add or remove physicians on a periodic basis. Call Personal Physician Selection Services for the latest information.

NOTE: Female members may elect to see an obstetrician/gynecologist for their routine physical exams, while seeing their designated primary care physician if non-female-specific problems arise.

## Transfer Your Medical Records

When you join Kaiser Permanente, you may be able to keep your current physician. However, if you do need to transfer your medical records contact your previous physician and request a medical records transfer form. If you are transferring medical records to a physician at a Kaiser Permanente medical office, please have the forms mailed to:

### Stapleton Support Services

Attn: Data Integrity Group  
11000 E. 45th Avenue  
Denver, CO 80239

## Kaiser Permanente Publications and Announcements

Most of our publications can be downloaded at [kp.org/formsandpubs](http://kp.org/formsandpubs). Additionally, we'll keep you up-to-date on Kaiser Permanente through your member e-newsletter, *Partners in Health*, as well as additional mailings. We encourage you to register on [kp.org](http://kp.org) to receive the monthly *Partners in Health* e-newsletter. It allows you to get important updates and valuable health tips in a timely manner and keeps you informed about new Kaiser Permanente medical offices and specialty services, changes in basic benefits, and changes in phone numbers.

For the latest announcements about our services, holiday hours, medical offices, and other information, visit the "Notices and Updates" section of [kp.org](http://kp.org).



**CONTACT US:**  
**Physician Selection Services**  
**1-855-208-7221/TTY: 1-800-521-4874**  
Monday-Friday, 7 a.m.–5:30 p.m.

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## Appointment and Advice Call Center

If you select a doctor at a Kaiser Permanente Medical Office in Northern Colorado, you can make an appointment by calling the Appointment and Advice Call Center.

Appointments are available from 8:30 a.m. to 7 p.m., Monday through Friday (times may vary depending on the medical office). Same-day appointments are often available. You also can request routine appointments online by using the appointment center tool at [kp.org/myhealthmanager](http://kp.org/myhealthmanager).

## Registered with My Health Manager?

Visit [kp.org/myhealthmanager](http://kp.org/myhealthmanager) to schedule appointments online.

## Medical Advice

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. They can assess your situation and direct you to the appropriate facility, if necessary. Or they can help you handle the problem at home until your next appointment. For advice anytime, day or night, call the Appointment and Advice Call Center.

## Specialty Care

In most cases, you can schedule a consultation with a network specialist without a referral. For additional services, such as radiology, outpatient surgery, and hospitalization, you'll need a referral from your specialty physician and authorization from Kaiser Permanente. To see a specialist at a Kaiser Permanente medical office in the Denver/Boulder area, call Member Services.



## CONTACT US:

**Appointments, Medical Advice,  
After-Hours Care**  
970-207-7171/1-800-218-1059  
(TTY: 1-866-635-7550)

Monday-Friday, 7 a.m.–6 p.m.  
For advice, call anytime, day or night.

**Member Services**  
1-800-632-9700/TTY: 1-800-521-4874  
Monday-Friday, 8 a.m.–5 p.m.

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## ? HELPFUL TIP:

For more specific information about your health care coverage, please review your Evidence of Coverage or contact Member Services at 1-800-632-9700 (TTY: 1-800-521-4874). You can also view your Evidence of Coverage online at [kp.org/eoc](http://kp.org/eoc).

## Extended Hours

When you need care, we make every effort to get you a same-day appointment with your personal physician at a Kaiser Permanente medical office. We also offer extended hours care at several locations in Northern Colorado.

Extended hours locations:

- Kaiser Permanente Fort Collins Medical Offices
- Kaiser Permanente Greeley Medical Offices
- Banner Health Clinic – Family Practice (two locations)
- Banner Health Clinic – Pediatrics

For us to better serve you, please call and make an appointment ahead of time. See page 18 for address details.

## Urgent Care

Use urgent care when you have an illness or injury that requires prompt medical attention, but it is not an emergency medical condition. The charge for urgent care is typically higher than a regular office visit, but less than an emergency room visit.

Urgent care locations

- Banner Health Clinic – Skyline Urgent Care
- Banner Health Clinic – Summit View Urgent Care
- Banner Health Clinic – Windsor Urgent Care
- Weekend Care Clinic of Fort Collins

## Emergency Care

A medical emergency is when you reasonably believe that your health is in serious danger—when every second counts. A medical emergency includes severe pain, bad injury, a serious illness, or a medical condition that is quickly getting much worse. If you have an emergency medical condition, call **911** or go to the nearest hospital. If time and safety permit, we recommend you go to the emergency department at one of the following hospitals (see locations on page 17):

- Estes Park Medical Center, Estes Park
- McKee Medical Center, Loveland
- North Colorado Medical Center, Greeley
- Banner Fort Collins Medical Center – Opening April 2015

If you are admitted to one of our contracted emergency care hospitals or to any other out-of-plan hospital following an emergency room visit, please let us know as soon as possible (preferably within 24 hours), or have someone contact us on your behalf, so that we may assist in coordinating your care and reducing your risk of incurring non-covered inpatient charges. Please call Member Services at **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m.

