

Welcome to Kaiser Permanente

Get started in 3 easy steps



Level Funded Exclusive Provider Organization (EPO) Plus Plan overview

The Level Funded Exclusive Provider Organization (EPO) Plus Plan with EPO Network Providers (also known as the Signature delivery system) gives you quality care from Mid-Atlantic Permanente Medical Group, P.C. (Permanente), physicians. They're part of a group of over 1,800 physicians who practice in our medical centers located in Maryland, the District of Columbia, and Virginia. This plan also covers 10 out-of-network medical visits for certain physician, laboratory, and radiology services a year with any licensed provider outside of the EPO Network, anywhere in the United States. You can also fill 5 prescriptions at out-of-network pharmacies.

How does the out-of-network benefit work?

An out-of-network visit is defined as any encounter or service that is received outside of

the EPO network. For example, you go to see your favorite doctor for a yearly checkup. During the visit, your doctor orders two labs. In this scenario, you'll use 3 out of your 10 yearly visits, because you visited your doctor and had lab tests out of network.

If your plan has a deductible

Some services, such as preventive care and primary care physician visits, are offered before a deductible is met. The 10 out-of-network medical visits and 5 out-of-network pharmacy prescription fills are not subject to the deductible. Refer to your benefits booklet for a list of services that are subject or not subject to the deductible.

Services	In-network providers	Out-of-network providers
Physicians	Permanente physicians	Any licensed physician or provider not included in the network.
Hospitals	Hospitals included in the Kaiser Permanente premier hospital collaboration. ¹	Inpatient hospitalization not included in-network.
Out-of-pocket costs	Usually the lowest out-of-pocket costs. You have fixed copayments for most covered services. You don't have to meet medical deductibles.	Usually the highest out-of-pocket costs. Out-of-network services will not count toward meeting the out-of-pocket maximum, which is only applicable to the covered services provided by an in-network provider, including Permanente physicians.
	When you visit an in-network Permanente provider, in most cases you won't be charged more than your copayment or coinsurance for covered services.	When you visit an out-of-network provider, you may be billed for the difference, if any, between billed charges and the maximum allowable charge. Charges don't accumulate to the out-of-pocket maximum.
Referral and preauthorization	Referral to see specialists is required. Some services may require preauthorization. Permanente physicians will submit this for you.	No referral to specialists needed. No preauthorization to see an out-of-network provider needed.
Claims	Virtually no claim forms to complete.	You may need to pay the full cost for service and submit a claim for reimbursement. Each service and prescription rendered out of network will count toward the 10 visits and 5 out-of-network prescriptions.

¹The premier hospitals are independently owned and operated hospitals, and they contract with Kaiser Foundation Hospitals.

Greetings

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 care with Kaiser Permanente. It puts important details at your fingertips, including how to get care, important phone numbers, and information about Urgent Care centers. You'll also find information about pharmacies, getting care away from home, and understanding your costs.

This guide will also walk you through the most important steps for accessing your plan. The sooner you choose a doctor and sign up on our website, the more you'll get out of your new plan.

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

Get started today by calling us at **888-225-7202** (TTY **711**) or visiting **kp.org/newmember**. Take advantage of all that life has to offer by being as healthy as you can be.

Welcome to Kaiser Permanente!

Let's get started

Making the most of your plan 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

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

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

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

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.
- And much more.

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 ID card.

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 as the member
- 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 follow the prompts for caregiver access.

Download the Kaiser Permanente app

After you've registered at **kp.org**, you can download our app to your smartphone.

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

Digital ID card

Access your information anytime, anywhere, with a digital version of your ID card to:

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

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



Personalize your **kp.org** experience

Use your ID card and our photo upload feature to add your digital image to **kp.org**.

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

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

³Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

Step 2 Choose your doctor—and change anytime

Select from a wide range of great doctors and change anytime, for any reason

To help you find the 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 if they're accepting new patients.

Women should choose an ob-gyn in addition to their primary care physician.

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, call us at **800-777-7904 (TTY 711)** for assistance.

See specialists, some without a referral

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

- **800-777-7904 (TTY 711)** for ob-gyn and optometry
- **866-530-8778** for behavioral health—initial consultations (except inpatient care) and chemical dependency or addiction medicine

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

Visiting an out-of-network provider

You'll need to contact your out-of-network provider's office directly to make an appointment. No referral or prior authorization is needed to use your out-of-network benefits.

Your plan includes 10 out-of-network provider visits or outpatient medical services per year. When you visit your out-of-network provider, be sure to bring your ID card. If your doctor has questions, have them call the customer service phone number on your card.

Some providers may require you to pay the full amount for services when you get care and then submit a claim for reimbursement. When you make your appointment, find out if you'll need to submit a claim or if your provider will bill KPIC directly for you.



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

Step 3 Get prescriptions

We make it easy to get your prescriptions

Pharmacy options

Kaiser Permanente pharmacies

- Fill prescriptions from Kaiser Permanente medical center pharmacies or online at [kp.org](https://www.kp.org). For a list of Kaiser Permanente pharmacies and phone numbers, see page 8.
- You can also use Kaiser Permanente's Mail Order Pharmacy to get your prescription refills delivered right to your front door.¹

Community participating pharmacies

- Fill prescriptions at participating pharmacies.
- There is no mail-order service with this pharmacy option.
- You may have higher copayments than you would with a Kaiser Permanente pharmacy, and a deductible may apply, depending on your plan's benefits.

Out-of-network pharmacies

- Members have the option to fill 5 out-of-network prescriptions per contract year.
- There is no mail-order service with this pharmacy option.
- All prescriptions must be 30-day supply only.
- You may have higher copayments than you would with a participating (community network) pharmacy or a Kaiser Permanente pharmacy.
- You may need to pay full out-of-pocket costs for prescriptions filled at out-of-network pharmacies and submit claims for reimbursement.

Medication reminder service

Remembering to take medication is important for your health care. Our reminder service—offered via the Kaiser Permanente app² can send you alerts about what dose of your medications to take and when, making it easier for you to keep track.



¹Some medications are not eligible for mail order pharmacy. mail order pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.

²To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://www.kp.org).

Creating a reminder is easy:

1. In the Kaiser Permanente app,¹ 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.”

We make it easy to get your prescriptions from Kaiser Permanente pharmacies

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 2 or more business days to transfer your prescriptions.

Here’s what you’ll need

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

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



Get prescription refills by mail

Get medications sent to you in 3 to 5 business days and at no cost with Mail Order Pharmacy.² To start, register at kp.org, download the Kaiser Permanente app,¹ or call **800-733-6345**. Some prescriptions are available for same-day or next-day delivery for a small fee; for eligible prescriptions, select this option at checkout.



Get prescription refills by phone

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



Get prescription refills online

Register at kp.org or the Kaiser Permanente app¹ to request refills for most prescriptions online.



What drugs are covered?

Visit kp.org/formulary for a list of approved drugs.

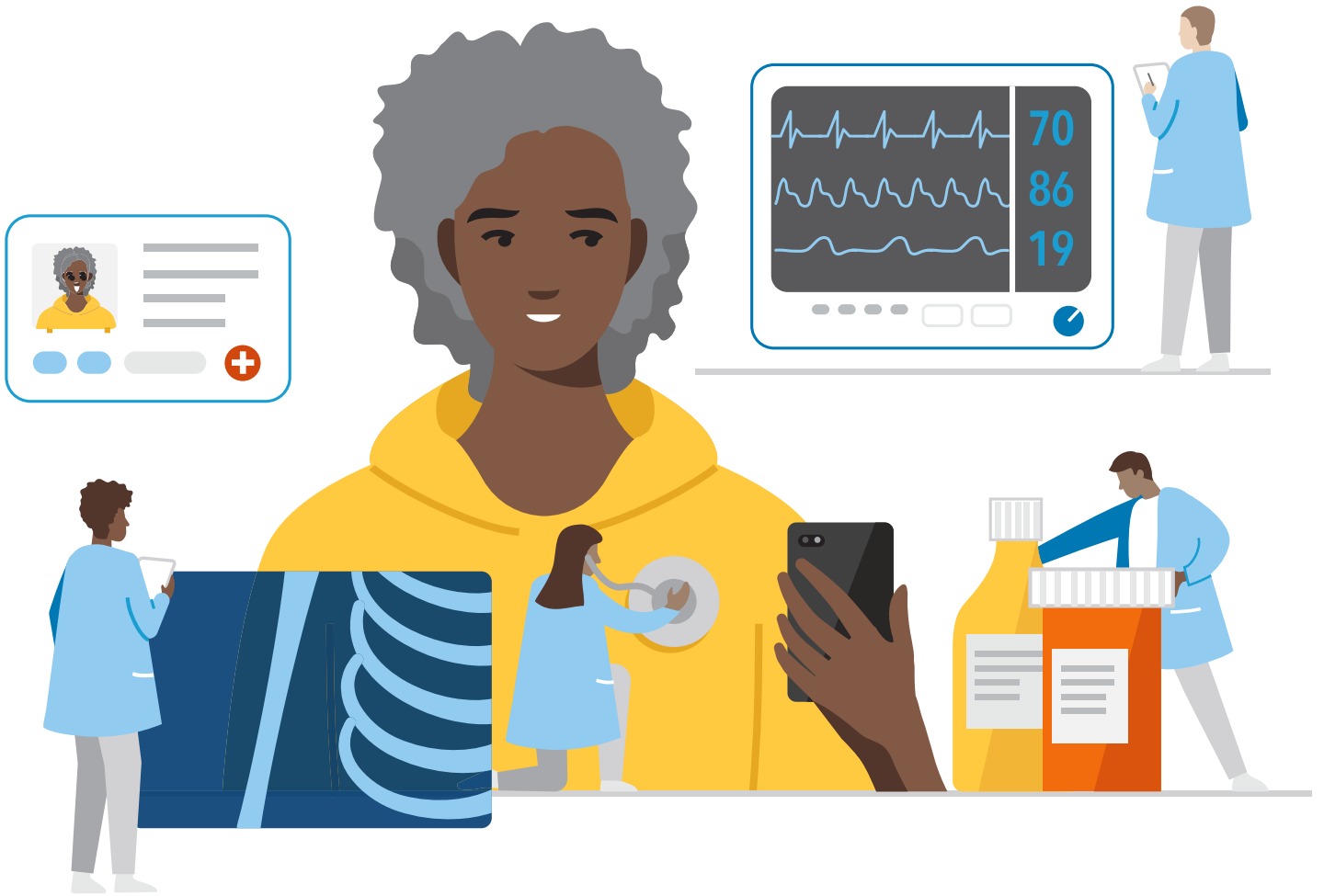


Picking up your order

You can fill your prescriptions at the pharmacies located in our medical centers. Just visit kp.org/facilities and select the pharmacy where you’d like to pick them up.

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

²Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.



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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
410-515-5450

Annapolis Medical Center
410-571-7360

Kaiser Permanente Baltimore Harbor Medical Center
410-637-5750

Bowie Fairwood Medical Center
301-867-1330

Camp Springs Medical Center
301-702-6175

Columbia Gateway Medical Center
410-309-7500

Kaiser Permanente Frederick Medical Center
240-529-1800

Gaithersburg Medical Center
240-632-4150

Kensington Medical Center
301-929-7175

Largo Medical Center
301-618-5552

Lutherville-Timonium Medical Center
410-847-3020

Marlow Heights Medical Center
301-702-5190

North Arundel Medical Center
410-508-7675

Shady Grove Medical Center
301-548-5755

Silver Spring Medical Center
301-572-1055

South Baltimore County Medical Center
410-737-5200

West Hyattsville Medical Center
240-906-6600

White Marsh Medical Center
410-933-7626

Woodlawn Medical Center
443-663-6116

Virginia

Alexandria Medical Center
703-721-6310

Ashburn Medical Center
571-252-6005

Burke Medical Center
703-249-7750

Caton Hill Medical Center
703-986-2500

Colonial Forge Medical Center

540-602-6300

Fair Oaks Medical Center
703-934-5800

Falls Church Medical Center
703-237-4430

Fredericksburg Medical Center
540-368-3800

Haymarket Crossroads Medical Center
571-445-7300

Manassas Medical Center
703-257-3030

Reston Medical Center
703-709-1560

Springfield Medical Center
571-622-2100

Tysons Corner Medical Center
703-287-4650



Washington, DC

Kaiser Permanente Capitol Hill Medical Center
202-346-3300

Northwest DC Medical Office Building
202-419-6900

Your plan may allow you to use non-Kaiser Permanente pharmacies. For information, call Customer Service at **800-401-8405** (TTY **711**). If your plan is through your employer, check with your benefits manager to find out if your plan includes non-Kaiser Permanente pharmacies.




The right care

Services	Contact	Availability
 <p>Seeing your doctor</p> <p>For an expected care need, like a recommended preventive screening or a visit for a health issue currently being treated; a new health concern; or a change in an existing health condition that is not an urgent care need.</p>	<p>In-network At Kaiser Permanente facilities:</p> <p>800-777-7904 (TTY 711) or online at kp.org/appointments.</p> <p>Out-of-network If you have an out-of-network physician, contact your doctor’s office directly.</p> <p>This visit will count toward your annual out-of-network visit maximum.</p>	<p>In-network Call or go online 24 hours a day, 7 days a week, to schedule appointments with Kaiser Permanente physicians.</p> <p>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</p> <p>Out-of-network Call the doctor’s office for business hours.</p>
 <p>Video visits²</p> <p>In-network See physicians and providers by video visit—wherever you need. You can also meet a physician on demand with Get Care Now with a Clinician. Short wait times may apply.</p> <p>Out-of-network This visit will count toward your annual out-of-network visit maximum.</p>	<p>For video visits with doctors who practice at Kaiser Permanente medical centers, visit kp.org or call 800-777-7904 (TTY 711).</p>	<p>Call or go online 24 hours a day, 7 days a week, to schedule video visits with Permanente physicians.</p>

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

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


The right care (continued)

Services	Contact	Availability
 <p>E-visits¹ In-network For certain conditions, you can use our online symptom checker and get personalized care advice within 1 hour. Out-of-network This visit will count toward your annual out-of-network visit maximum.</p>	<p>Get started at kp.org.</p>	<p>E-visits are available 7 days a week, from 8 a.m. to midnight.</p>
 <p>Medical advice by phone In-network Whenever you need medical advice or are unsure whether you need urgent care. Out-of-network This visit will count toward your annual out-of-network visit maximum.</p>	<p>800-777-7904 (TTY 711)</p>	<p>Call for medical advice 24 hours a day, 7 days a week. If you have a Permanente primary care physician and receive services at Kaiser Permanente medical centers, our advice nurses will be able to access your personal medical information when you call.</p>
 <p>Urgent and After Hours Care In-network You're covered at any Kaiser Permanente After Hours, Urgent, or Advanced Urgent Care center. Out-of-network This visit will count toward your annual out-of-network visit maximum.</p>	<p>800-777-7904 (TTY 711) Unsure if you need urgent or emergency care? Call 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).²</p>	<p>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.</p>

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


¹Available when you register and log in to **kp.org** or the Kaiser Permanente app.