## HELPFUL TIP:

If you obtain emergency medical care, it is always wise to retain all bills, receipts, and medical records of services received from anyone involved in your emergency health care. This includes attending providers, ambulance staff, and paramedics. Save the police report if an automobile or motorcycle accident caused the need for emergency services.





### Scheduled Hospitalization

Inpatient hospitalization is covered when prescribed by a Kaiser Permanente physician. See Hospital listings on page 17.

### CONTACT US:

#### Member Services

1-800-632-9700/TTY: 1-800-521-4874

Monday-Friday, 8 a.m.–5 p.m.

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## Pharmacy Services

Clinical pharmacists and specialists provide pharmacy services at all medical offices and through the Clinical Pharmacy Call Center. Clinical pharmacy staff work with your doctor as an integral part of your health care team to assist in transitioning your prescriptions into Kaiser Permanente, answering questions, and helping you use medications appropriately to maintain good health.

You have several convenient options for refilling your prescriptions:

- You can get your prescription refills by mail order with free shipping through **kp.org**. To do so, sign on with your user ID and password and follow these links: Select the “My health manager” tab.
- Click on “Pharmacy center” from the dropdown menu.
- Follow the prompts to refill your prescriptions.

Or, you can call our automated mail-order refill service 24 hours a day to get your mail-order refills with free shipping. Please call in your refill(s) 10 days to two weeks before you run out of your current prescription.

You also can fill your prescriptions in person at any Kaiser Permanente medical office pharmacy. Each medical office pharmacy has a 24-hour refill phone number and offers mail-in refill services. Pharmacy phone numbers are listed with each medical office in this guide, and also are printed on prescription containers.

Our website is also the place to get answers to routine health and pharmacy questions within 24 hours, Monday through Friday. To ask a question, sign on with your user ID and password and follow the links to the pharmacy message center.

## Over-the-Counter Drugs

We encourage you to consult with a pharmacist about any prescription or over-the-counter drugs you are routinely taking. They also can answer any medication questions you have. You can contact the Clinical Pharmacy Call Center for assistance.

## How to Make Sure Your Prescribed Medication is Covered

Before you get a prescription, you and your doctor can check online at **kp.org/formulary** to see if a medication is on our list of preferred brand-name and generic medications that Kaiser Permanente physicians and pharmacists have determined to be the safest, most appropriate, and most cost-effective drug treatments. If the medication is not on the formulary, your doctor can call the Clinical Pharmacy Call Center and speak directly to a Kaiser Permanente pharmacist. Together they can select the right medication for you.

## Transition Your Prescriptions

If you are a new member and need to transition your prescriptions to a Kaiser Permanente or network pharmacy, simply call the Clinical Pharmacy Call Center for assistance.

## CONTACT US:

**Clinical Pharmacy Call Center**  
**1-866-244-4119/TTY: 711**  
Monday-Friday, 8 a.m.–6 p.m.

**Automated Mail Order Refill Service**  
**1-866-938-0077**  
24 hours a day, 7 days a week

**Mail Order Information and Questions**  
**1-800-632-9700/TTY: 1-800-521-4874**  
Monday-Friday, 8 a.m.–5 p.m.



## Vision and Eye Care

Some health conditions can be detected with an eye exam. Get the eye care you need to stay healthy by contacting a network optometrist or ophthalmologist directly or visit the provider directory on [kp.org](http://kp.org).

## Hearing

Better hearing can improve your quality of life. You can get a hearing test with a network audiologist. Please call Member Services for additional information on audiology services or providers.

## Behavioral Health

Kaiser Permanente contracts with four agencies for behavioral health services. Each of these agencies has numerous locations in Larimer and Weld Counties. Additionally, Kaiser Permanente has an on-site Behavioral Medicine Specialist at the Greeley, Fort Collins, and Loveland Medical Offices.

To access these services, please call Kaiser Permanente Behavioral Health at **1-866-359-8299** (TTY: **711**), Monday through Friday, 8 a.m. to 5 p.m. For a behavioral health or chemical dependency emergency, call **911** or go to the nearest hospital emergency room.

## Care Coordination

Kaiser Permanente Care Connections (KPCC) is a team of nurses, care and case coordinators, dietitians, and other health professionals that work with Northern Colorado members to help you manage your health. The team can assist you with:

- Health management for ongoing health conditions
- Complex care coordination (multiple health needs, hospitalization, etc.)
- Wellness coaching
- Health education and resources
- Preventive care needs

There is no cost to use this service. Call KPCC at **1-877-870-6735** (TTY: **711**), Monday through Friday, 7 a.m. to 7 p.m.

## Nutrition Services

Any time is a good time to take control of your food choices and develop good eating and physical activity habits. Visit [kp.org/nutrition](http://kp.org/nutrition) to get started. Or, call **1-800-218-1059** (TTY: **1-800-521-4874**), weekdays, 7 a.m. to 6 p.m. and ask for an appointment with a Northern Colorado dietitian.



 **CONTACT US:**

**Member Services**  
**1-800-632-9700/TTY: 1-800-521-4874**  
Monday-Friday, 8 a.m.–5 p.m.

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## Access to Care in the Denver/Boulder Service Area

Northern Colorado HMO and POS members can seek primary or specialty care at any Kaiser Permanente medical office in Colorado, including the Denver/Boulder area. Please note: PPO members must continue to use the Private Healthcare Systems (PHCS) network of preferred providers.