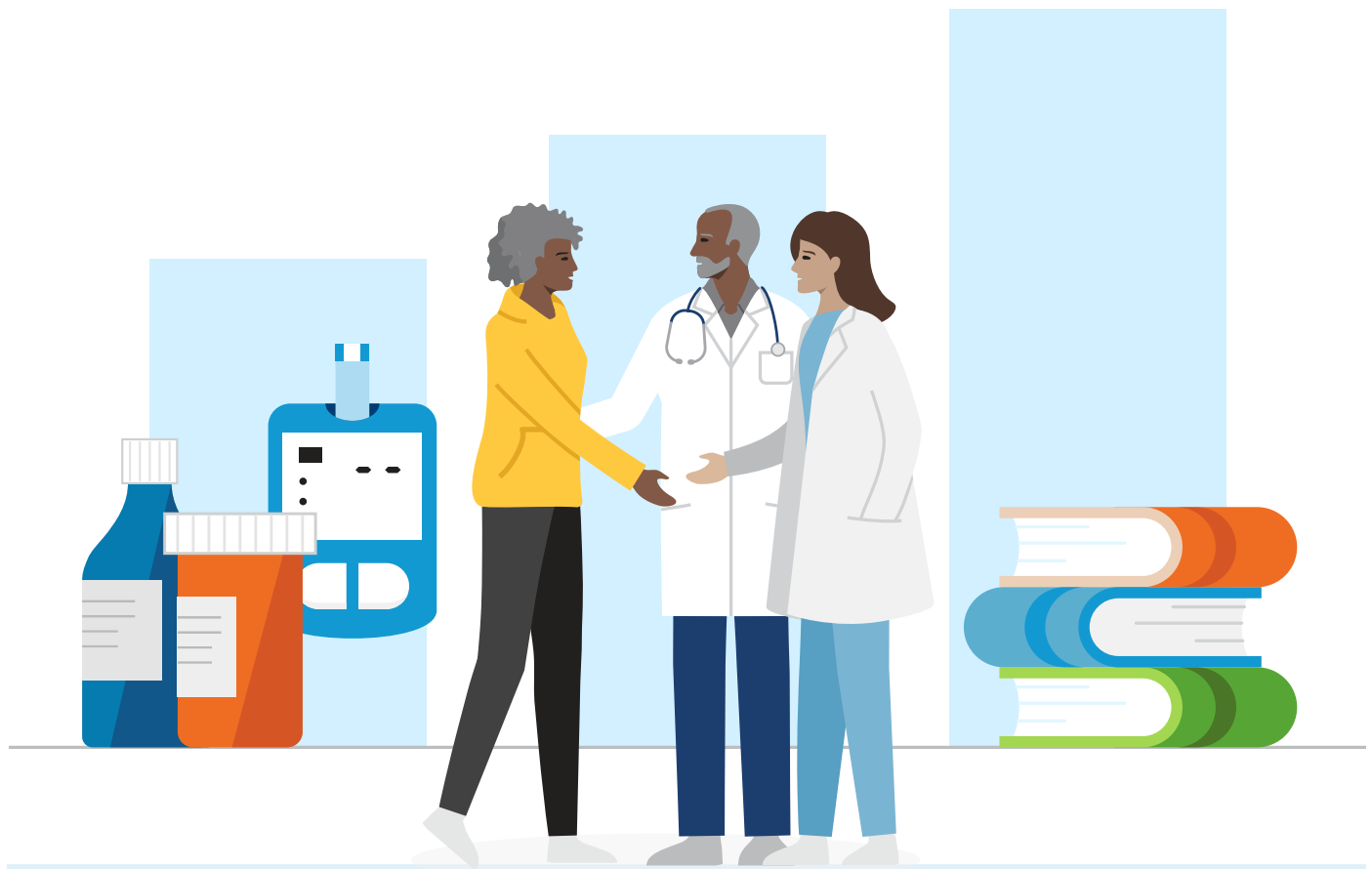
²Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

Services	Contact	Availability
 <p>Emergency care¹ You're covered for urgent and emergency illness or injury anywhere in the world.</p>	<p>If you think you're experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility anytime, day or night.</p> <p>Unsure if you're experiencing an emergency? Call 866-677-1112 (TTY 711).</p>	<p>24 hours a day, 7 days a week</p>
 <p>Behavioral health</p> <p>In-network Preauthorization is required before receiving inpatient hospital care. Depending on your plan, it may also be required for certain outpatient procedures. Please refer to your plan document for more details.</p> <p>Out-of-network You can receive outpatient care from any licensed behavioral health or chemical dependency professional. This visit will count toward your annual out-of-network visit maximum.</p> <p>Inpatient hospital care is not covered in your out-of-network benefit.</p>	<p>In-network 866-530-8778 (TTY 711)</p> <p>Out-of-network If you have an out-of-network physician, contact your doctor's office directly. This visit will count toward your annual out-of-network visit maximum.</p>	<p>In-network Monday through Friday, 8:30 a.m. to 5 p.m. (closed holidays).</p> <p>Out-of-network Call the doctor's office for business hours.</p>
 <p>Vision care</p> <p>Out-of-network Vision care is not covered in your out-of-network benefit.</p>	<p>Visit kp.org or call 800-777-7904 (TTY 711)</p> <p>You don't need a referral from your doctor to make an appointment.</p>	<p>Hours vary by location. Learn more at kp2020.org.</p>

¹If 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 plan document for the complete definition of emergency medical conditions.

The right care (continued)

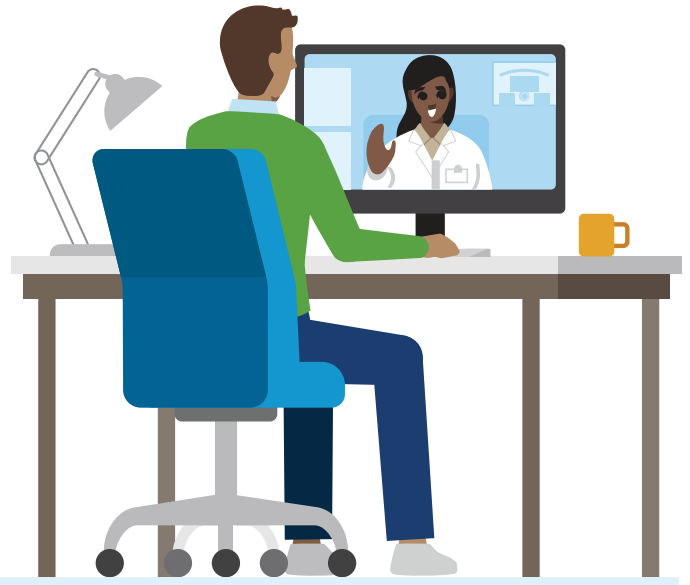
Services	Contact	Availability
 <p>Seeing specialty doctors You need a referral from your primary care physician for specialty care. In most cases, an appointment will be coordinated for you by your care team. You don't need a referral for ob-gyn, optometry, and some behavioral health services.</p> <p>Out-of-network No referral to specialists is needed.</p>	<p>In-network At Kaiser Permanente facilities: 800-777-7904 (TTY 711)</p> <p>Out-of-network If you have an out-of-network physician, contact your doctor's office directly. This visit will count toward your annual out-of-network visit maximum.</p>	<p>In-network Call or go online 24 hours a day, 7 days a week, to schedule appointments with Kaiser Permanente physicians.</p> <p>Out-of-network Call the doctor's office for business hours.</p>



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

Getting virtual care with Kaiser Permanente

Virtual care allows you to see your personal doctor—as well as any specialists you’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

for 24/7 on-demand service with the 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 or phone visit,¹ go to **kp.org/getcare**.

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

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

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

- Cataract Class
- Managing Prediabetes
- Nutrition for Cholesterol Control
- Nutrition for Weight Control
- Stress Management

Self-care apps

- **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, and to register, call **800-777-7904** (TTY 711).
- **Partners in Health.** This monthly newsletter brings you health tips, member stories, and facility or service updates.
- **Online wellness programs.** Learn more at kp.org/healthylifestyles.
- **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.
- **One Pass Select Affinity®.** Get discounts on fitness services.



Urgent and After Hours Care

Urgent Care centers

Open evenings, weekends, and holidays, our Urgent Care centers are located in Maryland, Virginia, and Washington, DC. The centers provide care for both adults and children.

Call **800-777-7904** (TTY **711**) to get the care you need, or come in if you're experiencing any of the following:

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

Listed above are examples of conditions treated in Urgent Care or Advanced Urgent Care. If you think you're experiencing an emergency medical condition,¹ call 911.



24/7 Kaiser Permanente Advanced Urgent Care centers

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

- Physicians trained in emergency medicine
- Lower cost shares² than those for a typical hospital ER visit
- Extended lab and 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 offer limited lab and radiology services. The clinics are appropriate for minor health concerns, such as ear or neck pain, rash, UTI, minor injuries, and cold, sinus, or flu-like symptoms.

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, **kp.org**, or the Kaiser Permanente app³

¹An 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 plan document for the complete definition of emergency medical conditions.

²Cost share depends upon your plan. For specific information, please check your plan document.

³To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

Kaiser Permanente Urgent 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-Fri: 3-11 p.m.

Sat, Sun: 9 a.m.-5 p.m.

Closed holidays

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.

Closed holidays

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.

Closed holidays

Virginia

Ashburn After Hours Care

43480 Yukon Drive
Ashburn, VA 20147

Appointments recommended

Mon-Fri: 3-11 p.m.

Sat, Sun: 9 a.m.-5 p.m.

Closed holidays

Caton Hill Advanced Urgent Care 24/7

13285 Minnieville Road
Woodbridge, VA 22192

Fredericksburg After Hours Care

1201 Hospital Drive
Fredericksburg, VA 22401

Appointments recommended

Mon-Fri: 3-11 p.m.

Sat, Sun: 9 a.m.-5 p.m.

Closed holidays

Reston Urgent Care

1890 Metro Center Drive
Reston, VA 20190

By appointment only

Mon-Fri: 3-11 p.m.

Sat, Sun, holidays: 9 a.m.-9 p.m.

Tysons Corner Advanced Urgent Care 24/7

8008 Westpark Drive
McLean, VA 22102

Washington, DC

Kaiser Permanente 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.

Hospital care

kp.org/premierhospitals

Our premier hospitals

Kaiser Permanente carefully selects premier hospitals¹ to team with us in taking great care of you.

Located throughout Maryland, Virginia, and Washington, DC, these award-winning hospitals work with us to provide your treatment when you need inpatient or outpatient hospital care.

What if you're admitted to a non-premier hospital?

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

Out-of-network hospitals:



- You can receive inpatient hospitalization services from any licensed or accredited hospitals and facilities.
- When you receive services, you may need to pay allowable charges (such as the contracted amount a provider has agreed to accept) to the hospital, doctor, or other providers, as described in your plan document. You may also need to submit a claim for reimbursement.






For locations and other details, visit kp.org/premierhospitals.

¹The premier hospitals are independently owned and operated hospitals, and they contract with Kaiser Foundation Hospitals. The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location for premier hospitals. For the most up-to-date information, visit kp.org/premierhospitals.

Additional services

Services	What you need to know
<p>X-ray and imaging services</p> 	<p>In-network</p> <p>For most services, you need a referral from your doctor. He or she will 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 don't have to make a separate trip to have an X-ray or other imaging test.</p> <p>Call the appointment line to schedule a mammogram. You don't 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 in your medical record.</p> <p>Out-of-network</p> <p>You can receive X-ray and other imaging services at any facility. If you receive screenings in out-of-network facilities, you'll likely pay in full and submit a claim for reimbursement. The provider may also bill you for the difference, if any, between actual billed charges and the maximum allowable charge. Orders fulfilled at out-of-network facilities will count toward your annual 10- or 15-visit limit for out-of-network services.</p>
<p>Lab tests and results</p> 	<p>In-network</p> <p>For most routine lab tests, your Permanente physician will send the order electronically to the Kaiser Permanente lab, and you can just walk in without an appointment.</p> <p>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.</p> <p>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.</p> <p>Out-of-network</p> <p>You can receive lab tests at any facility.</p> <ul style="list-style-type: none"> • If you receive screenings in out-of-network facilities, you'll likely pay in full and submit a claim for reimbursement. The provider may also bill you for the difference, if any, between actual billed charges and the maximum allowable charge. • Orders fulfilled at out-of-network facilities will count toward your annual 10- or 15-visit limit for out-of-network services. • You can bring orders from out-of-network providers to be fulfilled at Kaiser Permanente facilities.

Services	What you need to know
<p>Transferring medical records</p> 	<p>To make your transition to Kaiser Permanente as seamless as possible, please bring the following lists to your first appointment:</p> <ul style="list-style-type: none"> • Allergies • Cancer screening tests • Current and/or recent physicians, including addresses • Immunizations • Medical conditions • Medications • Surgeries <p>Kaiser Permanente physicians can often access your digital health record from your previous physicians. If your Kaiser Permanente physician 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.</p> <p>If you already have your records, you can upload them to kp.org or contact our Health Information Management Services (HIMS) Department by email at mashimspmr@kp.org, or by fax at 855-902-4974. We'll only include specific documents in your Kaiser Permanente medical chart. Please also bring records to your first appointment.</p>
<p>Chronic care management</p> 	<p>You can join our disease management program if you need help managing ongoing health conditions, such as:</p> <ul style="list-style-type: none"> • Asthma • Chronic obstructive pulmonary disease • Coronary artery disease • Depression • Diabetes • High blood pressure • Weight management <p>To learn more, leave a message anytime at 703-536-1465 (Washington, DC, metropolitan calling area) or 410-933-7739 (Baltimore area). Please leave your name, medical record number, address, and the condition for which you're requesting information, and we'll return your call within 2 business days.</p>
<p>Coordination of benefits</p> 	<p>Do you have coverage from another plan, too? If you have other health coverage in addition to your coverage with Kaiser Permanente, please notify Customer Service at 800-401-8405 (TTY 711).</p> <p>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 Customer Service.</p>

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.