To find a Kaiser Permanente medical office, go to the facility directory at [kp.org](http://kp.org) and choose the Denver/Boulder service area. To schedule appointments at a Kaiser Permanente medical office in the Denver/Boulder area, please call the Kaiser Permanente Appointment and Advice Call Center.

Scheduled hospitalization, skilled nursing care, and other care in the Denver/Boulder area are also available to Northern Colorado members. Contact Member Services for additional information.

## Care When You're Away From Home

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

## Visiting Member Program

You can receive a variety of covered health services when visiting any other Kaiser Permanente or Group Health Cooperative service area. Your specific benefits may vary depending on whether your membership is through the Federal Employees Health Benefit Program, Medicare, a non-government plan, or a deductible plan with a health savings account option. Outside of Colorado, Kaiser Permanente offers medical care in eight states and the District of Columbia. If you anticipate traveling to California, the District of Columbia, Georgia, Hawaii, Idaho, Maryland, Oregon, Virginia, or Washington, ask Member Services for a brochure that details your visiting member coverage.

## International Travel Clinic

Our International Travel Clinic provides travel consultations to members traveling abroad. Our clinical pharmacists assess the health risks of the destination, determine if any vaccines or other preventive measures are needed, and recommend immunizations and prescriptions. Call **1-800-888-8540** (TTY: **711**), two months before your trip to allow time to schedule any vaccines you may need.



### CONTACT US:

**Physician Selection Services**  
**1-855-208-7221/TTY: 711**  
Monday-Friday, 7 a.m.–5:30 p.m.

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### HELPFUL TIP:

For more specific information about your health care coverage, please review your Evidence of Coverage or contact Member Services at **1-800-632-9700** (TTY: **1-800-521-4874**). Or, view online at [kp.org/eoc](http://kp.org/eoc).

## Medical Financial Counseling Services

If you have questions about costs related to care you receive at a Kaiser Permanente medical office, talk with one of our medical financial counselors. Our counselors offer free medical financial advice, price estimates for upcoming medical services and procedures, and payment plan options. Just call **1-877-803-1929** (TTY: **711**), Monday through Friday, 8 a.m. to 6 p.m. For questions about costs for services outside of Kaiser Permanente medical offices, contact the provider directly.

## Pay Medical Bills Online

Paying your Kaiser Permanente physician bills just got a lot easier. View and manage the entire payment process right on our website. With our new, easy-to-use bill payment feature, you can make payments securely online at no extra charge. Visit [kp.org/paymedicalbills](http://kp.org/paymedicalbills).

## Community Resources

Get connected with Northern Colorado Community resources (housing, food assistance, transportation, etc). Call **303-678-3318** (TTY: **711**), Monday through Friday, 8 a.m. to 5 p.m.



## CONTACT US:

### Member Services

**1-800-632-9700/TTY: 1-800-521-4874**  
Monday-Friday, 8 a.m.–5 p.m.

### Appointment and Advice Call Center

**1-800-218-1059/TTY: 1-800-521-4874**  
Monday-Friday, 7 a.m.–6 p.m.  
For advice, call anytime, day or night.



## Understanding Preventive Visit Care and Cost

Preventive care is intended to help keep you healthy and detect certain diseases early. At Kaiser Permanente, you have a health care team dedicated to keeping you healthy and on track with preventive care all year long.

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

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

An office visit is considered preventive if you have no symptoms indicating that you are in need of new tests or treatment, and if no signs of illness are discovered during your examination.

\*This list is not inclusive. Please refer to your Evidence of Coverage for more information about your preventive benefits.

### IMPORTANT BILLING INFORMATION:

You will likely receive an office visit charge or copayment billed to you if you discuss new symptoms or new health problems during your preventive care visit; or you receive treatment or testing for an existing health condition that is not stable at the time of the visit, such as diabetes with uncontrolled blood sugars.



## Senior Resource Line

Kaiser Permanente's Senior Resource Line is a telephone referral service specifically designed to help you or your support person get connected with Kaiser Permanente and other community resources. Senior volunteers answer the phones, Monday through Friday, 9 a.m. to 1 p.m. Call the Senior Resource Line at **1-866-279-0736** (TTY: **711**). The volunteers use an extensive database, including the Kaiser Permanente Senior Source guide, to get you the information you need about community services such as transportation, financial aid, support groups, classes on aging and health topics, legal counseling, and other Kaiser Permanente programs.

The Kaiser Permanente Senior Source guides contain information about Kaiser Permanente and non-Kaiser Permanente community resources for seniors and their caregivers. It is updated annually and is available at no charge.

## Supportive Care Services

Coping with serious illness is difficult. It affects the whole person and their loved ones. Individualized care is available to help you and your loved ones understand what is happening, be more comfortable and confident in your care, and to feel supported by a team of experts. Supportive Care Services helps to clarify goals of treatment, address fears and concerns, offers information on additional Kaiser Permanente programs and helpful community resources, and provides guidance on advance care planning.

Consultation with a program specialist will provide you with a plan for moving forward through the challenges that you or loved ones may be facing as a result of changes in health. Supportive Care Services is available at no cost to members who face a serious, chronic, or terminal condition.