Routine care

Use your **kp.org** account or the Kaiser Permanente app¹:

- Get medical advice from a licensed care professional 24/7
- Access care by phone, video, or e-visit—usually at no cost²
- Email nonurgent questions to your doctor's office

Urgent care³

No matter where you get urgent or emergency care, you can file a claim for reimbursement. And at many locations outside Kaiser Permanente service areas, you'll only pay your copay or coinsurance—no need to file a claim.

- Cigna HealthcareSM PPO Network⁴ providers
- MinuteClinics[®], including pharmacies
- Concentra clinics

Emergency care³

No matter where you are, you can simply go to the nearest emergency room. If it's a Kaiser Permanente location or a Cigna Healthcare PPO provider, you'll only pay your normal copay or coinsurance.



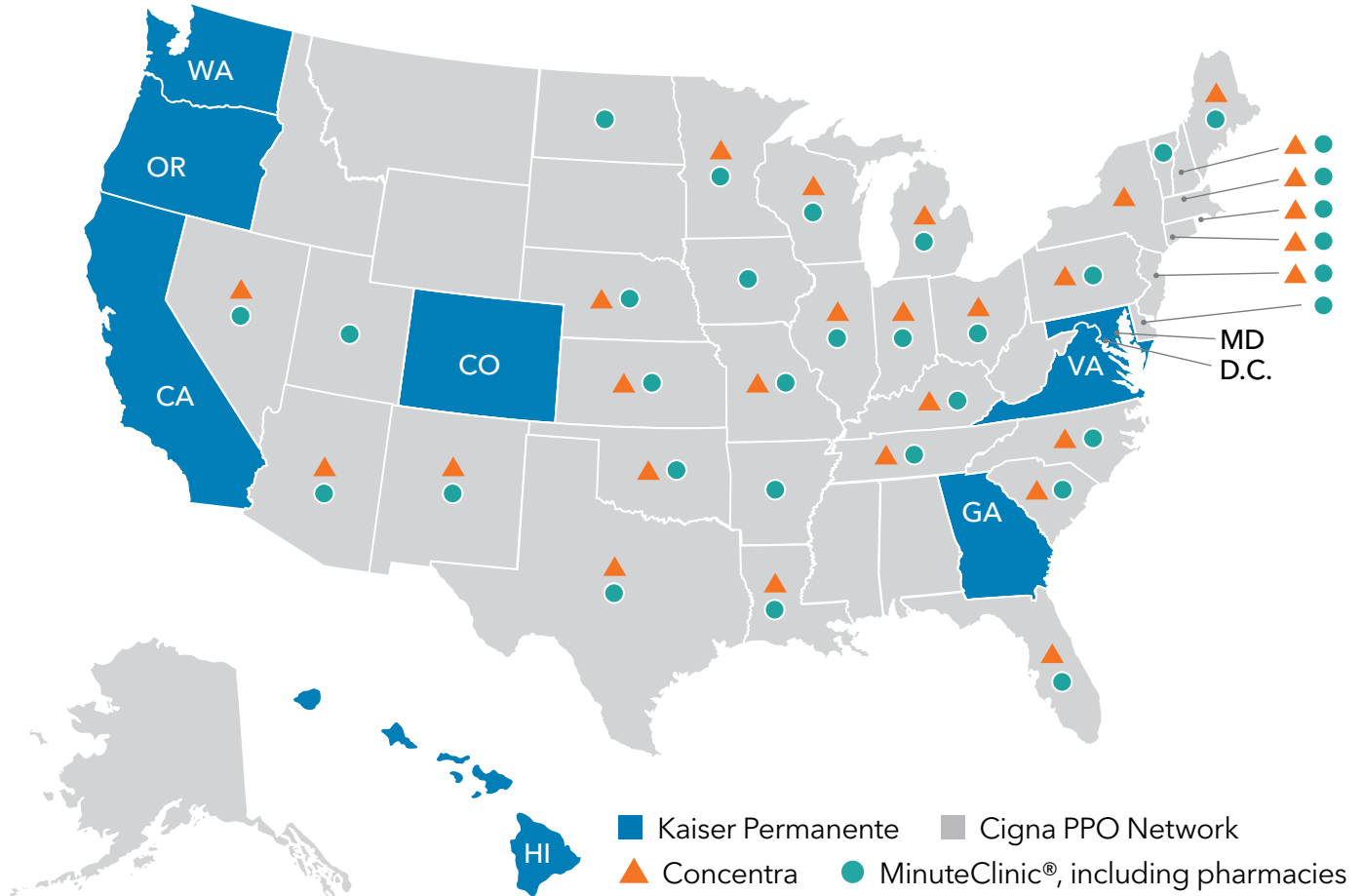
¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

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

³If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your benefits booklet.

⁴The Cigna HealthcareSM PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Permanente Insurance Company or Kaiser Foundation Health Plan. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with Kaiser Permanente Insurance Company and Kaiser Foundation Health Plan. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

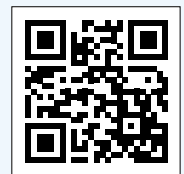
Find care near you



Support while you're away

Need help finding care or learning what's covered while you're away? Call our Away from Home Travel Line at **951-268-3900** (TTY 711)¹ or visit kp.org/travel.

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).



¹Long-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.

Understanding your costs and benefits

You pay \$0 cost share for in-network preventive care

Preventive care includes routine physicals, well-child visits, and certain screenings and tests (such as mammograms), so there's no need to delay making your first appointment with your primary care physician.

If you have symptoms of a condition, your doctor may order a service to help find out what it is or help treat it. Since you've shown symptoms, this service doesn't qualify as preventive. It's actually diagnostic, since it's used to diagnose your condition, and cost sharing may apply.

You may also get services to help treat a condition that's already been diagnosed. Since you're being treated for an existing condition, these services are also non-preventive, and cost sharing may apply.

Tests or services ordered for or during a routine physical or well-child visit may result in cost sharing if those services are related to diagnosing, monitoring, or treating an existing condition.

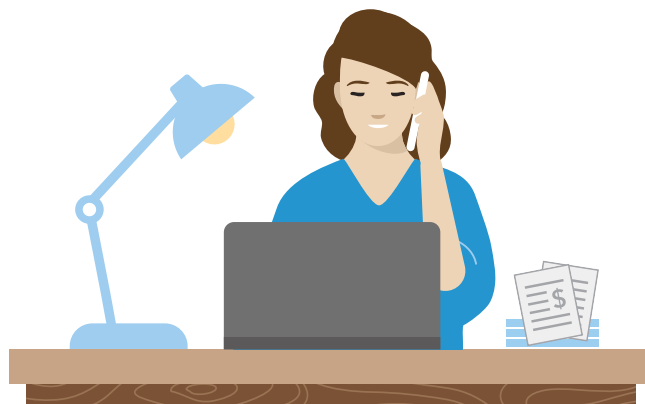
You may have a copay for most other care, such as appointments with specialists, urgent care, and some tests and services. Please refer to your plan document.

You can estimate the cost of your next visit at kp.org/costestimates. You'll need to be registered on kp.org to use this secure tool.