A clinical consultation includes:

**Counseling:** a place to talk about your concerns and gain emotional support

**Education:** about your diagnosis, treatment, and options available

**Information:** on programs and resources as well as helpful tools for planning and coping strategies

Consultations available at Skyline/Franklin, Rock Creek, Arapahoe, and Lone Tree Medical Offices.

For a consultation, call:

- Rock Creek Medical Offices:  
**720-536-6432**
- Franklin and Skyline Medical Offices:  
**303-764-4563**
- Arapahoe and Lone Tree Medical Offices:  
**303-861-3437**

Please contact Member Services for additional network location resources in Northern Colorado.

## For Help in Your Language

Interpreter services are available by phone at no cost when you call Kaiser Permanente. Just let us know your preferred language when you're connected to a representative.

Some physicians at various medical offices have some level of second language proficiency; visit our web site, [kp.org](http://kp.org), to see their individual language proficiencies. Physicians have telephone access to interpreters in more than 150 languages and also can request an onsite interpreter for an appointment, procedure, or service. We do not charge for language assistance arranged by Kaiser Permanente.

## Access for Services for the Deaf, Hard of Hearing, or Speech Impaired

TTY numbers serve those with the special phone equipment needed to connect to TTY numbers. Callers to a TTY number without the appropriate equipment are unable to connect through a TTY number. When a TTY number isn't specifically listed for a Kaiser Permanente service, provider, or location in this guide, please use your TTY equipment to contact Relay Colorado at **1-800-659-2656** or **711** and provide them with the number you want to reach. Kaiser Permanente also provides interpretation services according to the Americans with Disabilities Act and the Civil Rights Act of 1964. At the time you schedule an appointment, we also will arrange for an interpretation at no cost to you.



### HELPFUL TIP:

Have your member ID card handy whenever you call or visit us, and always be sure to bring a form of photo identification as well.

## Medical Office Customer Care Reps

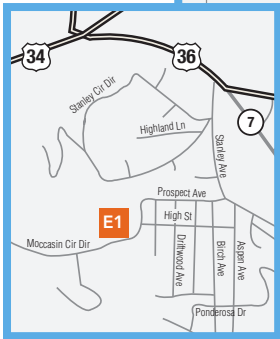
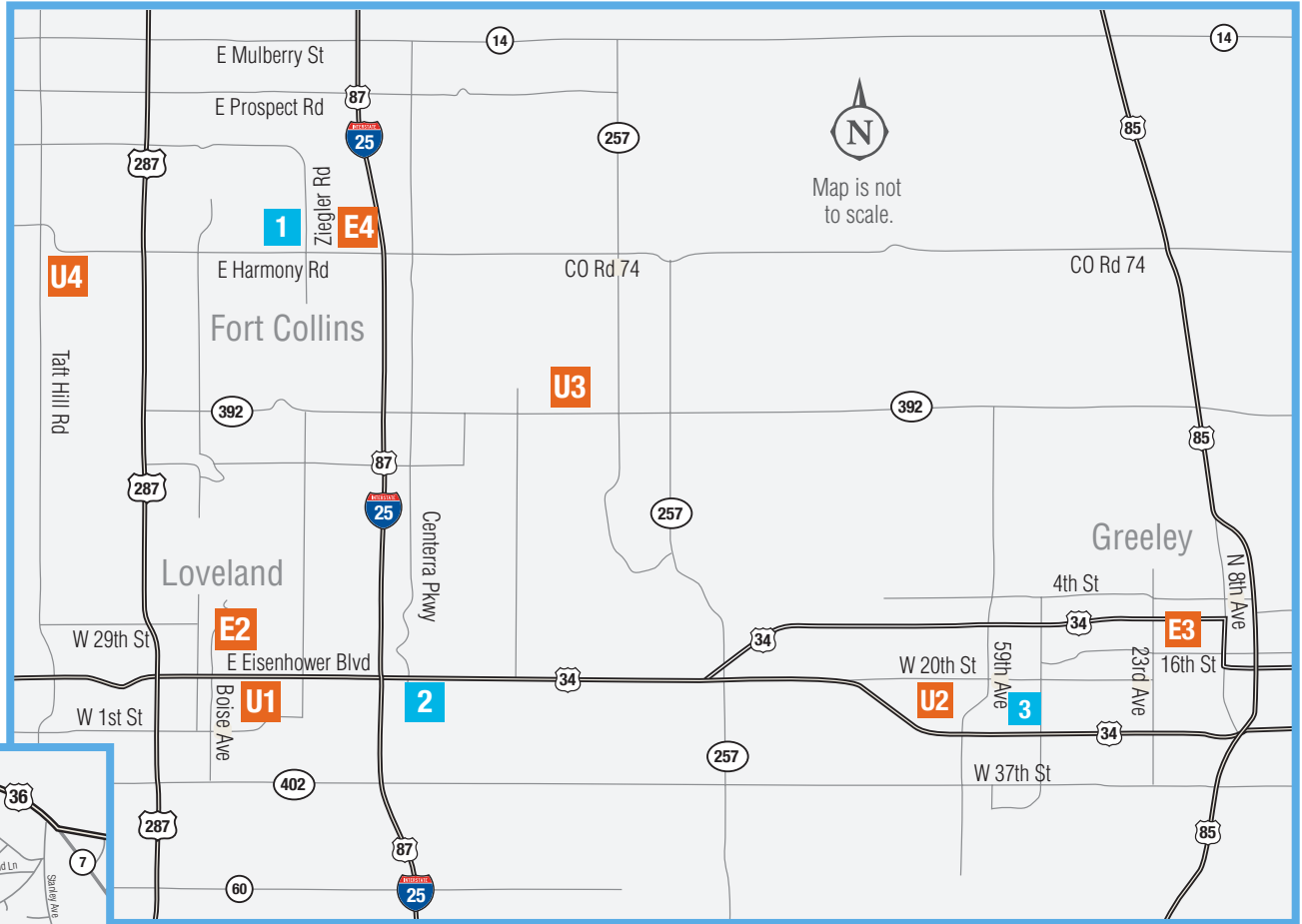
When you're not sure where to go for questions about your plan, finding a doctor, or getting care, our customer care reps – located within select Kaiser Permanente Medical Offices – can help.

Receive in-person support for the following services or questions:


- Selecting a physician
- Billing or cost estimates
- Health Care Reform questions
- [kp.org](http://kp.org) registration
- Transitioning medications
- Understanding your benefits or how your plan works
- Resolving issues or filing a complaint
- And more

No appointment is needed, simply visit Greeley Medical Offices and ask to speak to a Customer Care representative. Bilingual Customer Care representatives are available at this location.





 Medical offices

 Emergency care hospitals/department and urgent care facilities

## KAISER PERMANENTE MEDICAL OFFICES

Please call for an appointment.

**1 Fort Collins Medical Offices**  
 2950 E. Harmony Road,  
 Suite 190  
 Fort Collins, CO 80528  
 Mon-Fri, 8:30 a.m.-7:30 p.m.  
 Pharmacy also open  
 Saturdays, 8 a.m.-noon  
**970-207-7171**

**2 Loveland Medical Offices**  
 4901 Thompson Parkway  
 Loveland, CO 80534-6426  
 Mon-Fri, 8:30 a.m.-5:30 p.m.  
 Pharmacy also open  
 Saturdays, 8 a.m.-noon  
**970-207-7171**

**3 Greeley Medical Offices**  
 2429 35th Avenue  
 Greeley, CO 80634  
 Mon-Fri, 8:30 a.m.-7:30 p.m.  
 Pharmacy also open  
 Saturdays, 8 a.m.-noon  
**970-207-7171**



## EMERGENCY CARE

- E1 Estes Park Medical Center**  
555 Prospect Avenue  
Estes Park, CO 80517  
**970-586-2317**
- E2 McKee Medical Center**  
2000 Boise Avenue  
Loveland, CO 80538  
**970-669-4640**
- E3 North Colorado Medical Center**  
1801 16th Street  
Greeley, CO 80631  
**970-352-4121**
- E4 Banner Fort Collins Medical Center**  
Opening April 2015  
Harmony Road and Lady Moon Drive

## URGENT CARE

- U1 Banner Health Clinic - Skyline Urgent Care**  
2555 E 13th Street, Suite 110  
Loveland, CO 80537  
**970-461-6140**  
Monday-Friday, 8 a.m.-7 p.m.  
Saturday & Sunday, 9 a.m.-4 p.m.
- U2 Banner Health Clinic - Summit View Urgent Care**  
2001 70th Ave., Suite 110  
Greeley, CO 80634  
**970-378-4155**  
Monday-Friday, 7 a.m.-6 p.m.  
Saturday & Sunday, 8 a.m.-4:30 p.m.
- U3 Banner Health Clinic -Windsor Urgent Care**  
1300 Main Street  
Windsor, CO 80550  
**970-686-5646**  
Monday-Friday, 5 p.m.-8 p.m.  
Saturday & Sunday, 8 a.m.-12 p.m.
- U4 Weekend Care Clinic of Fort Collins**  
1721 W. Harmony Road #102  
Fort Collins, CO 80526  
**970-223-1999**  
(Call for appts/hours)

## EXTENDED HOURS CARE

In addition to emergency and urgent care services, Kaiser Permanente also offers extended hours and contracts with the facilities listed below. For us to better serve you, please call and make an appointment ahead of time.

### **Kaiser Permanente**

#### **Fort Collins Medical Offices**

2950 E. Harmony Road, Suite 190

Fort Collins, CO 80528

**970-207-7171**

Monday-Friday, 5:30 p.m.-7:30 p.m.

### **Kaiser Permanente**

#### **Greeley Medical Offices**

2429 35th Ave

Greeley, CO 80634

**970-207-7171**

Monday-Friday, 5:30 p.m.-7:30 p.m.

### **Banner Health Clinic –Family Practice**

702 A, W Drake Road

Fort Collins, CO 80526

**970-229-4600**

Monday-Thursday, 7 a.m.-7 p.m.

Friday, 7 a.m.-5 p.m.

### **Banner Health Clinic – Pediatrics**

2555 East 13th Street, Suite 130

Loveland, CO 80537

**970-663-5437**

Monday, Tuesday, 8 a.m.-8 p.m.