Your share of costs

“Cost share” refers to what you pay as part of your share for health care costs. Refer to your plan document to learn more about your plan’s specific cost shares.



Type of cost share	What it is	When you pay
Copayment (copay)	<p>The set fee you pay for a covered service (like a non-preventive office visit) every time that service is provided. Copayments vary depending on your plan and do not count toward a deductible. However, they do count toward your annual out-of-pocket maximum for most services.</p>	<p>Nearly all plans have copayments or coinsurance. A copayment or coinsurance may be owed on the day you receive services, for each visit, even if multiple visits occur on the same day.</p>
Coinsurance	<p>The percentage of the cost for a covered service. For example, if your coinsurance is 15% and your allowed office visit cost is \$100, then you pay \$15 and the health plan pays \$85. Coinsurance varies according to your plan and does not apply toward the deductible. However, it counts toward your annual out-of-pocket maximum for most services.</p>	<p>There is no copay or coinsurance for preventive care for non-grandfathered plans. What you owe depends on your plan’s benefits and the services you receive.</p>
Out-of-pocket maximum	<p>The maximum amount you pay out of pocket each contract year for most covered services. Once the amounts you have paid equal the out-of-pocket maximum, you pay nothing for those covered services for the remainder of the contract year.</p>	<p>Depending on your plan, the copayments, coinsurance, and deductibles you pay for most services will count toward the out-of-pocket maximum.</p>
Deductible (Visit kp.org/deductibleplans to learn more about deductible plans and to find helpful cost tools.)	<p>The set amount you must pay each contract year for covered medical services before the plan begins to pay its share. Not all services may be applied to the deductible. Deductibles vary depending on the plan you have.</p> <p>Once you have met your deductible, you’ll be required to pay only the applicable copayment or coinsurance for most covered services for the remainder of your plan’s contract year. Certain conditions may apply.</p>	<p>If you have a deductible, you’ll be billed for the full allowed amount for each service that is subject to the deductible during check-in or after the service via mailed bill. You may also receive an estimate of your charges before your office visit for certain services, and you may choose to make a deposit payment based on that estimate.</p>

Claims

You will not file claims for services if:

- You get medical care and services from network providers.
- You get an authorized referral from your network provider to see an out-of-network provider.
- Your amount paid was for a copayment, deductible, and/or coinsurance.

If you file a claim:

- You have up to 180 days from the date you received care to submit your claim.
- We'll review the claim and decide what payment or reimbursement you may be owed.
- Care must be medically necessary. Please refer to your plan document.

How to file the claim

To request payment or reimbursement, go to levelfunded.kp.org and download a claim form.

Along with your member reimbursement form, the following information is required for all claims:

- Itemized bills (should include date of service, services received, and cost of each item)
- Medical records (copies of original medical reports, admission notes, emergency room records, and/or consultation reports)
- Proof of payment (receipts or bank or credit card statements)

What you'll receive from us

An Explanation of Benefits that will detail what you need to pay and what the health plan will pay.

Filing an appeal

It is your right to file an appeal if you disagree with a decision not to pay for a claim. Read your plan document for more information.



HELP IN YOUR LANGUAGE:

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal and state civil rights law and does not discriminate or exclude people or treat them less favorably on the basis of race, color, national origin (including limited English proficiency and primary language), ancestry, age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, gender expressions, and sex stereotypes), religion, creed or marital status.

KPIC:

- Provides no cost auxillary aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, braille and accessible electronic formats
- Provides no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call: **1-866-213-3062** (TTY: **711**)

ATTENTION: If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-866-213-3062** (TTY: **711**).

አማርኛ (Amharic) ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ፣ ተገቢ የሆኑ ረዳት መርጃዎች እና አገልግሎቶችን ጭምር የቋንቋ እርዳታ አገልግሎቶች በነጻ ለእርስዎ ይገኛሉ። ወደ **1-866-213-3062** (TTY: **711**) ይደውሉ።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-213-3062** (TTY: **711**).

Հայերեն (Armenian) Ուժեղացված ԹՅՈՒՆՆԵՐ: Եթե հայերեն եք խոսում, ձեզ համար մատչելի են լեզվական աջակցության անվճար ծառայություններ, ներառյալ համապատասխան օժանդակ միջոցներ և ծառայություններ: Չանգահարեք **1-866-213-3062** հեռախոսահամարով (TTY **711**):

Bàsɔ-Wùdù (Bassa) DYÉDÉ-GBO-DÈ-ÐÈ: Ɔ jũ ké m̄ d̄yi Bàsɔ-Wùdù po-nyò jũin, wuɖu-xwíníín mú zàzà b̄ě kè gbo-kpá-kpá ɔ kè kùà t̄òò b̄ě se wíɖí. péé-péé d̄ò k̄ɔ́ɛ ní bó m̄ bìì. Ðá **1-866-213-3062** (TTY: **711**).

বাংলা (Bengali) মনোযোগ দিন: আপনি যদি বাংলা ভাষায় কথা বলেন, তাহলে আপনি প্রয়োজনীয় সহায়ক উপকরণ ও সেবা, সহ ভাষা পরিষেবা বিনামূল্যে পেতে পারেন। কল করুন **1-866-213-3062** (TTY: **711**).

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言協助服務，包括適當的輔助與服務。請致電**1-866-213-3062** (TTY: **711**)。

فارسی (Persian) توجه: اگر به زبان فارسی صحبت می‌کنید خدمات کمک‌رسانی زبانی، شامل کمک‌ها و خدمات جانبی مناسب، به صورت رایگان در دسترس‌تان قرار می‌گیرد. با شماره **1-866-213-3062** تماس بگیرید (TTY: **711**).

Français (French) ATTENTION : si vous parlez français, des services d'assistance linguistique, notamment des aides et des services auxiliaires adaptés, sont mis gratuitement à votre disposition. Appelez le **1-866-213-3062** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistenten mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Bitte wählen Sie die **1-866-213-3062** (TTY: **711**).

ગુજરાતી (Gujarati) ધ્યાન રાખો: જો તમે ગુજરાતી બોલતા હોવ, તો યોગ્ય સહાયક સહાય અને સેવાઓ, સહિતની ભાષા સહાય સેવાઓ, તમારા માટે મફત ઉપલબ્ધ છે. કોલ કરો **1-866-213-3062** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale kreyòl ayisyen, gen sèvis asistans lengwistik ansanm ak èd epi sèvis ki gen rapò ak sa yo, ki disponib pou ou san w p ap peye. Rele **1-866-213-3062** (TTY: **711**).

हिंदी (Hindi) ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए उपयुक्त सहायक उपकरण और सेवाओं सहित भाषा सहायता सेवाएँ मुफ्त उपलब्ध हैं। **1-866-213-3062** (TTY: **711**) पर कॉल करें।

Hmoob (Hmong) CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus uas pab dawb rau koj. Hu rau **1-866-213-3062** (TTY: **711**).

Igbo (Igbo) GEE NTI: O buru na ina-asu asusu English, oru enyemaka asusu gunyere oru na enyemaka kwesiri ekwesiri, di n'efu, di maka gi. Kpoo **1-866-213-3062** (TTY: **711**).

Italiano (Italian) ATTENZIONE: Se parla italiano, può usufruire gratuitamente dei servizi di assistenza linguistica compresi gli opportuni aiuti e servizi ausiliari. Chiami il numero **1-866-213-3062** (TTY: **711**).