### **Banner Health Clinic –Family Practice**

1230 14th Street SW

Loveland, CO 80537

**970-619-3999**

Monday-Thursday, 7 a.m.-7 p.m.

Saturday, 8 a.m.-Noon

## SKILLED NURSING FACILITIES

The physicians and nurses in our Continuing Care Department assist patients, family members, and their physicians with adult home health care, hospice care, durable medical equipment, oxygen, skilled nursing facilities, assisted living facilities, long-term care facilities, and the various transitions that may be needed.

### **Columbine West Health & Rehabilitation**

940 Worthington Circle

Fort Collins, CO 80526

**970-221-2273**

### **Fairacres Manor**

1700 18th Avenue

Greeley, CO 80631

**970-353-3370**

### **Good Samaritan Society - Bonell Community**

708 22nd Street

Greeley, CO 80632

**970-352-6082**

### **Good Samaritan Society - Fort Collins Village**

508 Trilby Rd

Fort Collins, CO 80525

**970-226-4909**

### **Good Samaritan Society - Loveland Village**

2101 S. Garfield Avenue

Loveland, CO 80537

**970-669-3100**

### **Lemay Avenue Health & Rehabilitation**

4824 S. Lemay Avenue

Fort Collins, CO 80525

**970-482-1584**

### **Northern Colorado Rehabilitation Hospital**

4401 Union Street

Johnstown, CO 80534

**970-619-3400**

### **North Shore Health & Rehabilitation**

1365 W. 29th Street

Loveland, CO 80538

**970-667-6111**



## HOME HEALTH AGENCIES

**Banner Home Care Colorado**  
5628 W. 19th St., Ste. 1  
Greeley, CO 80634  
**970-350-6222**

**Banner Home Care Colorado**  
320 N. Cleveland Avenue  
Loveland, CO 80538  
**970-669-4435**

**Interim Healthcare of Fort Collins**  
2000 Vermont Dr., Ste 100  
Fort Collins, CO 80525  
**970-472-4180**



### HELPFUL TIP:

Have your member ID card handy whenever you call or visit us, and always be sure to bring a form of photo identification as well.



## Notice of Privacy Practices

Our regional Notice of Privacy Practices, which you have received, describes how medical information about you may be used and disclosed, and how you can access it. It also describes our responsibility to notify you if there is a breach of your Protected Health Information. We want to remind you about this notice and how you may obtain another copy if you want one. This notice is part of the federal Health Insurance Portability and Accountability Act (HIPAA). Protected health information is an important part of HIPAA rules. Due to modifications to HIPAA, the Notice of Privacy Practices underwent material changes in 2013. You can view a copy online at [kp.org/privacy](http://kp.org/privacy) or request a printed copy by calling Member Services at **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m.

## New Technology

New and emerging medical technologies and existing technologies are evaluated on an ongoing basis by two Kaiser Permanente committees. These evaluators consider whether the new technology is safe and effective, as determined by clinical specialists inside and outside Kaiser Permanente. They also consider the technology's benefits and under what conditions it is appropriate to be used. The Inter-regional New Technologies Committee, a national Kaiser Permanente group, and our local New Technologies Committee make recommendations to clinicians regarding the medical appropriateness of the technology. For more information, contact Member Services at **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m.

## Advance Directives

Kaiser Permanente complies with the provisions of the federal Patient Self-Determination Act. Patients are informed of their right to consent to or refuse treatment, and to initiate Advance Directives. Colorado law also provides for Advance Directives, including directives pertaining to cardiopulmonary resuscitation (CPR).

Kaiser Permanente providers will inform you if they cannot implement an Advance Directive on the basis of conscience. This information will be provided in writing or in an alternate format appropriate for you. The provider will transfer your care to another provider of your choice, who is willing to comply with the Advance Directive.

For more information on Advance Directives, refer to your Evidence of Coverage or visit [kp.org/formsandpubs](http://kp.org/formsandpubs) and click on "Forms", then "Authorization and disclosures". Or, you can contact Member Services at **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m.

Additional information about advance directives can be found at the Colorado Department of Public Health and Environment Web site: [www.cdphe.state.co.us](http://www.cdphe.state.co.us)

## Questions or Concerns About Bioethics

Kaiser Permanente has an ethics committee to assist in analyzing medical and business decisions. Bioethics applies general moral principles to medicine and health care. The committee offers recommendations to staff and physicians on bioethical policies and practices. It does not handle specific patient cases or complaints on care or service. For information about the Bioethics Committee and its activities, call Member Services at the phone number above.

## Principles of Resource Management (UTILIZATION MANAGEMENT)

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

- Utilization management decisions (pre-service, concurrent and retrospective) are based on appropriateness of care, specific plan benefits and current eligibility.
- No practitioner or other staff member reviewing resource utilization is rewarded for issuing denials of coverage or service.
- No financial incentives exist that encourage denials of coverage or service that result in underutilization.
- Kaiser Permanente will ensure that all benefit/coverage determinations are adjudicated in a manner designed to ensure the independence and impartiality of the persons involved in making the decision. Kaiser Permanente will not make decisions regarding issues like hiring, compensation, termination, or promotion based on the likelihood that the person will support the denial of benefits.