日本語 (Japanese) お知らせ : 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。電話 : **1-866-213-3062** (TTY: **711**)。

ខ្មែរ (Khmer) សូមយកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយភាសា រួមទាំងឧបករណ៍ និងសេវាកម្មជំនួយសមរម្យ ដោយមិនគិតថ្លៃ គឺអាចរកបានសម្រាប់អ្នក។ សូមទូរសព្ទទៅលេខ **1-866-213-3062** (TTY: **711**)។

한국어 (Korean) 참고: 한국어를 구사하시는 경우, 필요한 보조 기기와 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-866-213-3062**(TTY: **711**)번으로 전화하십시오.

ພາສາລາວ (Laotian) ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ຈະມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ວວມທັງຄວາມຊ່ວຍເຫຼືອ ແລະ ບໍລິການເສີມທີ່ກ່ຽວຂ້ອງໂດຍບໍ່ເສຍຄ່າ. ໂທຫາ **1-866-213-3062** (TTY: **711**).

Naabeehó (Navajo) BEE ADIIT'ÁNÍ: T'áá shoodí éí Diné bizaad bee yánilti', t'áá iiyisí dóó ch'iyáán yáhoot'ééł nihá shikaadééł dah naashá. Doo baa akót'éego nihá baqah daniidlii'. Háálá **1-866-213-3062** (TTY: **711**).

नेपाल (Nepali) ध्यान दिनुहोस्: यदि तपाईं नेपाली बोल्नुहुन्छ भने उपयुक्त सहायक साधनहरू र सेवाहरू सहितको भाषा सहायता सेवा तपाईंको लागि नि:शुल्क उपलब्ध छ। **1-866-213-3062** (TTY: **711**) मा फोन गर्नुहोस्।

Afaan Oromoo (Oromo) FUULEFFANNAA: Afaan Oromoo dubbattu yoo ta'e, tajaajiloonni afaanii meeshaalee fi tajaajiloota qaama miidhamtootaaf mijaa'oo ta'an dabalatee, kaffaltii

irraa bilisa karaa ta'een, ni argamu. Bilbilaa **1-866-213-3062** irratti (TTY: 711).

Português (Portuguese) ATENÇÃO: Se você fala português, serviços de assistência de idioma, incluindo recursos e serviços auxiliares adequados, estão disponíveis gratuitamente para você. Ligue para **1-866-213-3062** (TTY: 711).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਢੁਕਵੇਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਸਮੇਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। **1-866-213-3062** (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă sunt disponibile în mod gratuit servicii de asistență lingvistică, inclusiv ajutoare și servicii auxiliare adecvate. Sunați la numărul **1-866-213-3062** (TTY: 711).

Русский (Russian) ВНИМАНИЕ: если вы говорите по-русски, вы можете получить бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Звоните по телефону **1-866-213-3062** (TTY: 711).

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen aparatos y servicios auxiliares adecuados y gratuitos. Llame al **1-866-213-3062** (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung kayo ay nagsasalita ng Tagalog, ang mga serbisyo ng tulong sa wika, kabilang ang mga naaangkop na karagdagang tulong at serbisyo, na walang bayad, ay available sa inyo. Tumawag sa **1-866-213-3062** (TTY: 711).

ไทย (Thai) หมายเหตุ: หากท่านพูดภาษาไทย ท่านสามารถขอรับบริการช่วยเหลือด้านภาษา รวมทั้งเครื่องช่วยเหลือและบริการเสริมที่เหมาะสมได้ฟรี โปรดติดต่อหมายเลข **1-866-213-3062** (เครื่อง TTY: 711)

Українська (Ukrainian) УВАГА! Якщо ви володієте українською мовою, вам доступні безкоштовні послуги з мовної допомоги, включно із відповідною додатковою допомогою та послугами. Телефонуйте **1-866-213-3062** (TTY: 711).

اردو (Urdu) توجہ دیں: اگر آپ اردو بولتے ہیں تو لسانی اعانت کی خدمات، بشمول مناسب معاون امدادی آلات اور خدمات، بلا معاوضہ، آپ کے لیے دستیاب ہیں۔ **1-866-213-3062** (TTY: 711) پر کال کریں۔

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu nói tiếng Việt, quý vị có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Gọi số **1-866-213-3062** (TTY: 711).

Yorùbá (Yoruba) ÀKÍYÈSÍ: Bí o bá lè sọ èdè Yorùbá, àwọn ètò ìrànlọ́wọ́ èdè, tí tí kan àwọn ohun èlò àti ìṣẹ́ ìrànlọ́wọ́ tó yẹ wà fún ọ lófèfè. Pe **1-866-213-3062** (TTY: 711).

NONDISCRIMINATION NOTICE:

If you believe that KPIC has failed to provide these services or discriminated in another way on the basis of national origin, ancestry, age, disability, sex, religion, creed, or marital status, you can file a grievance by mail or phone with your home region Civil Rights Coordinator office:

Colorado	Georgia	Northwest
KPIC Civil Rights Coordinator PO Box 378066 Denver, CO 80237-8066 Fax: 1-866-466-4042 Phone: 1-855-364-3184	KPIC Civil Rights Coordinator Nine Piedmont Center 3495 Piedmont Rd NE Atlanta, GA 30305-1736 Fax: 1-404-949-5001 Phone: 1-855-364-3185	KPIC Civil Rights Coordinator 500 NE Multnomah St., Suite 100 Portland, OR 97232-2099 Fax: 1-855-347-7239 Phone: 1-866-616-0047
California	Mid-Atlantic (DC, MD, VA)	Washington
KPIC Civil Rights Coordinator PO Box 1809 Pleasanton, CA 94566 Fax: 1-888-987-2252 Phone: 1-800-788-0710	KPIC Civil Rights Coordinator PO Box 1809 Pleasanton, CA 94566 Fax: 1-888-987-2252 Phone: 1-800-788-0710	KPIC Civil Rights Coordinator P.O. Box 34593 Seattle, WA 98124-1593 Fax: 1-206-630-1859 Phone: 1-866-458-5479

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- By completing the complaint form and submitting the form to:

The U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019
Phone (TDD): 1-800-537-7697

Complaint forms can be found online:
<https://www.hhs.gov/ocr/office/file/index.html>

- Or, electronically by submitting your complaint through the Office for Civil Rights Complaints Online Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Your provider choices—key things to remember

(Continued from the inside front cover)

In-network

- You can view most lab results, refill most prescriptions, email your doctor's office, schedule routine appointments, and more online at kp.org.¹
- If you're having more than one test or procedure, you may be able to have them done in one place and fill your prescription at the same place, saving you time.
- When you call for medical advice, you could also have a video visit with a doctor who is connected to your personal care team or be directed to use our click-to-chat feature, Chat with KP. You can also make a video appointment with your primary care doctor during regular office hours.²
- Urgent Care is available 24/7 at seven medical centers and on evenings and weekends at eight others.
- Preauthorization may be required for certain services, which your Permanente physician will obtain for you.

Refer to your benefits booklet for more information.

Out-of-network

- Your out-of-pocket costs will generally be higher when you choose to receive services from out-of-network providers and facilities.
- You may need to submit claims for reimbursement.

Member responsibilities:

- It is your responsibility to manage claim forms and other administrative tasks.