For resource stewardship process or authorization of care inquiries, please call **1-877-895-2705**. Individuals who are deaf or hard of hearing may contact us by calling Relay Colorado at **1-800-659-2656** (or **711**). Staff will provide a telephone interpreter to assist with utilization management issues to individuals who speak limited or no English free of charge. Staff is available to accept collect or toll-free calls during normal business days and hours (Monday through Friday 8:30 a.m. to 4:30 p.m.)

After normal business hours for the Colorado service area, please call our toll free number, **1-877-895-2705**, your message will be forwarded to our utilization management staff; your call will be returned the next business day.

Utilization criteria are applied along with medical expert opinions, when necessary, in making authorization decisions. To obtain a copy of resource stewardship / utilization management criteria, please call resource stewardship at **1-877-895-2705**, Monday through Friday, 8:30 a.m. to 4:30 p.m.

## Measuring Care and Service Quality

Kaiser Permanente participates in a number of independent reports on quality of care and service so that our members and the public have reliable information to better understand the quality of care we deliver, as well as a way to compare our performance to other Colorado health plans. You can find information on our quality performance at **kp.org** by clicking on "Quality Care." Or contact Member Services at **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m. for information.



## Complaints, Appeals, and Claims

We want you to be satisfied with Kaiser Permanente. Please let us know when you have concerns, complaints, or compliments. The following information is an overview; please refer to your Evidence of Coverage for complete information on filing claims, appeals, and member satisfaction.

### Complaints

If you have a concern about your Kaiser Permanente health plan or a complaint about services provided, you can send your written complaint to:

#### Kaiser Permanente

Member Services Department  
2500 S. Havana St.  
Aurora, CO 80014-1622

Request to meet with a Member Services representative by calling **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m.

After we are notified of a complaint, a Member Services liaison will review the complaint and conduct a thorough investigation, verifying all the relevant facts. The Member Services liaison or a Plan physician evaluates the facts and makes a recommendation for corrective action, if any. We respond to oral and written complaints within 30 calendar days.

If you are dissatisfied with the resolution, you have the right to request a second review. Your request must be in writing and mailed to the Member Services department. The written request for a second review will be reviewed by Member Services administration or their designee, who will respond to you in writing within 30 calendar days of the date we receive the request.

Using this customer satisfaction procedure gives us the opportunity to correct any problems and meet your expectations and your health care needs.

### Appeals

If you have had a claim or service request denied, you may appeal that decision in writing. Mail your appeal to:

#### Kaiser Permanente

Appeals Program  
P.O. Box 378066  
Denver, CO 80237-8066

### Claims

Submitting claims for processing and financial reimbursement is an infrequent necessity for some Kaiser Permanente members. When you obtain emergency or urgent care outside the Northern Colorado service area under the terms of your Plan, you may ask the providers to bill the Claims Department at the address listed below.

If the provider mails you a bill, we ask that you send it to our Claims Department for payment. In either case, we pay our share and let you know how much, if anything, you owe.

If the provider requires payment at the time of service, we suggest you pay in order to obtain the required services. If you pay the provider directly, we'll reimburse you for our share of the costs. For more details, please refer to your Evidence of Coverage.

To obtain reimbursement, please send your request for payment, along with all bills and receipts to:

#### Kaiser Permanente Claims Department

P.O. Box 372910  
Denver, CO 80237-6910

You can obtain a claim form by calling Member Services or online at **kp.org**. Be sure your Kaiser Permanente health record number is included on any written correspondence to the Claims Department.

In complex cases involving questions about travel abroad, third-party liability, or car or motorcycle accidents (for example), we suggest you contact the Claims Department at **1-800-382-4661** (TTY: **1-800-521-4874**), Monday-Friday, 8 a.m. to 5 p.m., to discuss the circumstances and to obtain the forms you'll need for appropriate reimbursement.

## Member Rights and Responsibilities Policy

We are partners in your health care. Your participation in your health care decisions and your willingness to communicate with your doctor and other health professionals help us in providing you with appropriate and effective health care. We want to make sure you receive the information you need to make decisions about your health care. We also want to make sure your rights to privacy and to considerate and respectful care are honored. As a member of Kaiser Permanente, you have the right to receive information about your rights and responsibilities and to make recommendations about our member rights and responsibilities policies.



## YOU\* HAVE THE RIGHT TO:

- Participate in your health care. This includes the right to receive the information that you need to accept or refuse a recommended treatment. Emergencies or other circumstances occasionally may limit your participation in a treatment decision. In general, however, you will not receive medical treatment before you or your legal representative give consent. You have the right to be informed and to decide if you want to participate in any care or treatment that is considered educational research or human experimentation.
- Express your wishes concerning future care. You have the right to choose a person to make medical decisions for you and to express your choices about your future care, if you are unable to do so yourself. These choices can be expressed in documents, such as a durable power of attorney for health care, a living will, or a CPR directive. Inform your family and your doctor of your wishes and give them copies of documents that describe your wishes concerning future care.
- Receive the medical information you need to participate in your health care. This information includes the diagnosis, if any, of a health complaint, the recommended treatment, alternative treatments, and the risks and benefits of the recommended treatment. We will make this information as clear as possible to help you understand it. You are entitled to an interpreter, if you need one. You also have the right to review and receive copies of your medical records, unless the law restricts our ability to make them available. You have the right to participate in making decisions involving ethical issues that may arise during the provision of your care.
- Receive information about the outcomes of care you have received, including unanticipated outcomes. When appropriate, family members or others you have designated will receive such information.



## BE INFORMED.

- Receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care. You are entitled to know the name and professional status of the individuals who provide your service or treatment.
- Receive considerate, respectful care. We respect your personal preferences and values.
- Receive care that is free from restraint or seclusion. We will not use restraint or seclusion as a means of coercion, discipline, convenience, or retaliation.
- Have a candid discussion of appropriate or medically necessary treatment options for your condition(s). You have the right to this discussion, regardless of cost or benefit coverage.
- Have impartial access to treatment. You have the right to all medically indicated treatment that is a covered benefit, regardless of your race, religion, sex, sexual orientation, national origin, cultural background, disability, or financial status.
- Be assured of privacy and confidentiality. You have the right to be treated with respect and dignity. We will honor your need for privacy and will endeavor not to release your medical information without your authorization, except as required or permitted by law.
- Have a safe, secure, clean, and accessible environment.
- Choose your physician. You have the right to select and to change physicians within the Kaiser Permanente Health Plan. You have the right to a second opinion by a Kaiser Permanente physician. You have the right to consult with a non-Kaiser Permanente physician at your expense.
- Know and use customer satisfaction resources. You have the right to know about resources such as patient assistance, customer service, and grievance and appeals committees, who can help you answer questions and resolve problems. You have the right to make complaints and appeals without concern that your care will be affected. Your membership benefits booklet (Evidence of Coverage or Membership Agreement) describes procedures to make formal complaints. We welcome your suggestions and questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.
- Be able to review, amend and correct your medical records as needed.





## YOU\* ARE RESPONSIBLE TO:

- Know the extent and limitations of your health care benefits. An explanation of these is contained in your Evidence of Coverage or Membership Agreement.
- Identify yourself. You are responsible for your membership card, for using the card only as appropriate, and for ensuring that other people do not use your card. Misuse of membership cards may constitute grounds for termination of membership.
- Keep appointments. You are responsible for promptly canceling any appointment that you do not need or cannot keep.
- Provide accurate and complete information. You are responsible for providing accurate information about your present and past medical conditions, as you understand them. You should report unexpected changes in your condition to your doctor.
- Understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
- Follow the treatment plan on which you and your health care professional agree. You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- Recognize the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.

- Be considerate of others. You should be considerate of health professionals and other patients. Disruptive, unruly, or abusive conduct may constitute grounds for termination of membership. You should also respect the property of other people and of Kaiser Permanente.
- Fulfill financial obligations. You are responsible for paying on time any money you owe Kaiser Permanente. Nonpayment of amounts owed may constitute grounds for termination of membership.

\*You or your guardian, next of kin, or a legally authorized responsible person.





## Women's Health and Cancer Rights Act of 1998

In accordance with the Women's Health and Cancer Rights Act of 1998, and as determined in consultation with the attending physician and the patient, we provide the following coverage after a mastectomy:

- Reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical (balanced) appearance.
- Prostheses (artificial replacements).
- Services for physical complications resulting from the mastectomy.

## Who Pays First When You Have Additional Insurance?

When you have additional insurance coverage, how we coordinate your Kaiser Permanente benefits with benefits from other insurance depends on your situation. If you have additional health insurance, please call Member Services **1-800-632-9700** (TTY: **1-800-521-4874**), Monday-Friday, 8 a.m. to 5 p.m., to find out which rules apply to your situation and how payment will be handled.

The information in the Member Resource Guide is updated annually. The availability of physicians, hospitals, providers, and services may change. For a complete and updated list of our physicians and specialists, visit the Medical Staff Directory on [kp.org](http://kp.org). If you have questions about the information in the Member Resource Guide, please call our Member Services Department at **1-800-632-9700** (TTY: **1-800-521-4874**), Monday through Friday, 8 a.m. to 5 p.m. Member and Marketing Communications publishes the Member Resource Guide annually for Kaiser Permanente members. We welcome your comments. Please write to us at Member and Marketing Communications, Kaiser Permanente, 2530 S. Parker Road, Suite 350, Aurora, CO 80014 or email us at [COPartnersinhealth@kp.org](mailto:COPartnersinhealth@kp.org).





## LOOK INSIDE FOR MORE DETAILS



**Find a Medical Office –**  
see page 16  
Visit [kp.org/facilities](http://kp.org/facilities)



**Choose or Change your Doctor –**  
see page 6  
Call 1-855-208-7221/TTY: 1-800-521-4874



**Make an Appointment or  
Seek Medical Advice–**  
see page 7  
Call 970-207-7171/1-800-218-1059  
TTY: 1-866-635-7550



**Order Prescription Refills –**  
see page 10  
Use [kp.org/rxrefill](http://kp.org/rxrefill)



**Find Extended Hours Care Services –**  
see page 18  
Call 970-207-7171/1-800-218-1059  
TTY: 1-866-635-7550



**Locate Emergency Care Services –**  
see page 17  
Call 911 in an emergency



**Manage your health online –**  
see page 5  
Visit [kp.org/registernow](http://kp.org/registernow)