- Out-of-network providers may require you to pay the full cost of each visit. If so, you'll need to submit claim forms with itemized bills for reimbursement. Refer to page 25 for claims information.

Out-of-network costs:

- After you receive any out-of-network covered medical service, and once a medical claim for your service has been verified as an eligible benefit, you'll receive an Explanation of Benefits (EOB). The EOB will show you a breakdown of the charges and payments for your visit, out-of-pocket maximum accumulations, and how much you're responsible for paying.
- Out-of-network providers may also bill you for the difference, if any, between billed charges and the maximum allowable charge. Charges that exceed the maximum allowable are not covered and don't accumulate to the in-network out-of-pocket maximum.
- Out-of-network visits don't count toward meeting your out-of-pocket maximum, which is only applicable to in-network benefits.
- Out-of-network physicians are not linked to your electronic medical record.
- If you exceed your 10 visits per contract year and choose to continue to go out of network, you'll pay out of pocket for those services, unless a referral has been issued and an authorization for services with the out-of-network provider has been approved. You can also choose to go in-network to Kaiser Permanente for all of your care.
- Your out-of-network pharmacist is not linked to your medical record.

Refer to your plan document for more information.

¹These features are available for care provided at Kaiser Permanente medical centers.

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

Kaiser Permanente Insurance Company (KPIC) provides administrative services and underwrites stop-loss insurance for the Kaiser Permanente Level Funded program.

KPIC is a subdivision of Kaiser Foundation Health Plan, Inc. (KFHP).

Kaiser Permanente medical facilities

Maryland

- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 **FUTURE LOCATION**
Medical Center in Aspen Hill
- 4 Kaiser Permanente Baltimore Harbor Medical Center
- 5 Bowie Fairwood Medical Center
- 6 Camp Springs Medical Center
- 7 Columbia Gateway Medical Center
- 8 Kaiser Permanente Frederick Medical Center
- 9 Gaithersburg Medical Center
- 10 Kensington Medical Center
- 11 Largo Medical Center
- 12 Lutherville-Timonium Medical Center
- 13 Marlow Heights Medical Center
- 14 North Arundel Medical Center
- 15 Shady Grove Medical Center
- 16 Silver Spring Medical Center
- 17 South Baltimore County Medical Center
- 18 **FUTURE LOCATION**
Southern Maryland Medical Center

- 19  Friendship Heights
by KAISER PERMANENTE.
- 20 West Hyattsville Medical Center
- 21 White Marsh Medical Center
- 22 Woodlawn Medical Center

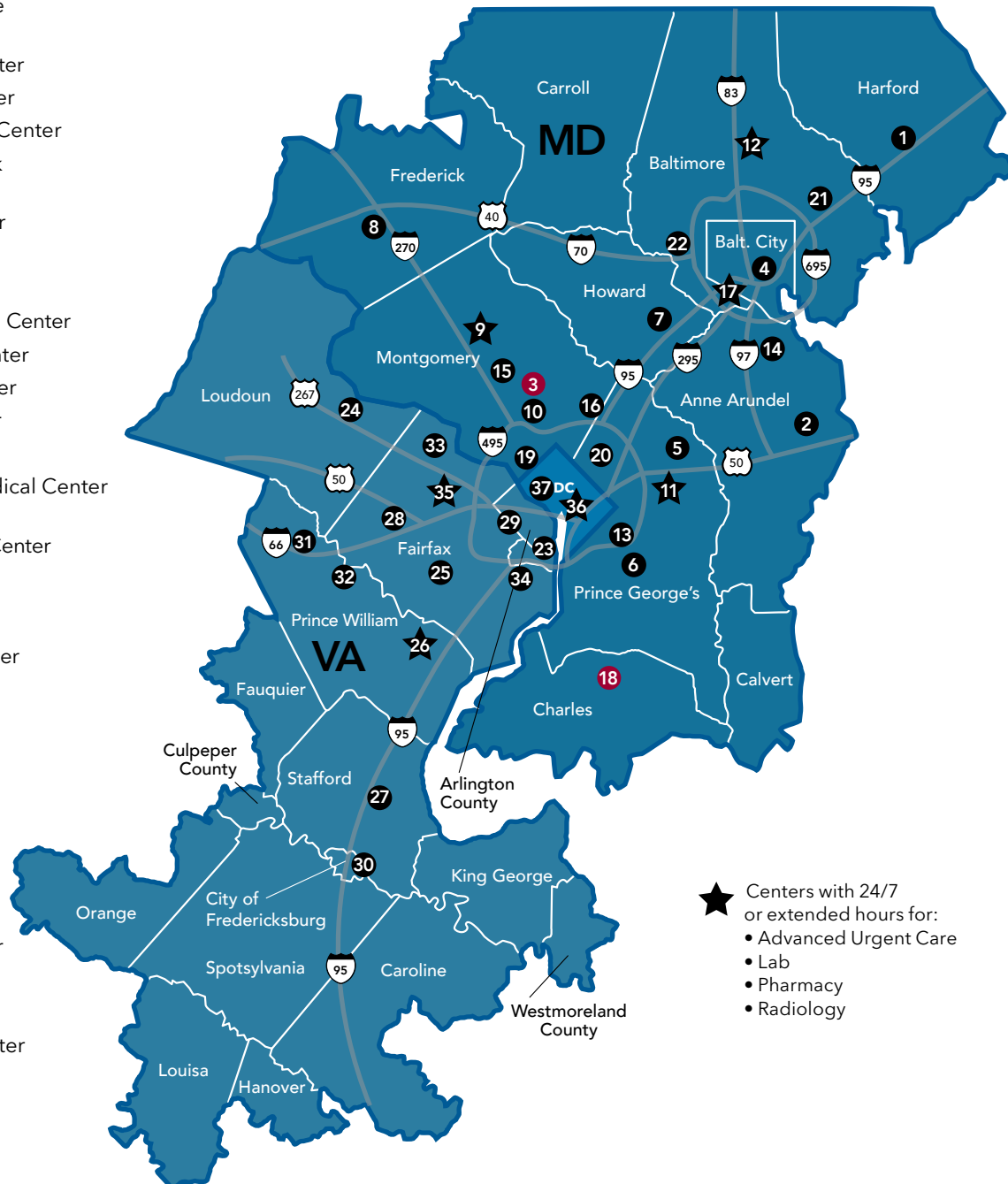
Virginia

- 23 Alexandria Medical Center
- 24 Ashburn Medical Center
- 25 Burke Medical Center
- 26 Caton Hill Medical Center
- 27 Colonial Forge Medical Center
- 28 Fair Oaks Medical Center
- 29 Falls Church Medical Center
- 30 Fredericksburg Medical Center
- 31 Haymarket Crossroads Medical Center
- 32 Manassas Medical Center

- 33 Reston Medical Center
- 34 Springfield Medical Center
- 35 Tysons Corner Medical Center

Washington, DC

- 36 Kaiser Permanente Capitol Hill Medical Center
- 37 Northwest DC 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.

Kaiser Permanente's service area in Fauquier County includes the following ZIP codes: 20115, 20116, 20117, 20119, 20128, 20137, 20138, 20139, 20140, 20144, 20181, 20184, 20185, 20186, 20187, 20188, 20198, 22406, 22556, 22639, 22642, 22643, 22720, 22728, and 22739.